

PLANO CITY COUNCIL

WILL CONVENE INTO EXECUTIVE SESSION AT 5:00 P.M. ON MAY 29, 2012, FOLLOWED BY THE PRELIMINARY OPEN MEETING IN THE PLANO MUNICIPAL BUILDING, 1520 K AVENUE, IN COMPLIANCE WITH VERNON'S TEXAS CODES ANNOTATED, GOVERNMENT CODE CHAPTER 551 (OPEN MEETINGS ACT), AS FOLLOWS:

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

EXECUTIVE SESSION

- | | | | |
|------|---|-----------|---------|
| I. | Legal Advice
Respond to questions and receive legal advice on agenda items | Wetherbee | 5 min. |
| II. | Litigation
Camilla Chelena Ray, et al. vs. The City of Plano, et al. | Wetherbee | 10 min. |
| III. | 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. | Bane | 10 min. |
| IV. | Personnel
Designation of Mayor Pro Tem and Deputy Mayor Pro Tem
Appointment/Reappointment - DART Board of Directors
Appointment - Planning and Zoning Commission
City Manager Duties | Council | 20 min. |

PRELIMINARY OPEN MEETING

- | | | | |
|-----|---|------------|---------|
| I. | Consideration and action resulting from Executive Session discussion: Personnel - Designation of Mayor Pro Tem and Deputy Mayor Pro Tem; Appointment/Reappointment of DART Board of Directors; Appointment - Planning and Zoning Commission | Council | 5 min. |
| II. | North Texas Tollway Authority - Overview and Update | Bill Moore | 10 min. |

III.	Report re Citizen Survey	Rhodes-Whitley	10 min.
IV.	Comprehensive Monthly Financial Report	Tacke	10 min.
V.	Discussion and Direction re Board and Commission Review Committee Recommendations	Miner/Dunlap	15 min.
VI.	Council items for discussion/action on future agendas	Council	5 min.
VII.	Consent and Regular 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.

Municipal Center is wheelchair accessible. A sloped curb entry is available at the main entrance facing Avenue L, with specially marked parking spaces nearby. Access and special parking are also available on the north side of building. The Council Chamber 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.

MEMO

DATE: May 24, 2012

TO: Honorable Mayor and City Council
City Manager Glasscock
City Secretary Zucco

FROM: Alice Snyder, Assistant City Secretary

RE: Personnel Appointments/Reappointments
Executive and Worksession Meetings

The following appointments/reappointments will be considered at the May 29, 2012 Council Meeting.

<u>Executive Session</u>	<u>Worksession Meeting</u>
<u>Appointments/Reappointments:</u> <ul style="list-style-type: none">-DART Board of Directors- Planning & Zoning Commission	



North Texas Tollway Authority Update

Bill Moore

Vice Chairman, NTTA Board of Directors

May 29, 2012

Payments to Region - \$3.4 Billion

Revenue and Project Tracking System



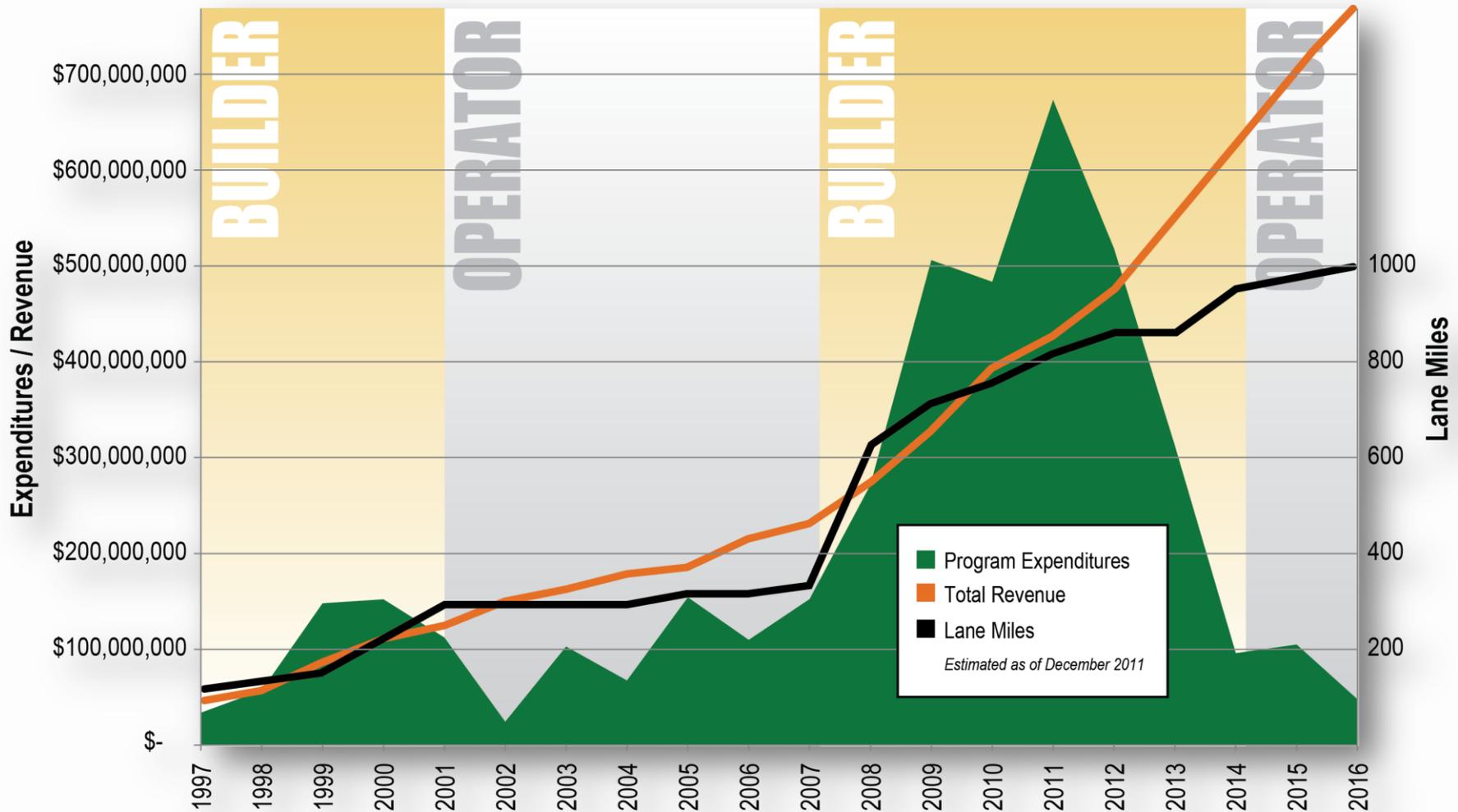
REGIONAL TOLL REVENUE

[dashboard](#) [funding](#) [projects](#) [archived reports](#) [definitions](#) [contact us](#)

Balances By County as of December 31, 2011

County	RTR Initial Allocation	Interest Received	Spent To Date	Reclassifications	Ending Balances
COLLIN	\$873,675,036	\$65,082,769	\$129,837,464	\$27,526,091	\$836,446,432
DALLAS	\$509,618,479	\$23,941,232	\$474,076,555	\$345,640,397	\$405,123,553
DENTON	\$1,608,602,851	\$109,538,757	\$340,406,264	\$0	\$1,377,735,344
ELLIS	\$3,568,674	\$826,458	\$10,307,579	\$24,100,000	\$18,187,553
HOOD	\$0	\$0	\$0	\$0	\$0
HUNT	\$0	\$0	\$0	\$0	\$0
JOHNSON	\$4,198,212	\$211,437	\$0	\$-4,409,649	\$0
KAUFMAN	\$2,727,555	\$377,511	\$0	\$7,170,000	\$10,275,066
PARKER	\$3,411,047	\$171,792	\$0	\$-3,582,839	\$0
ROCKWALL	\$8,490,069	\$1,094,990	\$19,377,898	\$23,142,344	\$13,349,505
TARRANT	\$117,812,324	\$5,933,441	\$0	\$-123,745,765	\$0
WISE	\$0	\$0	\$0	\$0	\$0
WEST SET ASIDE	\$27,400,000	\$1,382,579	\$0	\$-28,782,579	\$0
EAST SET ASIDE	\$37,600,000	\$2,951,580	\$1,535,413	\$2,048,488	\$41,064,655
Total	\$3,197,104,247	\$211,512,546	\$975,541,173	\$269,106,488	\$2,702,182,108

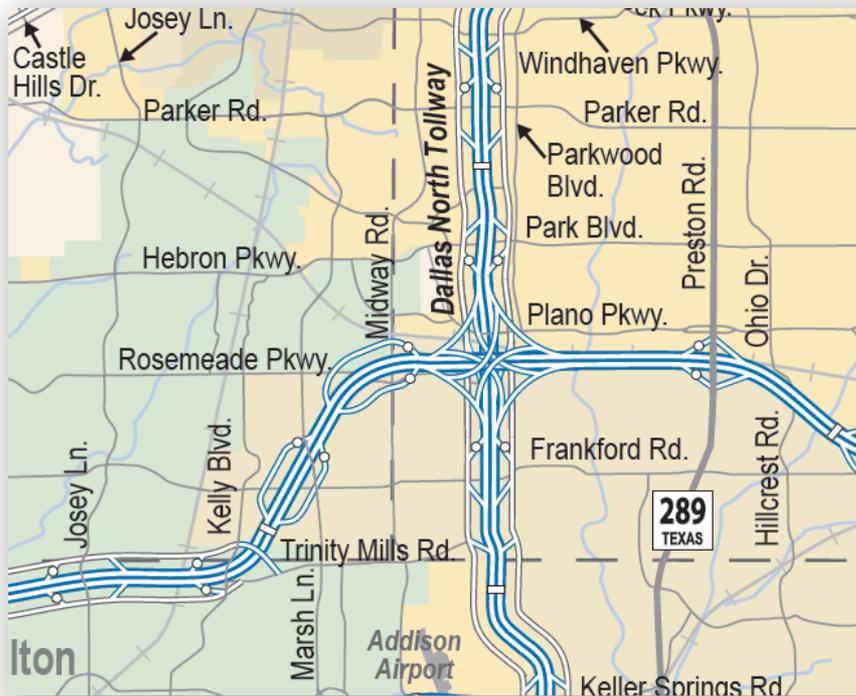
NTTA Builder-Operator Evolution



Roadway Enhancements

- Dallas North Tollway Fourth Lane
- Dallas North Tollway / Bush Turnpike Interchange Improvements
- Bush Turnpike Fourth Lane
- Bush Turnpike Cashless Tolling Completion
- U.S. 75/Bush Turnpike Interchange (TxDOT project)

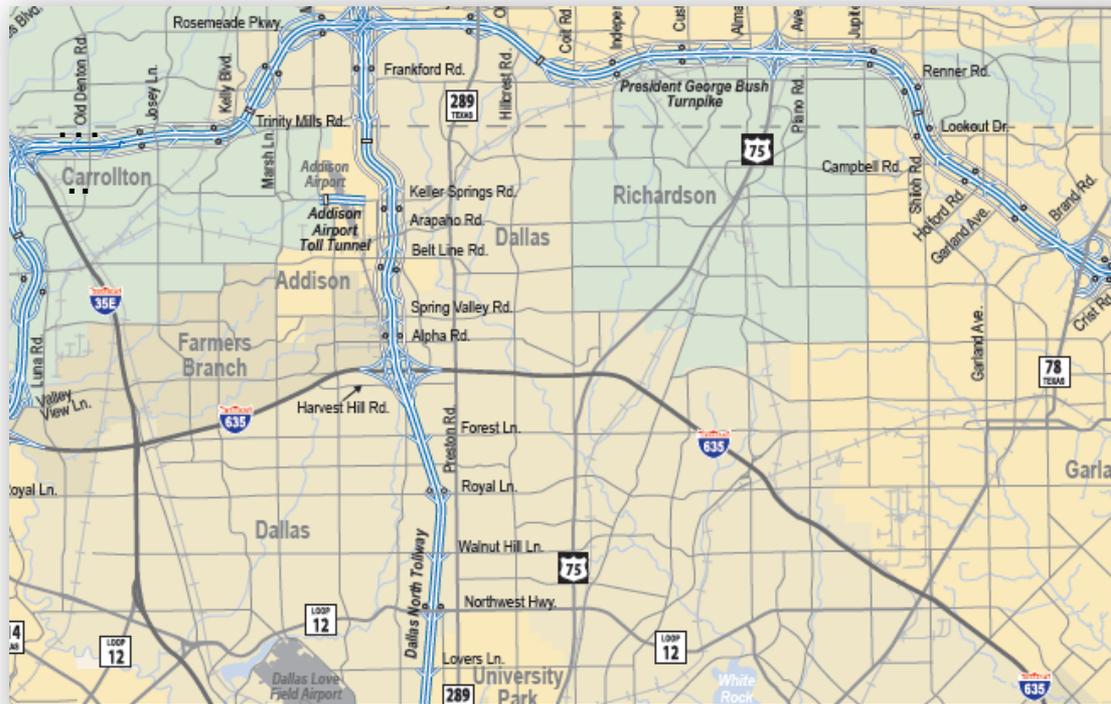
Dallas North Tollway / Bush Turnpike Interchange



Capacity improvements and modifications to existing direct connectors on the north side of the Bush Turnpike

- Connectors from the southbound DNT to east/west Bush Turnpike
 - Connectors from the Bush Turnpike east and west to northbound DNT
- Design scheduled to begin in 2013
 - Open to traffic 2016
 - Estimated cost: \$120 million
 - Right of Way and utilities needed between PGBT and Park Boulevard (utility for access to park)

President George Bush Turnpike Fourth Lane



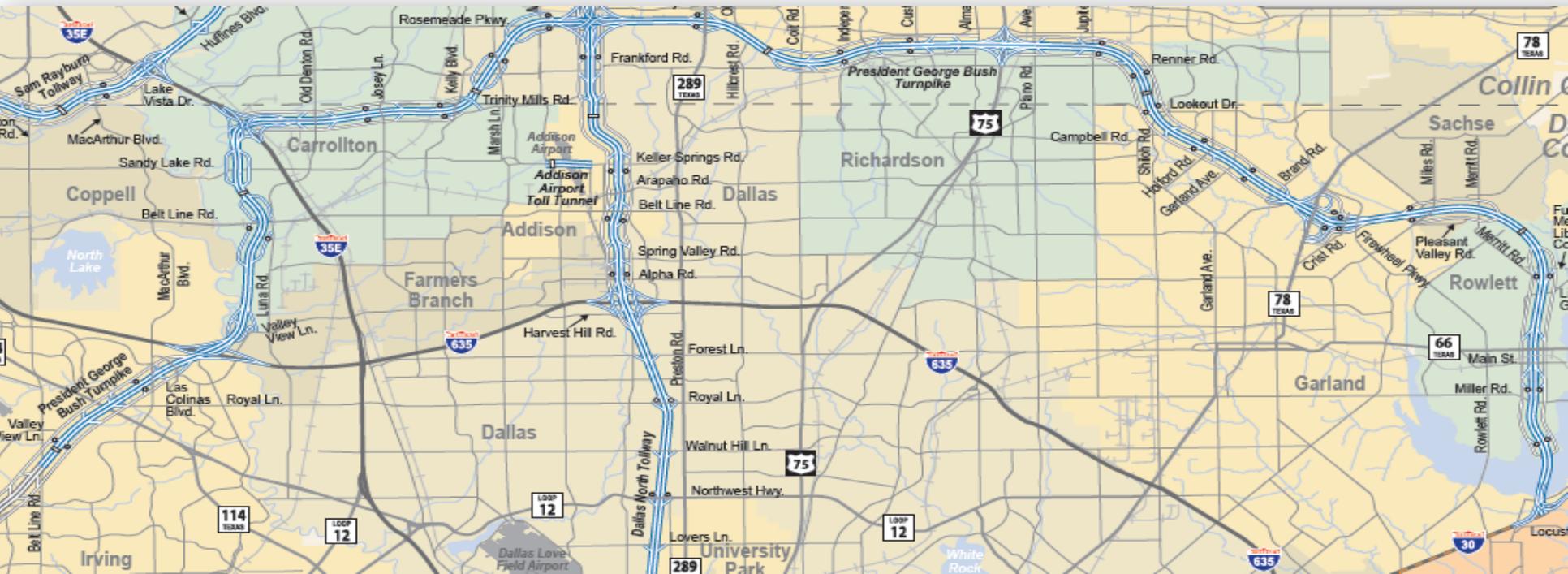
Capacity improvements by adding an inside lane in both directions

- Limits: I-35E to SH 78
- Construction to begin in 2016 (fully designed)
- Estimated open to traffic 2018
- Cost: \$80 million

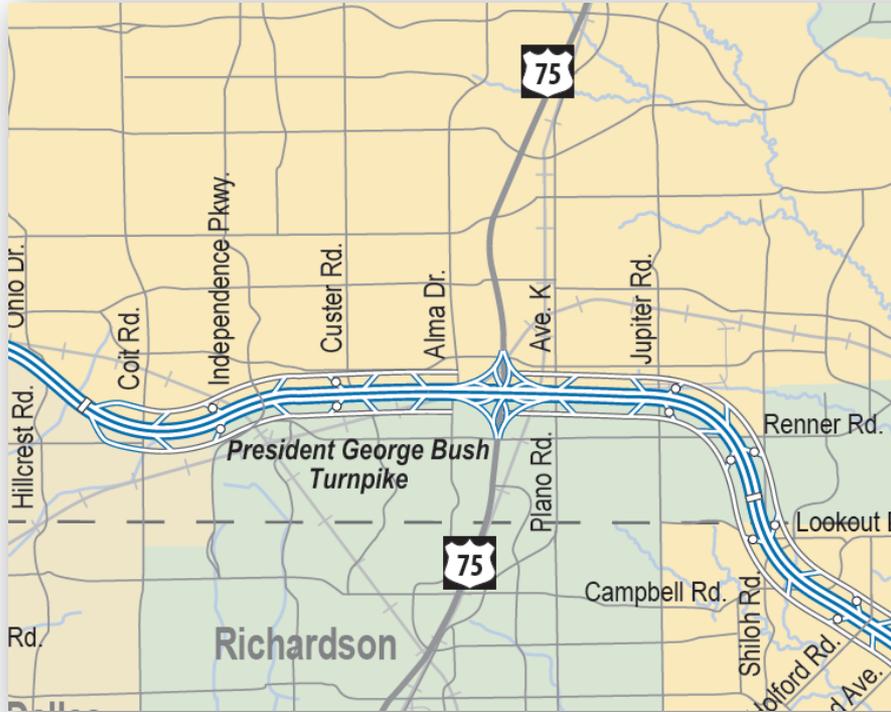
Bush Turnpike Cashless Tolling Completion

The Bush Turnpike is moving into its final configuration. The project includes removal of center medians and booths, pavement reconstruction, and installation of final signage and striping.

- Limits: SH 78 to Valley View
- Construction to begin in the third quarter 2012 through 2013
- Estimated cost of construction: \$6 million
- Plans are to minimize impact during peak hours if possible.



Bush Turnpike/U.S. 75 Interchange (TxDOT Project)



**Congestion relief in and around the U.S. 75 / Bush Turnpike Interchange
Modification of direct connectors and relocation of 15th street ramp**

- TxDOT coordinating with City of Plano and the NTTA
- NTTA pledged \$2.5 million
- Dates TBD by TxDOT

Dallas North Tollway

Phase 4A

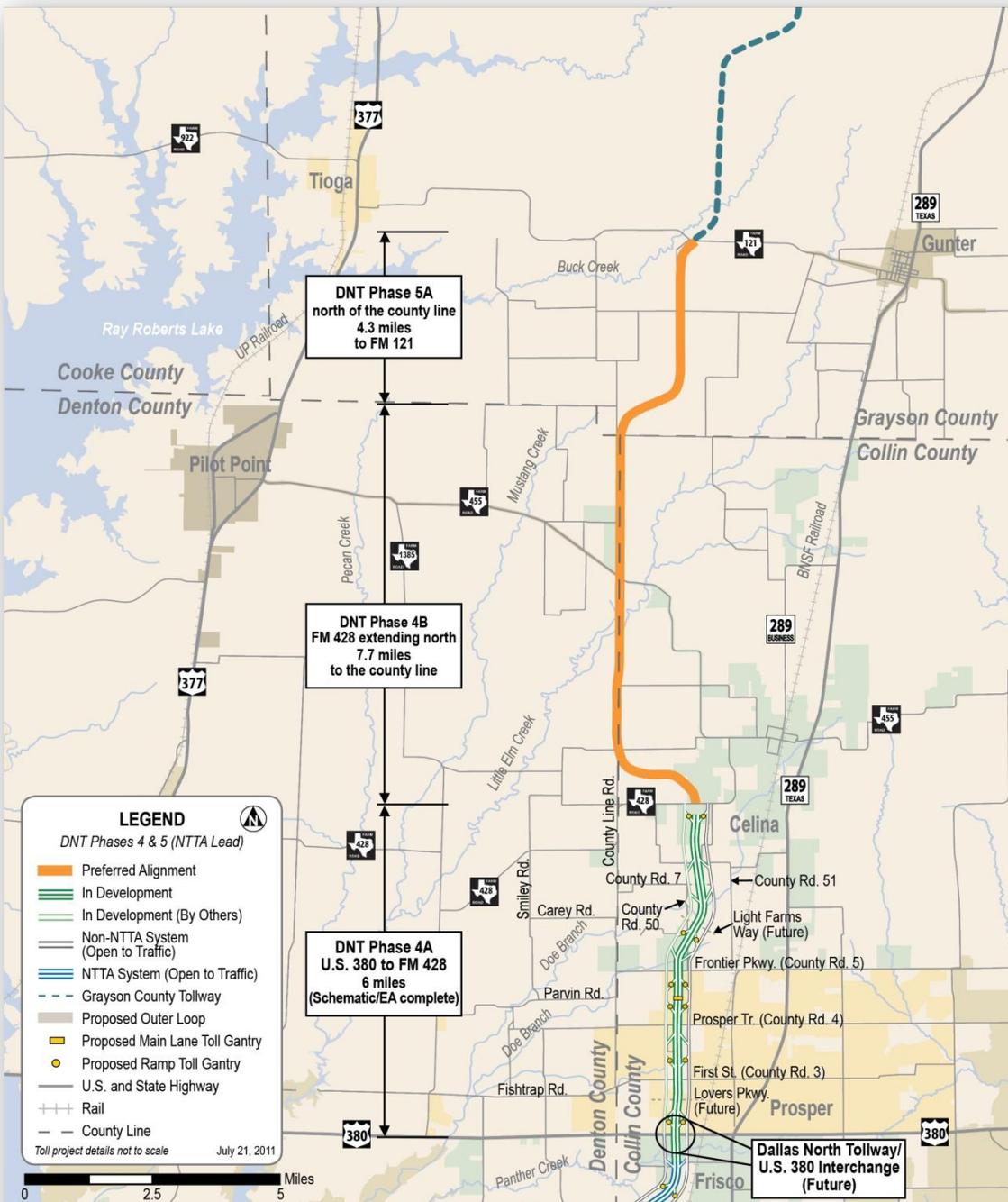
- Approx. 6 miles from U.S. 380 to FM 428

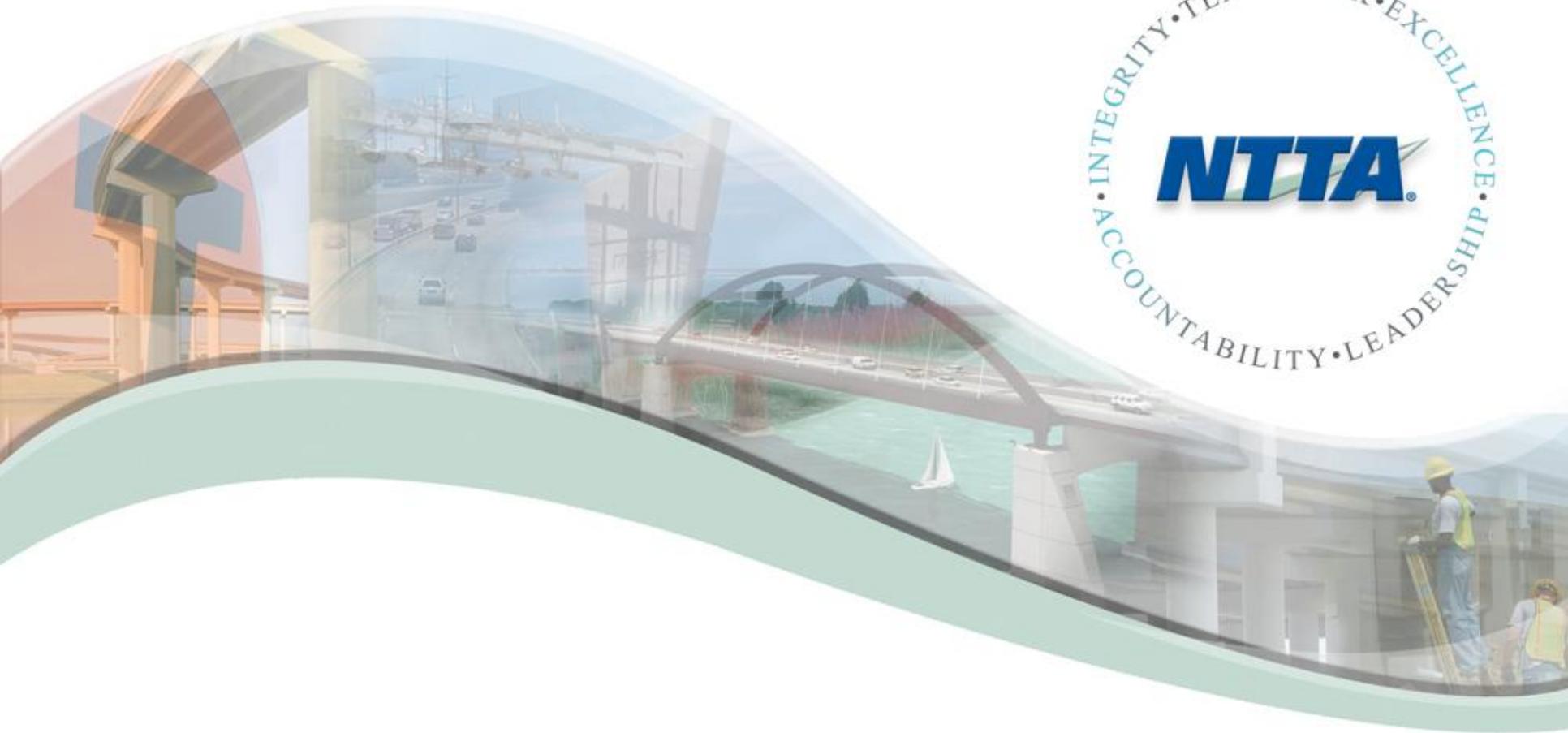
Phase 4B

- Approx. 7.7 miles from FM 428 to the Grayson County line

Phase 5A

- Approx. 4.3 miles north of the Grayson County line





- provide a safe and reliable toll road system
- increase value and mobility options for our customers
- operate the Authority in a businesslike manner
- protect our bondholders
- partner to meet our region's growing need for transportation infrastructure.

2012 City of Plano Citizen Survey

Final Report

Submitted to

Plano, Texas



725 W. Frontier Circle

Olathe, KS 66061

(913) 829- 1215

May 2012

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Final Report

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2012 City of Plano Citizen Survey Executive Summary Report

Overview and Methodology

ETC Institute administered a community survey for the City of Plano during the spring of 2012 as part of the City's ongoing effort to identify and respond to citizen concerns. The survey was mailed to a random sample of 2,000 households in the City of Plano. Approximately 10 days after the surveys were mailed, residents who received the survey were contacted by phone. Those who indicated that they had not returned the survey were given the option of completing it by phone.

A total of 444 households completed the survey. The results for the sample of 444 households have a 95% level of confidence with a precision of at least +/- 4.6%. There were no statistically significant differences in the results of the survey based on the method of administration.

The percentage of "don't know" responses has been excluded from many of the graphs and the benchmarking data shown in this report to facilitate valid comparisons between city services. When the "don't know" responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase "who had an opinion."

This report contains:

- an executive summary of the methodology and major findings
- charts depicting the overall results of the survey
- benchmarking data that shows how the survey results compare to other cities
- importance-satisfaction analysis
- tabular data for all questions on the survey
- a copy of the survey instrument.

Also provided as appendices to this report are:

- Appendix A – GIS Mapping



Major Findings

PERCEPTIONS OF THE CITY

- Most (92%) of the residents surveyed, who had an opinion, were “very satisfied” or “satisfied” with the overall quality of life in the City; 6% were neutral and only 2% were dissatisfied.
- Seventy-four percent (74%) of the residents surveyed, who had an opinion, were “very satisfied” or “satisfied” with the value they receive for City taxes and fees; 20% were neutral and 7% were dissatisfied.

SATISFACTION WITH CITY SERVICES

- Most (91%) of the residents surveyed, who had an opinion, were “very satisfied” or “satisfied” with the overall quality of services provided by the City; 8% were neutral and only 1% were dissatisfied.
- The major categories of City services with the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses, among residents who had an opinion, were fire services (92%), emergency medical services (89%), library services (87%), police services (85%) and the maintenance of City parks (86%). Residents were least satisfied with code enforcement (60%).

OVERALL PRIORITIES

- The overall City services that residents thought were most important for the City to provide were: (1) police services, (2) fire services, (3) emergency medical services and (4) environmental waste services.

COMMUNICATION

- The number one source that residents reported they used to obtain and/or receive information about the City was the City’s website (82%). Some of the other top sources resident used to obtain and/or receive City information were: the Live Green Plano Newsletter (46%) and email (30%).
- The communication services with the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: the usefulness of the City’s website (75%) and availability of information about government operations (62%).



POLICE SERVICES

- Most (94%) of the residents surveyed, who had an opinion, felt “very safe” or “safe” in their neighborhood during the day; 4% were neutral and only 2% felt unsafe in their neighborhood during the day.
- Ninety-two percent (92%) of the residents surveyed, who had an opinion, reported they felt “very safe” or “safe” overall in the City of Plano; 6% were neutral and only 2% felt unsafe.

SUSTAINABILITY AND ENVIRONMENTAL SERVICES

- Forty percent (40%) of the residents surveyed reported they used the City’s weekly yard trimming collection service monthly, 33% used this service 3-4 times a year and 10% used this service once a year. Eight percent (8%) of the residents surveyed reported using the City’s monthly bulky waste collection service monthly, 32% used this service 3-4 times a year and 38% used it once a year. Two percent (2%) of the residents surveyed reported they used the City’s household chemical collection service at least once a month, 10% reported they used this service 3-4 times a year and 39% used this service once a year.
- Seventy-two percent (72%) of the residents surveyed were aware of Live Green in Plano education and outreach programs and 28% were not. Twenty-one percent (21%) of the residents surveyed reported they participate in Live Green in Plano education and outreach programs and 79% did not; when asked what prevented residents from using these education and outreach programs, the number one reported reason was resident just felt they were too busy (48%). When asked how residents would like to receive information about education and outreach programming, the top two preferred ways were: on-line self-guided training (44%) and email (40%).
- Two-thirds (66%) of the residents surveyed knew that the City of Plano produced Texas Pure compost products from yard trimmings and 34% did not. Twenty-six percent (26%) of residents reported they used Texas Pure products and 74% did not. Of the residents who reported they used Texas Pure products, the products that residents used most often (percent of residents who used the product at least once a year) were: mulch (82%), compost (62%) and soil blend (55%).

PUBLIC LIBRARY SYSTEM

- Seventy-one percent (71%) of the residents surveyed reported they had a library card and 29% did not.



- Residents were generally satisfied with the overall quality of libraries in Plano. Of the residents who indicated they had used a public library at least once during the past year, the libraries that were rated highest, based upon “excellent” ratings, were: Davis (85%), Parr (81%), and Haggard (80%).
- Forty-four percent (44%) of the residents surveyed used Plano libraries at least once a month, 28% used Plano libraries once or twice a year and 28% never used Plano libraries or did not remember if they had used a Plano library.
- The most preferred way that residents would like to receive information about library programs and/or services was the library’s website (78%). Some of the other preferred ways residents would like to receive library information were: local media (53%) and the library brochure (47%).
- The library services that residents used most often, based upon the combined percent of “1” and “2” ratings on a 5-point scale, where a rating of “1” meant “most used,” were: borrow books (94%), borrow DVDs (65%) and borrow audio books or Playaways (51%). The library services that residents used least often were: the interlibrary loan (25%) and downloadable books, EBOOKS (30%).
- Seventy-one percent (71%) of the residents surveyed had NOT attended a library program during the past year and 29% had attended at least one library program during the past year.

PARKS AND RECREATION

- The top two ways that residents reported they received information about parks and recreation programs/services were: the Leisure Catalog (48%) and the Parks and Recreation website (48%).
- Sixty-one percent (61%) of residents reported they visited City parks at least once a month, 17% visited City parks once or twice a year and 22% reported they seldom or never visited City parks.
- The park facilities and/or activities that residents reported they used most during the past year were: trails (63%), playgrounds (35%) and picnic tables (26%).
- The park facilities and/or activities that residents reported they would like to see added most were: outdoor special events in the parks (45%), water sports (34%) and an additional dog park (24%).



- When asked to rate how well the City is meeting expectations in regards to the appearance of green areas, forests, parks/creeks/ponds and landscaping throughout the City, residents' generally felt the City was meeting their expectations. The highest rated items, based upon the combined percent of residents who felt the City was "exceeding expectations" or "meeting expectations" were: the appearance of public building landscapes (97%), the appearance of City parks (94%) and the appearance of the urban forest (91%).

PUBLIC WORKS/ENGINEERING

- Fifty-nine percent (59%) of the residents surveyed, who had an opinion, were "very satisfied" or "satisfied" with pedestrian safety in Plano, 27% were neutral and 14% were dissatisfied with pedestrian safety.
- Fifty-seven percent (57%) of the residents surveyed, who had an opinion, were "very satisfied" or "satisfied" with traffic signal timing; 22% were neutral and 22% were dissatisfied.

PROPERTY STANDARDS

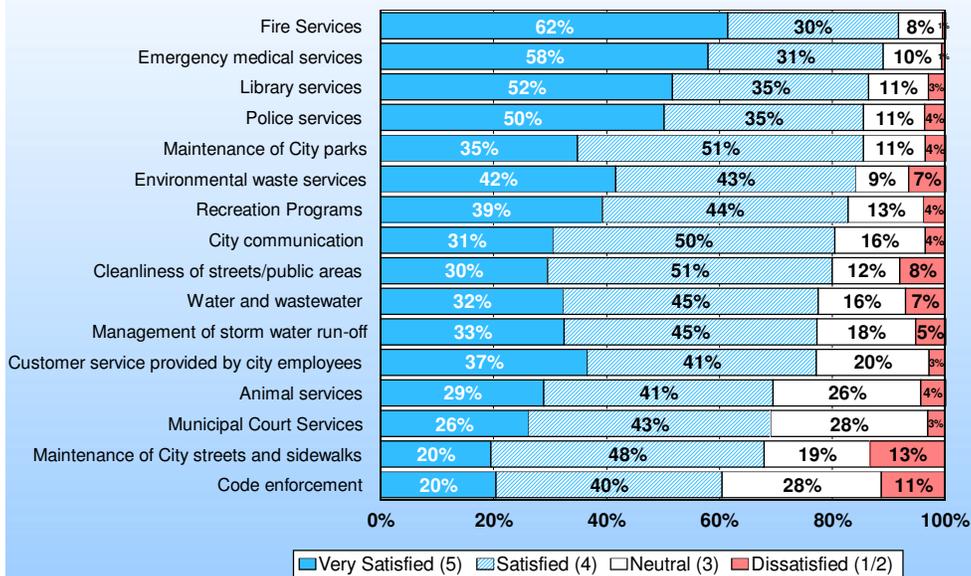
- More than three-fourths (78%) of the residents surveyed, who had an opinion, "strongly agreed" or "agreed" that code enforcement is necessary to maintain or improve neighborhoods; 18% were neutral and only 4% disagreed.
- Sixty percent (60%) of the residents surveyed, who had an opinion, "strongly agreed" or "agreed" that Property Standards staff provided courteous and timely service; 31% were neutral and 9% disagreed.
- Sixty percent (60%) of the residents surveyed, who had an opinion, "strongly agreed" or "agreed" that they were satisfied with the responsiveness and helpfulness of Property Standards.
- Sixty percent (60%) of the residents surveyed felt the appearance of their neighborhood had stayed the same over the past three years; 14% felt the appearance of their neighborhood had improved, 20% felt it had gotten worse and 6% did not know.

Section 1:
Charts and Graphs

2012 City of Plano Citizen Survey

Q1. Satisfaction with Overall City Services

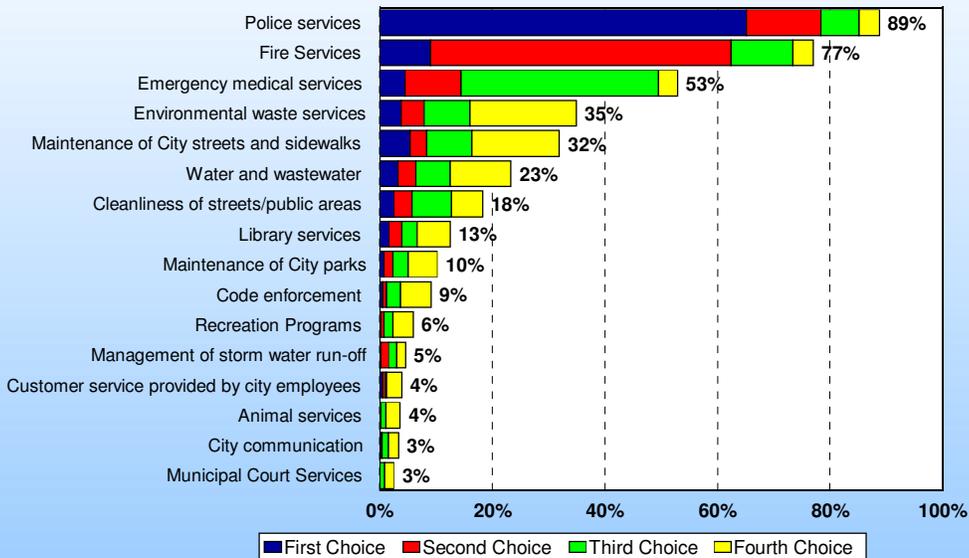
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2012 City of Plano Citizen Survey)

Q2. Overall City Services Most Important For the City to Provide

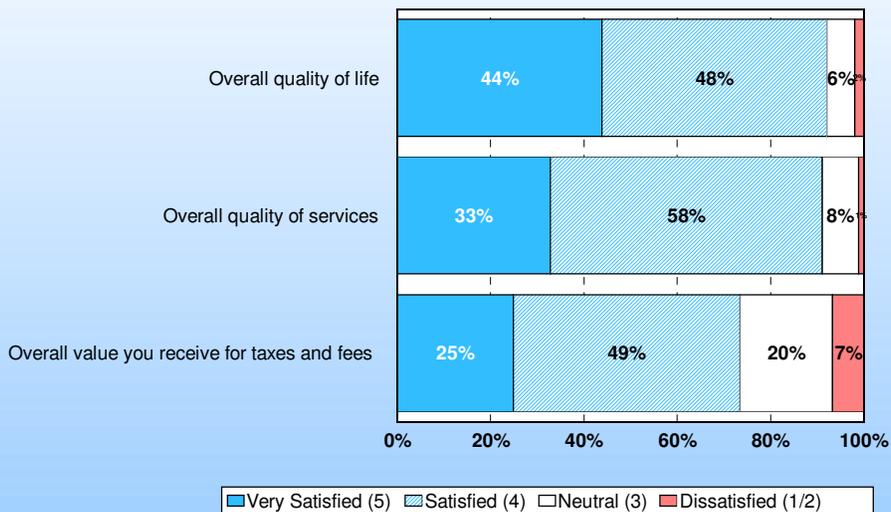
by percentage of respondents who selected the item as one of their top four choices



Source: ETC Institute (2012 City of Plano Citizen Survey)

Q3. Satisfaction with Perceptions of the City

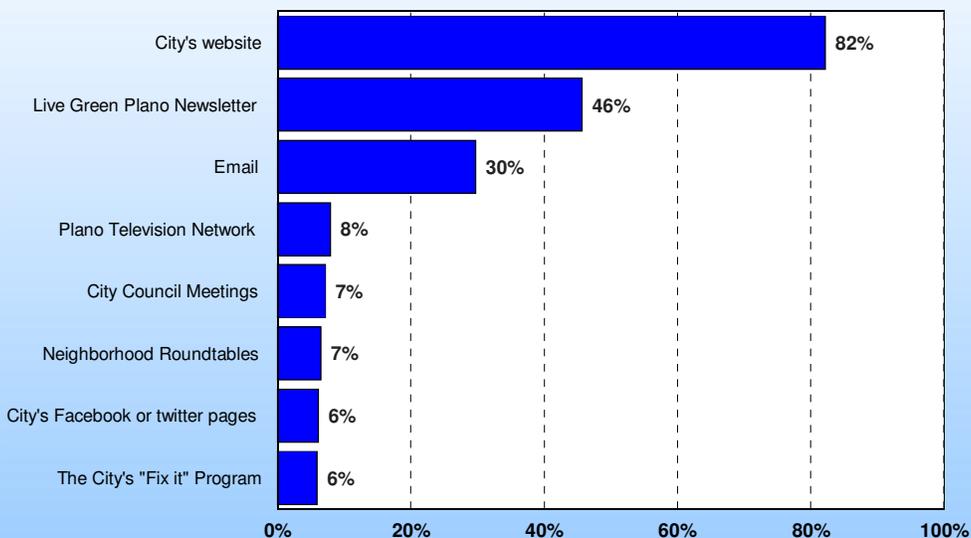
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2012 City of Plano Citizen Survey)

Q4. Which of the following sources do you currently use to obtain and/or receive information about the City?

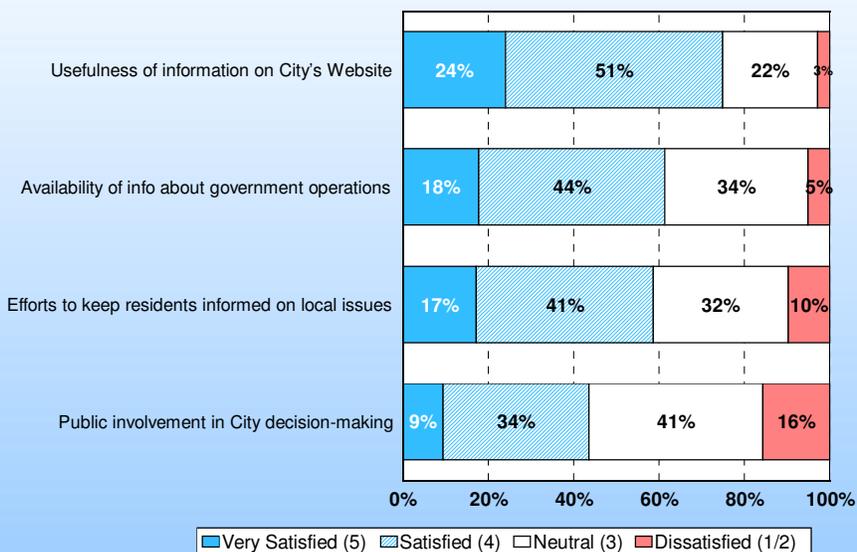
by percentage of respondents (Check all that apply)



Source: ETC Institute (2012 City of Plano Citizen Survey)

Q5. Satisfaction with Communication Services

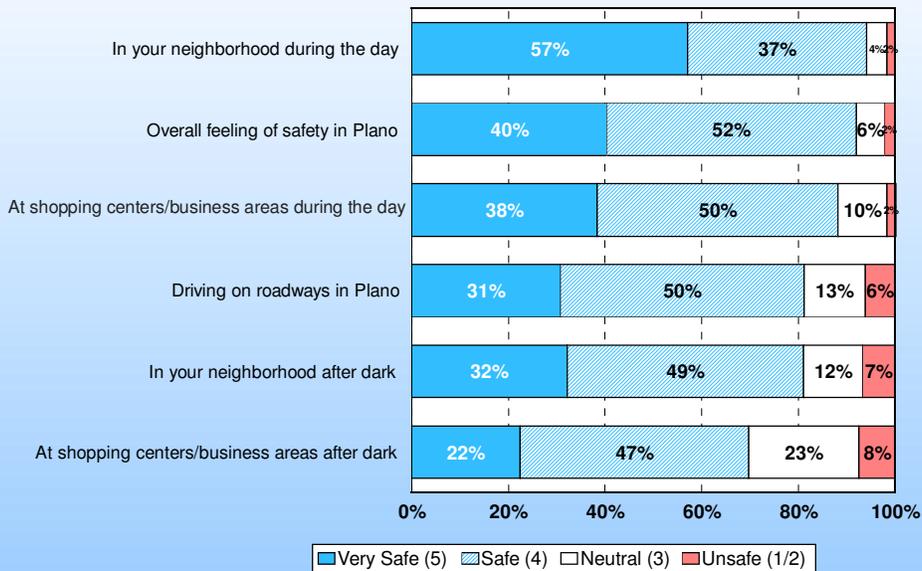
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2012 City of Plano Citizen Survey)

Q6. How Safe Do You Feel:

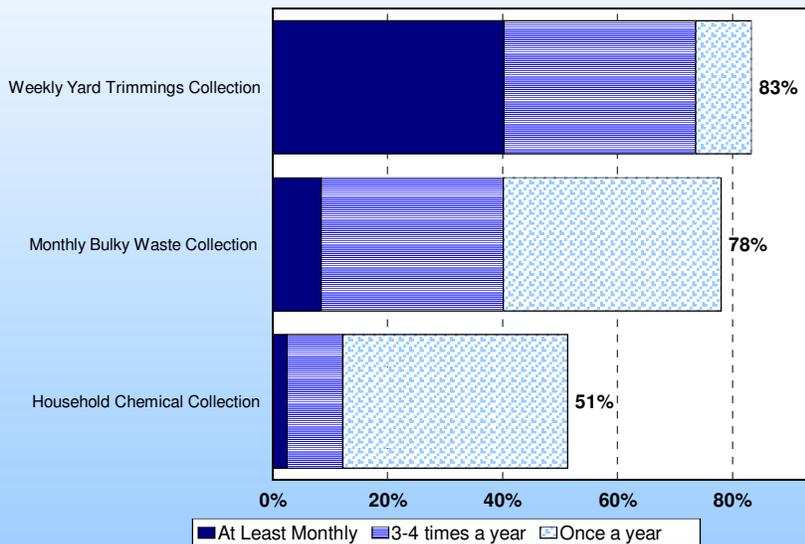
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2012 City of Plano Citizen Survey)

Q7. How Often Residents Utilize the City's Environmental Waste Services

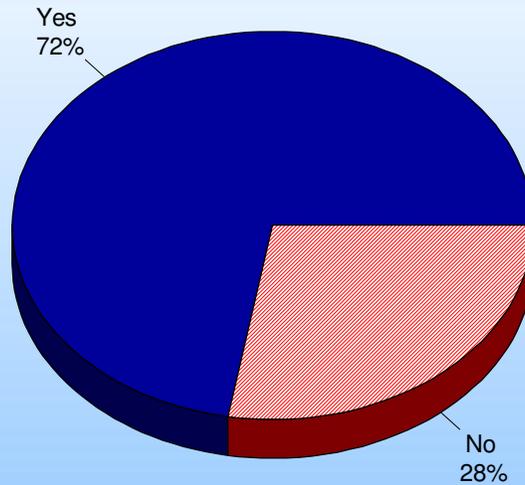
by percentage of respondents who use the service at least once a year (excluding don't knows)



Source: ETC Institute (2012 City of Plano Citizen Survey)

Q8. Are you aware of *Live Green* in Plano education and outreach programs?

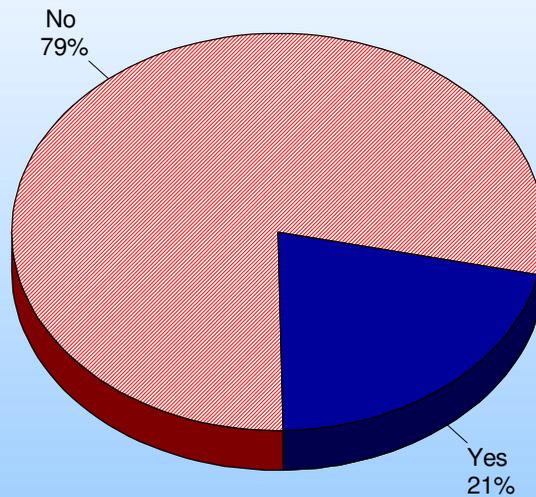
by percentage of respondents



Source: ETC Institute (2012 City of Plano Citizen Survey)

Q9. Do you participate in *Live Green* in Plano education outreach programs?

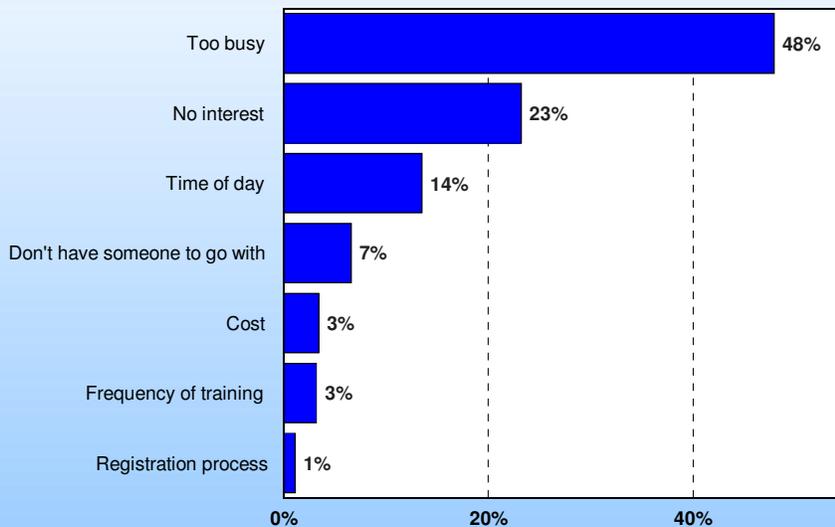
by percentage of respondents



Source: ETC Institute (2012 City of Plano Citizen Survey)

Q9a. What prevents you from participating in these education and outreach programs?

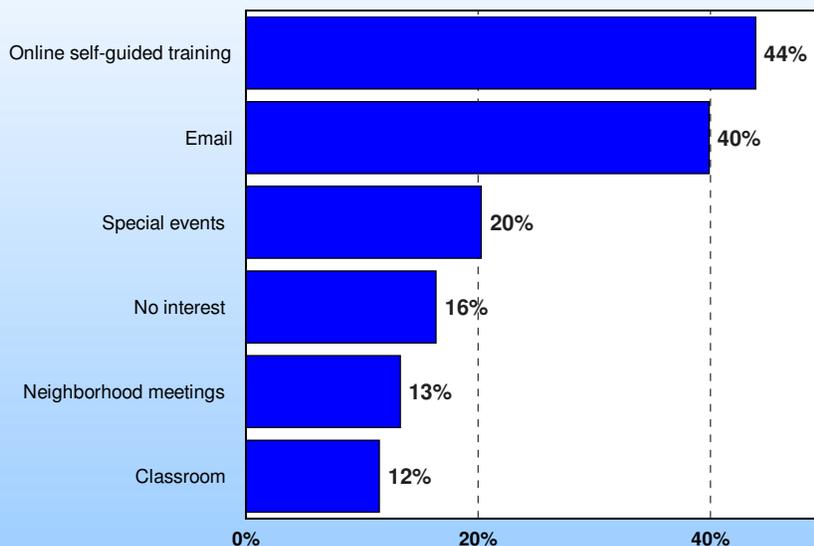
by percentage of respondents who indicated they did not participate in *Live Green in Plano*



Source: ETC Institute (2012 City of Plano Citizen Survey)

Q10. How would you like to receive education and outreach programming?

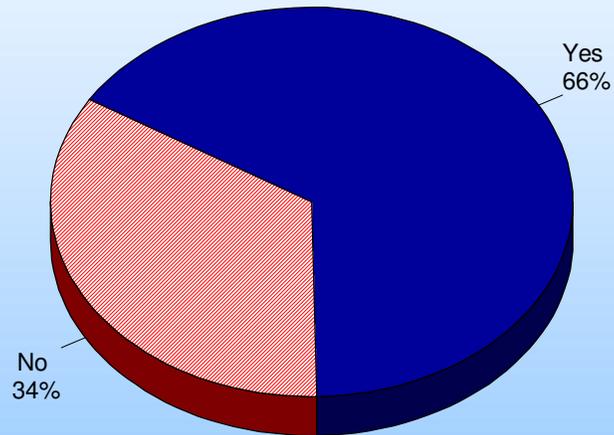
by percentage of respondents



Source: ETC Institute (2012 City of Plano Citizen Survey)

Q11. Do you know the City of Plano produces Texas Pure compost products from yard trimmings?

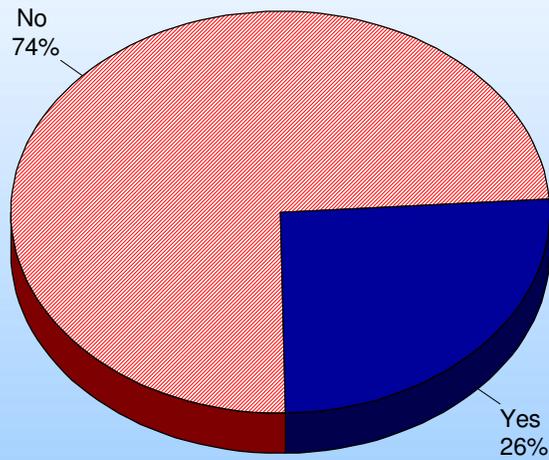
By percentage of respondents



Source: ETC Institute (2012 City of Plano Citizen Survey)

Q12. Do you use Texas Pure products?

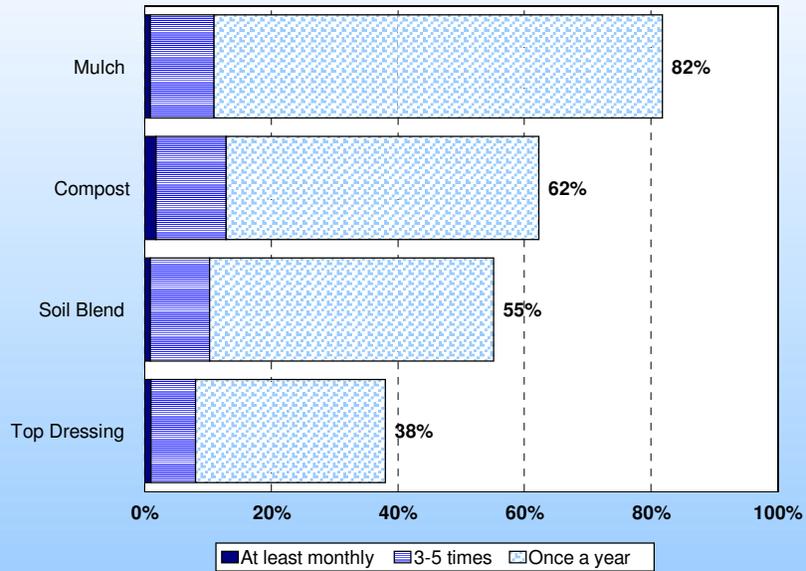
by percentage of respondents



Source: ETC Institute (2012 City of Plano Citizen Survey)

Q12a. How often do you use Texas Pure Products?

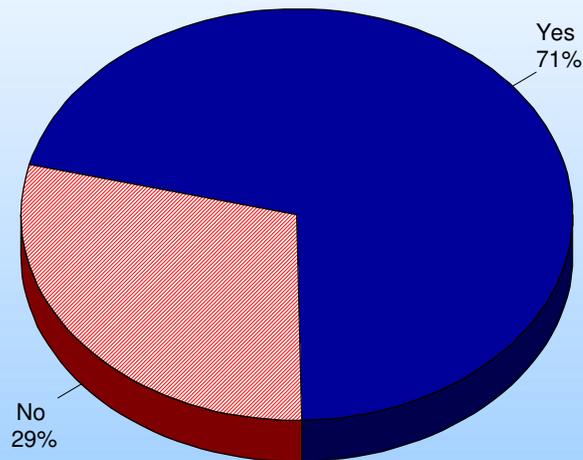
by percentage of respondents who indicated they use Texas Pure products



Source: ETC Institute (2012 City of Plano Citizen Survey)

Q13. Do you currently have a Plano Library card?

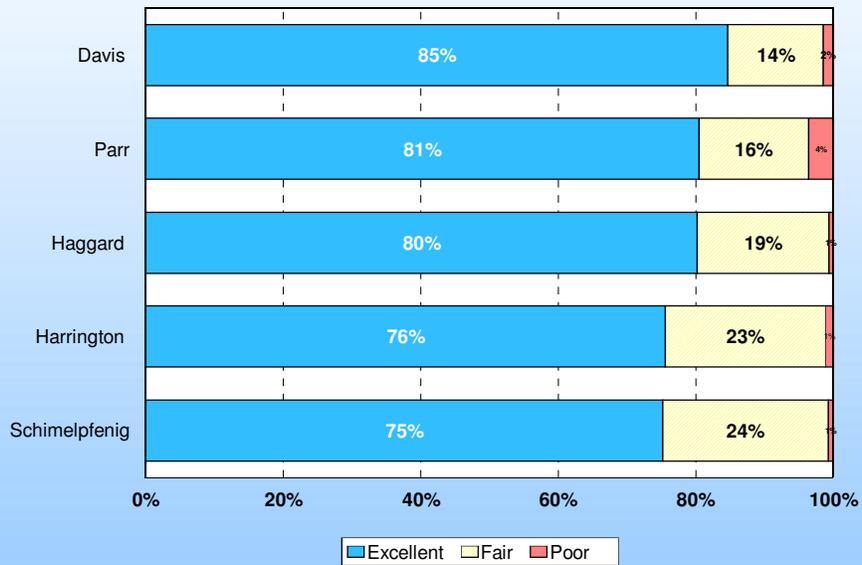
by percentage of respondents



Source: ETC Institute (2012 City of Plano Citizen Survey)

Q14. Ratings of Library Services by Location

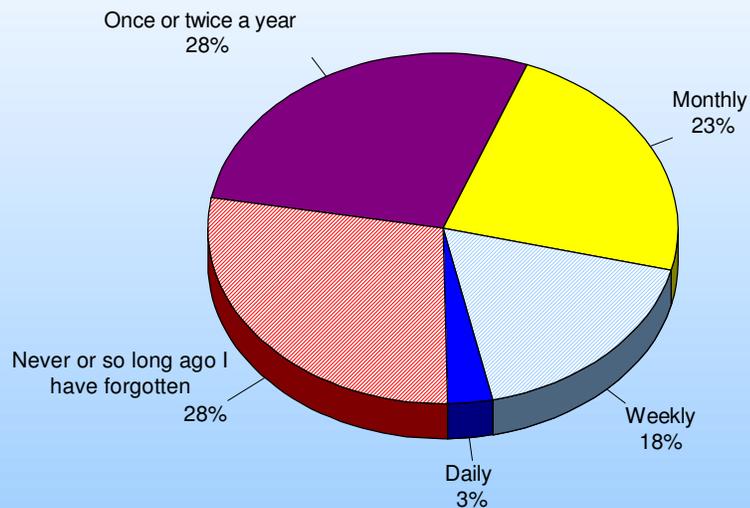
by percentage of respondents who had visited the library at least once during the past year



Source: ETC Institute (2012 City of Plano Citizen Survey)

Q15. How often do you use the Plano Libraries?

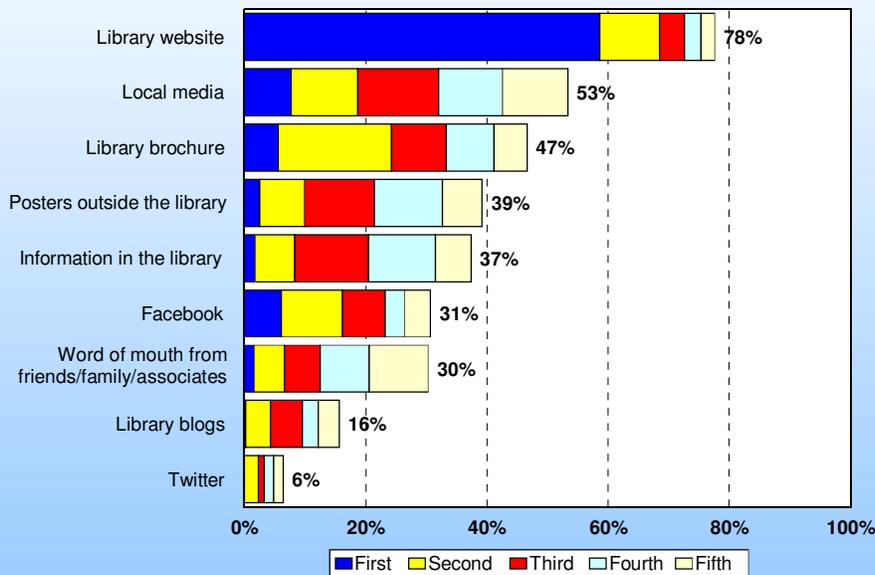
by percentage of respondents



Source: ETC Institute (2012 City of Plano Citizen Survey)

Q16. Preferred Method of Receiving Information About Library Programs and Services

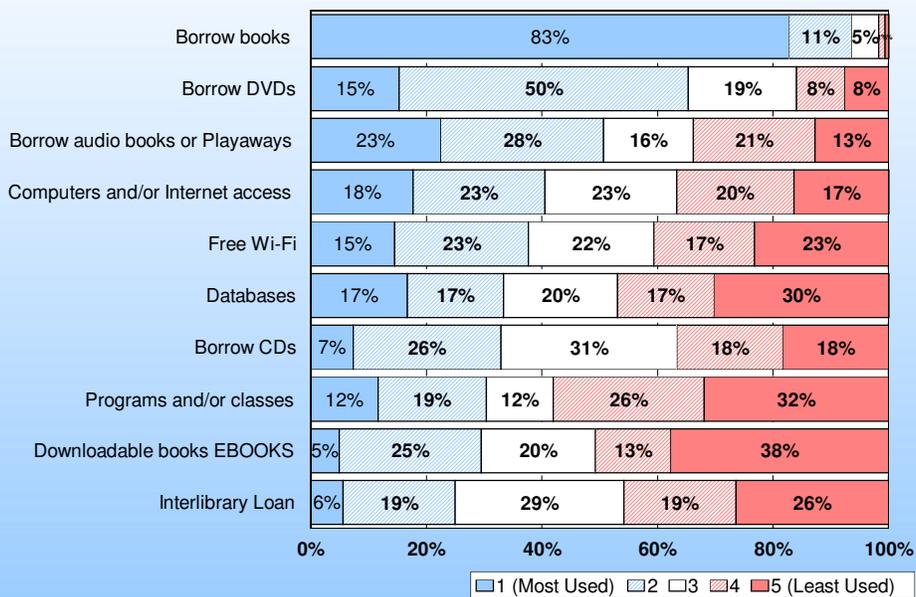
by percentage of respondents who selected the item as one of their top five choices



Source: ETC Institute (2012 City of Plano Citizen Survey)

Q17. Library Services Residents Use Most Often

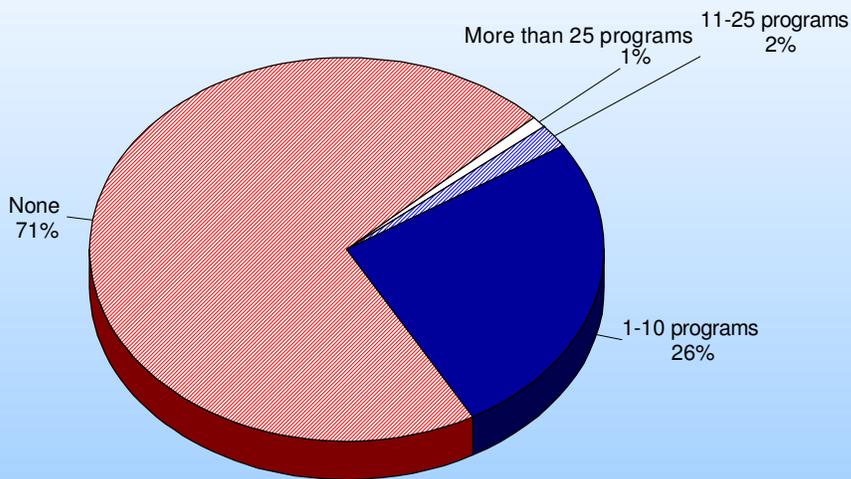
by percentage of respondents who their use of various library services with "1" meaning most used and "5" meaning least used



Source: ETC Institute (2012 City of Plano Citizen Survey)

Q18. How many programs have you attended (or brought your children to) in the past year?

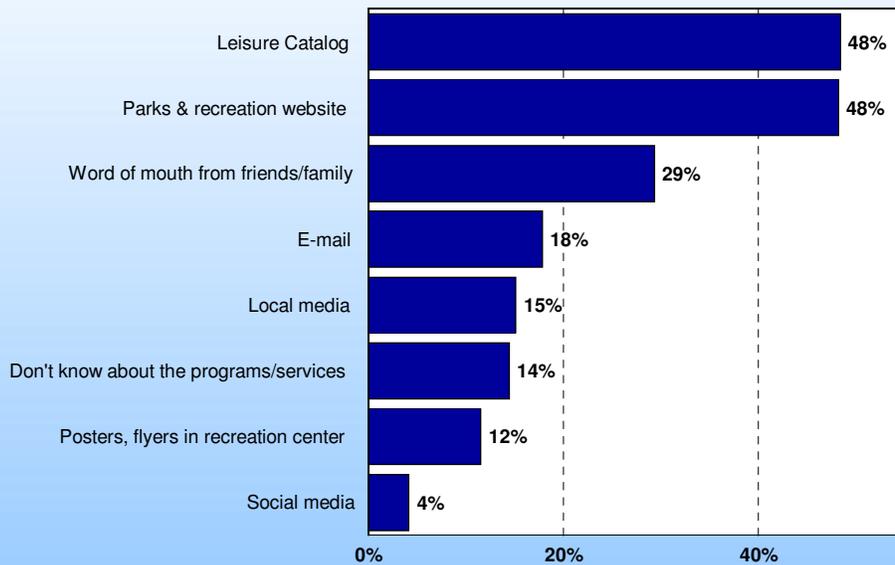
by percentage of respondents



Source: ETC Institute (2012 City of Plano Citizen Survey)

Q19. Sources Where Residents Get Information About Parks and Recreation Programs/Services

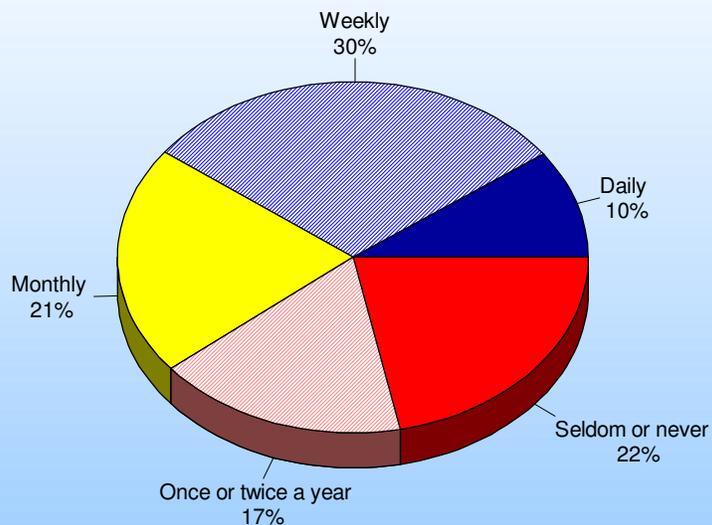
by percentage of respondents



Source: ETC Institute (2012 City of Plano Citizen Survey)

Q21. On average, how often do you visit City parks?

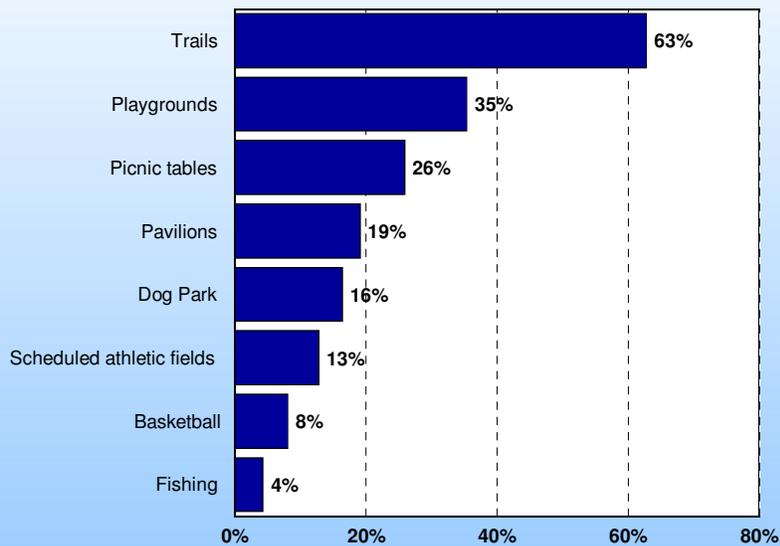
by percentage of respondents



Source: ETC Institute (2012 City of Plano Citizen Survey)

Q22. Which of the following facilities/activities at City parks have you used during the past year?

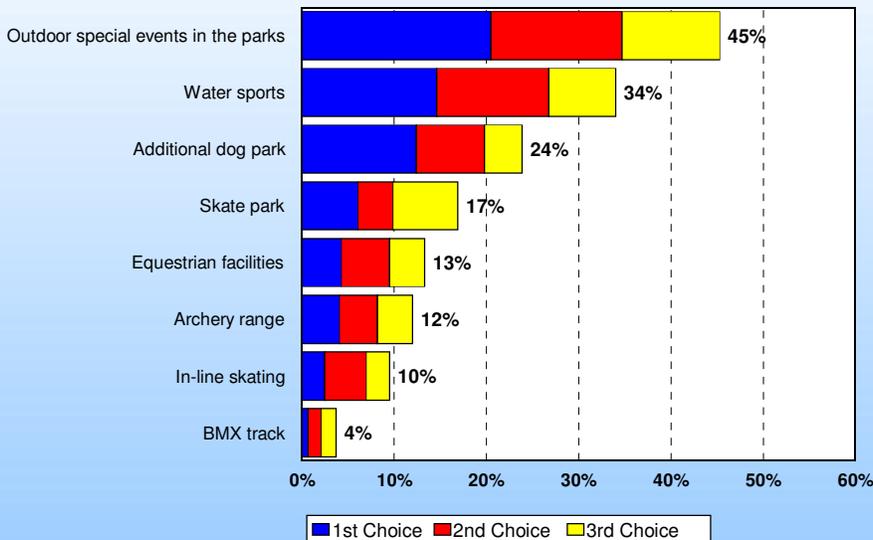
by percentage of respondents (multiple response)



Source: ETC Institute (2012 City of Plano Citizen Survey)

Q23. Which three of the following facilities/activities would you like to see added most?

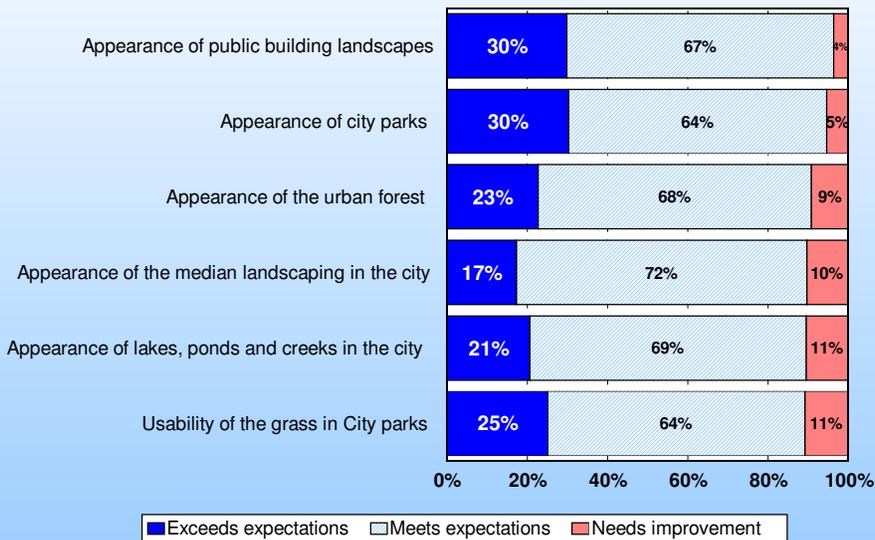
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2012 City of Plano Citizen Survey)

Q24. How Well is the City Meeting your Expectations for the Following Items:

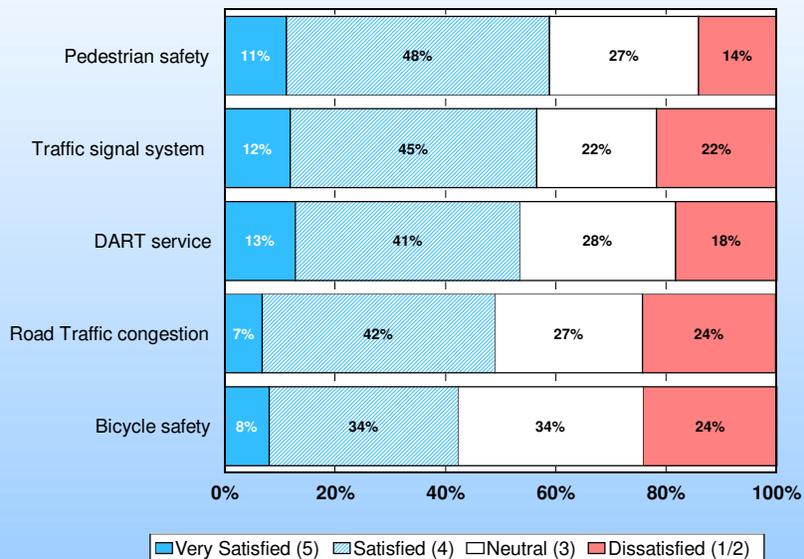
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2012 City of Plano Citizen Survey)

Q25. Satisfaction with Public Works/Engineering

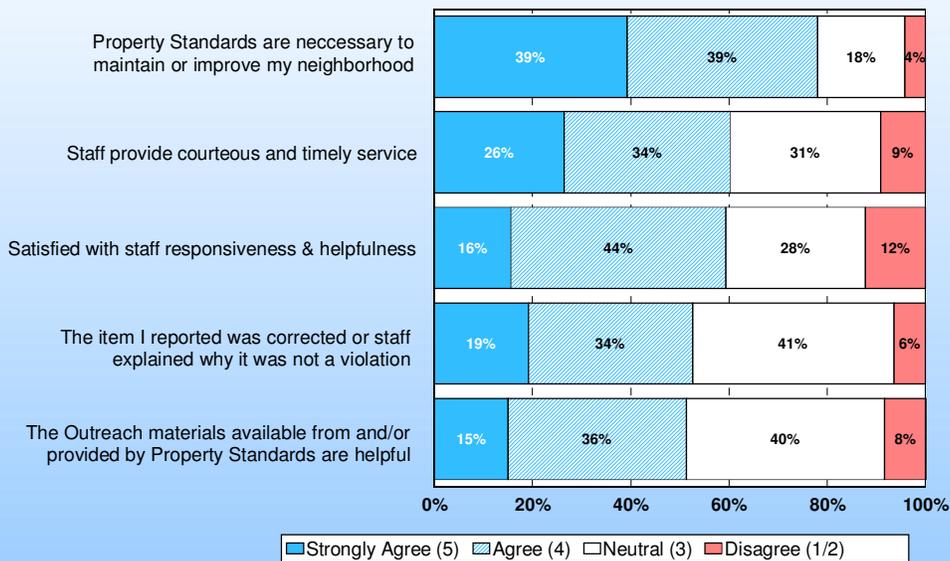
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2012 City of Plano Citizen Survey)

Q26. Agreement With Various Statements About Property Standards

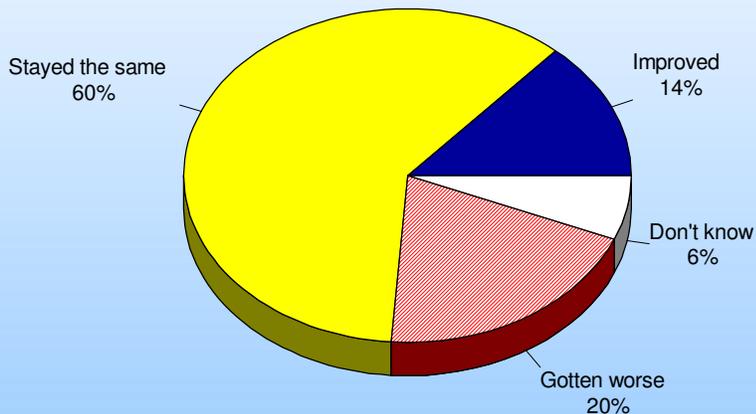
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2012 City of Plano Citizen Survey)

Q27. How do you feel the appearance of your neighborhood has changed over the past three years?

by percentage of respondents



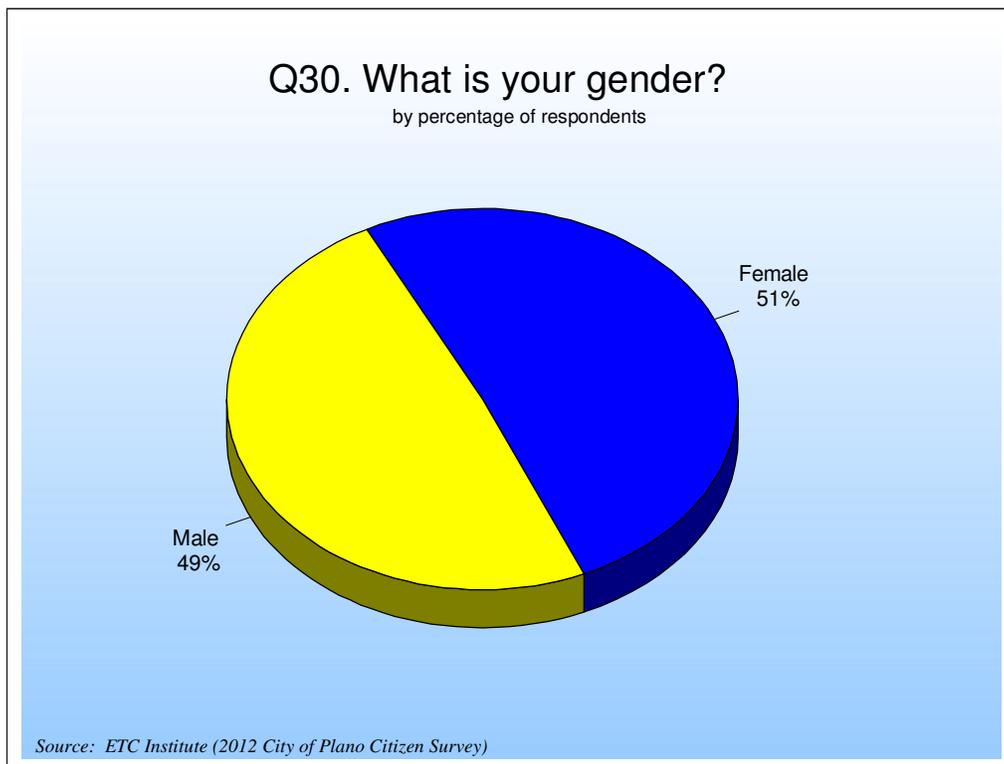
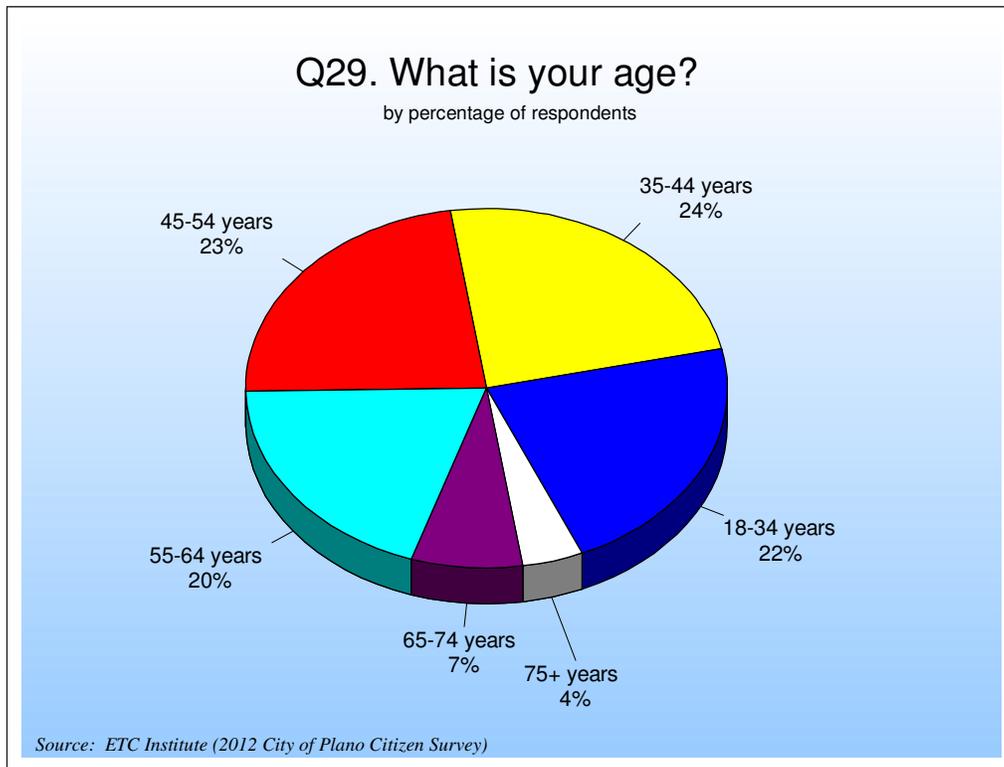
Source: ETC Institute (2012 City of Plano Citizen Survey)

Q28. Approximately how many years have you lived in Plano?

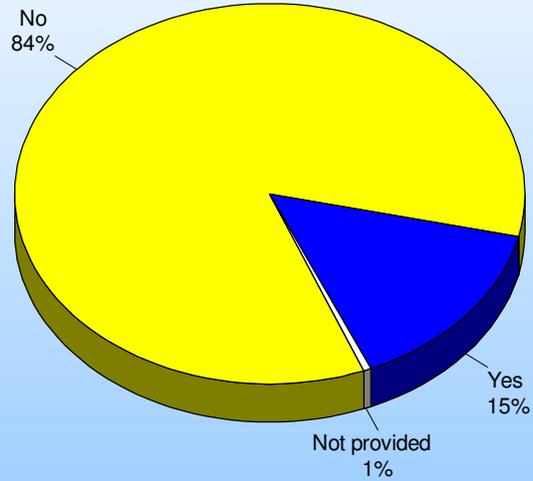
by percentage of respondents



Source: ETC Institute (2012 City of Plano Citizen Survey)

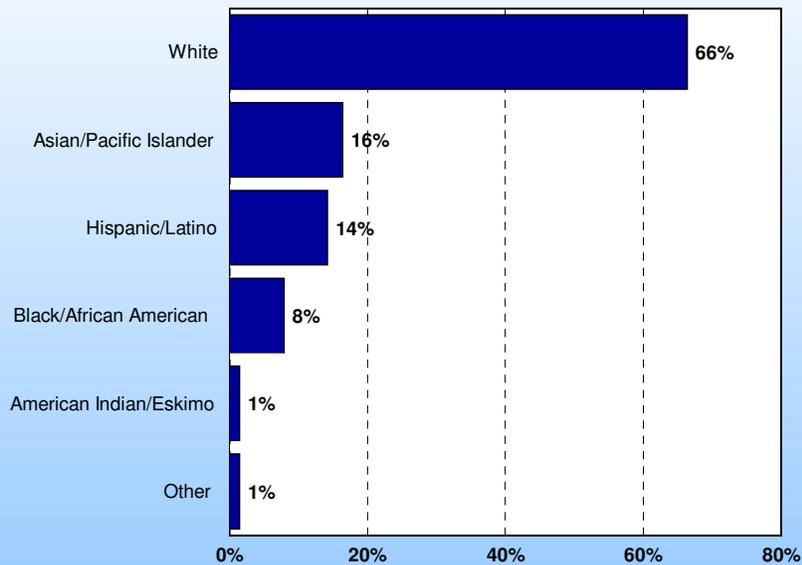


Q31. Are you employed in the City of Plano? by percentage of respondents

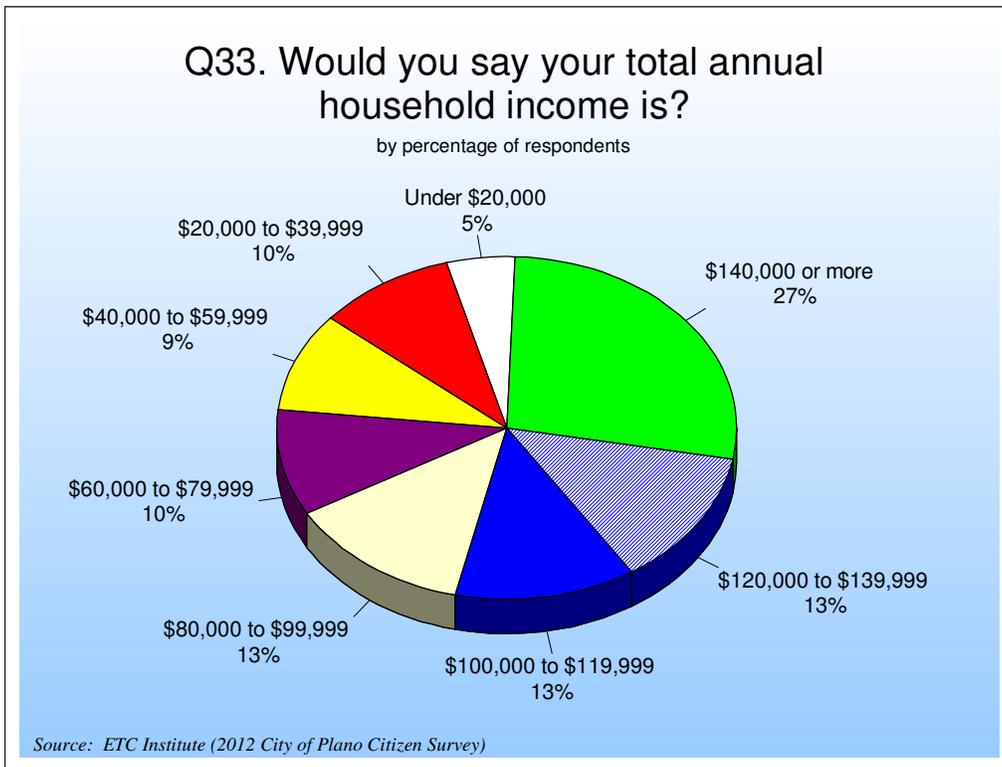


Source: ETC Institute (2012 City of Plano Citizen Survey)

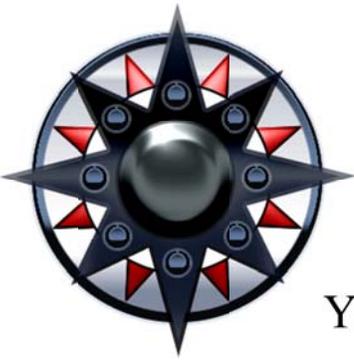
Q32. Which of the following best describes your race/ethnicity? by percentage of respondents



Source: ETC Institute (2012 City of Plano Citizen Survey)



Section 2:
Benchmarking Analysis



DirectionFinder Survey

Year 2012 Benchmarking Summary Report

Overview

ETC Institute's DirectionFinder® program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 210 cities and counties in 38 states.

This report contains benchmarking data from three sources. The first source is from a national survey that was administered by ETC Institute during the summer of 2011 to a random sample of 3,926 residents in the continental United States. The second source is from a regional survey that was administered to 448 residents living in the Southwestern portion of the United States during the summer of 2011; the southwestern region of the United States includes the states of Texas, Arizona and New Mexico. The third source is from individual community surveys that were administered in 25 large communities (population of 100,000 or more) between January 2009 and May 2012. The “U.S. Average” shown in this report reflects the overall results of ETC Institute’s national survey. The results from individual communities were used as the basis for developing the ranges of performance that are shown in this report for specific types of services. The 25 communities included in the performance ranges that are shown in this report are listed below:

- Arlington County, VA
- Abilene, TX
- Austin, TX
- Columbia, MO
- Coral Springs, FL
- Dallas, TX
- Des Moines, IA
- Durham, NC
- Fort Worth, TX
- Henderson, NV
- High Point, NC
- Independence, MO
- Johnson County, KS
- Mesa County, CO
- Norman, OK
- Oklahoma City, OK
- Olathe, KS
- Overland Park, KS
- Plano, Texas
- Pueblo, CO
- San Francisco, CA
- Springfield, MO
- Tempe, AZ
- Vancouver, WA
- Yuma County, AZ

Interpreting the Charts

The charts on the following pages provide comparisons for several items that were rated on the survey. The percentages shown reflect the sum of the positive ratings given by respondents excluding “don’t knows.”

The two sets of charts are briefly described below:

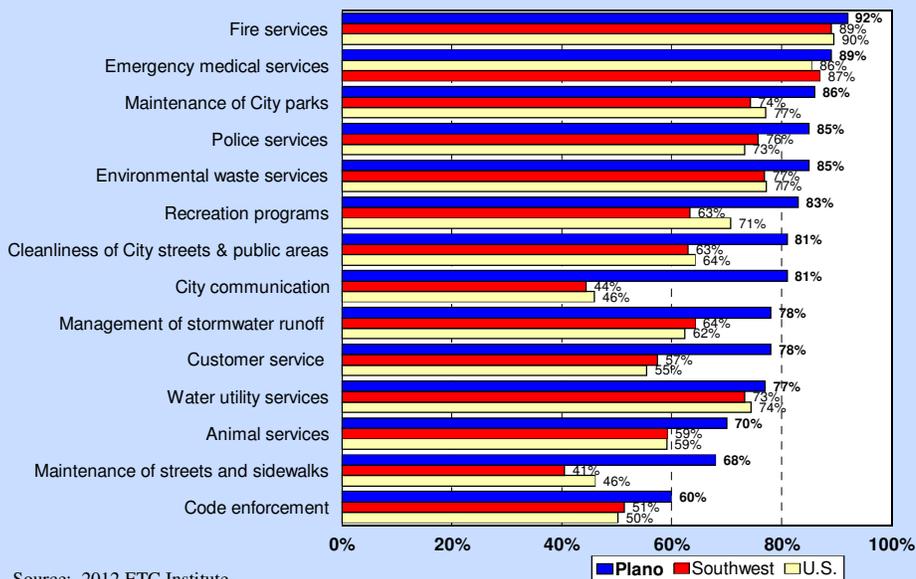
- On the first set of charts, the blue bars show the results for Plano, the red bars show the results for the regional survey administered to 448 residents in the Southwestern region of the U.S. and the tan bars show the results of a national survey that was conducted by ETC Institute to nearly 4,000 residents across the United States.
- On the second set of charts, the horizontal bar shows the range of performance among communities in ETC Institute’s DirectionFinder® database for communities with more than 100,000 residents. The yellow dot on each chart shows the rating for Plano. The vertical line shows the average rating for communities with more than 100,000 residents.

National Benchmarks

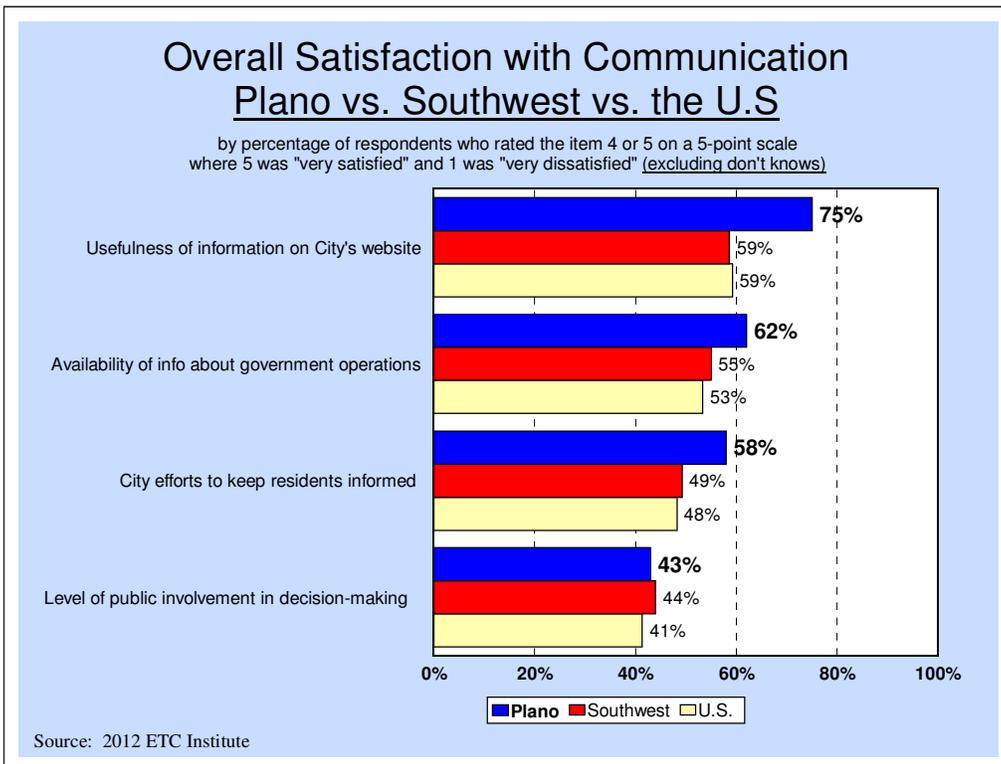
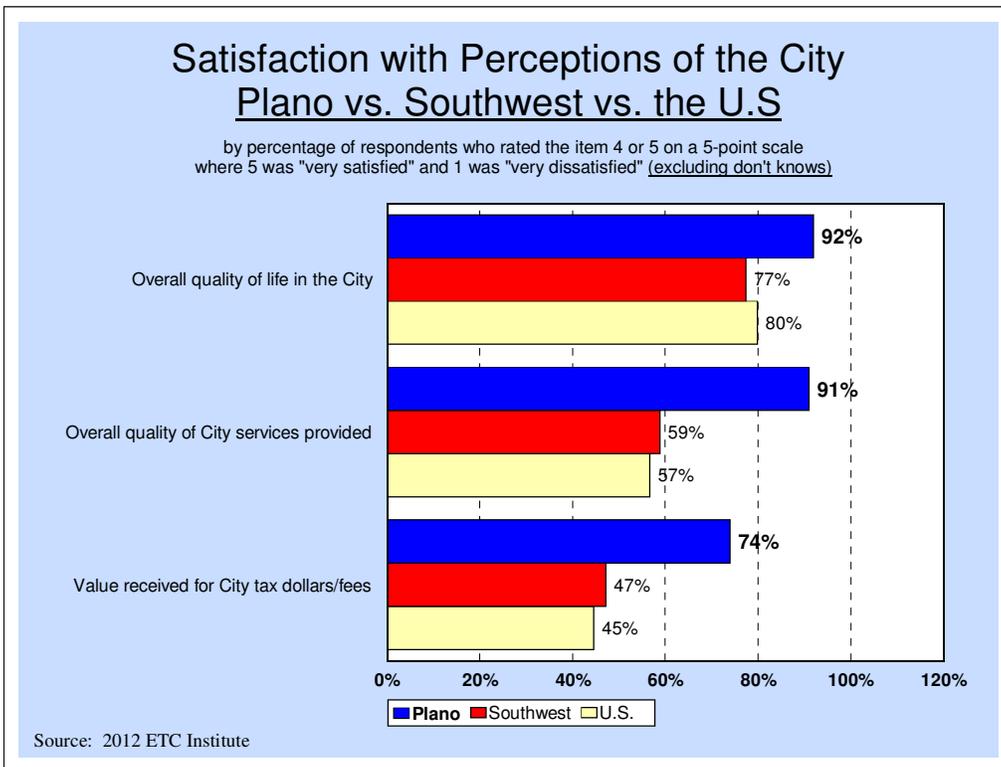
Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Plano, Texas is not authorized without written consent from ETC Institute.

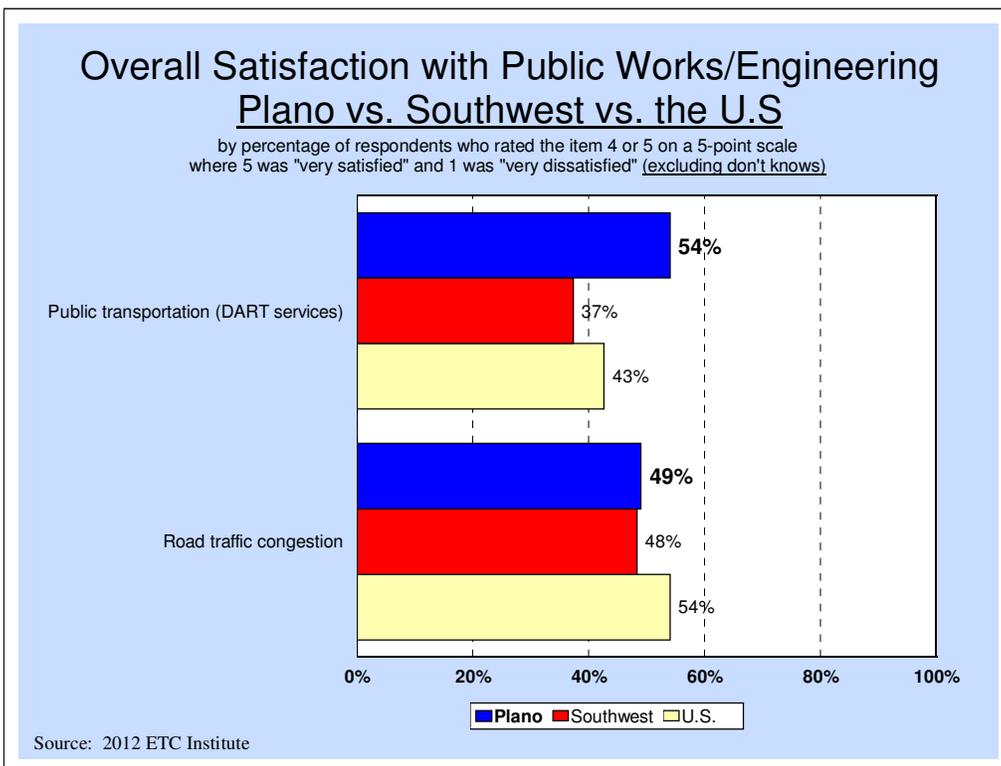
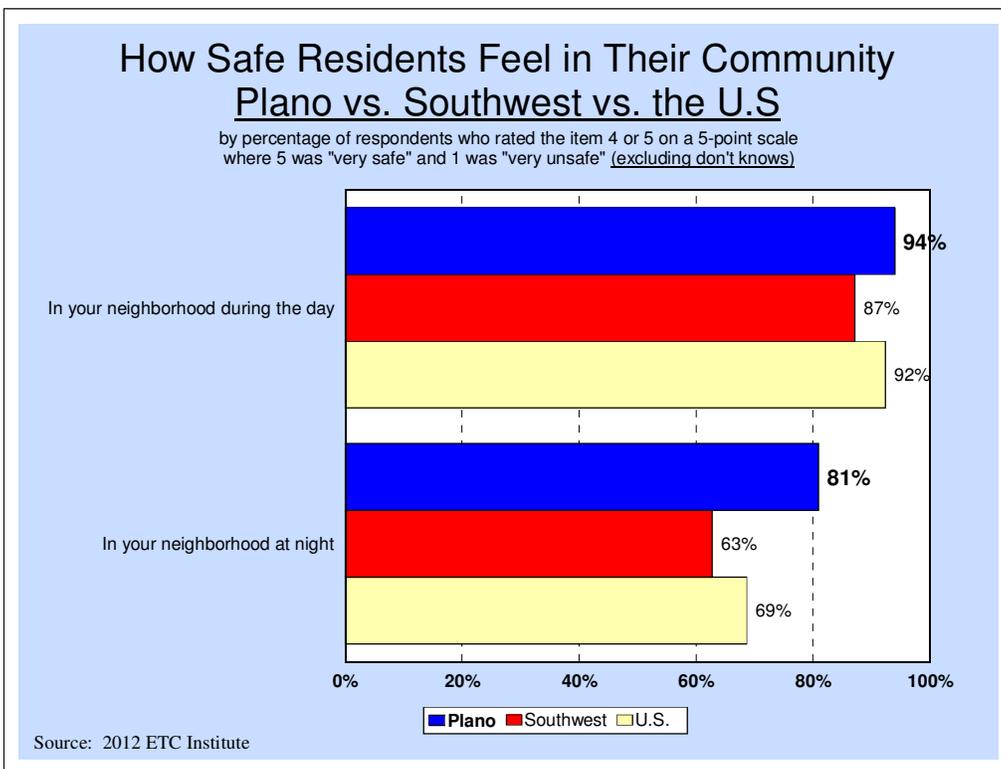
Overall Satisfaction with Major City Services Plano vs. Southwest vs. the U.S

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2012 ETC Institute





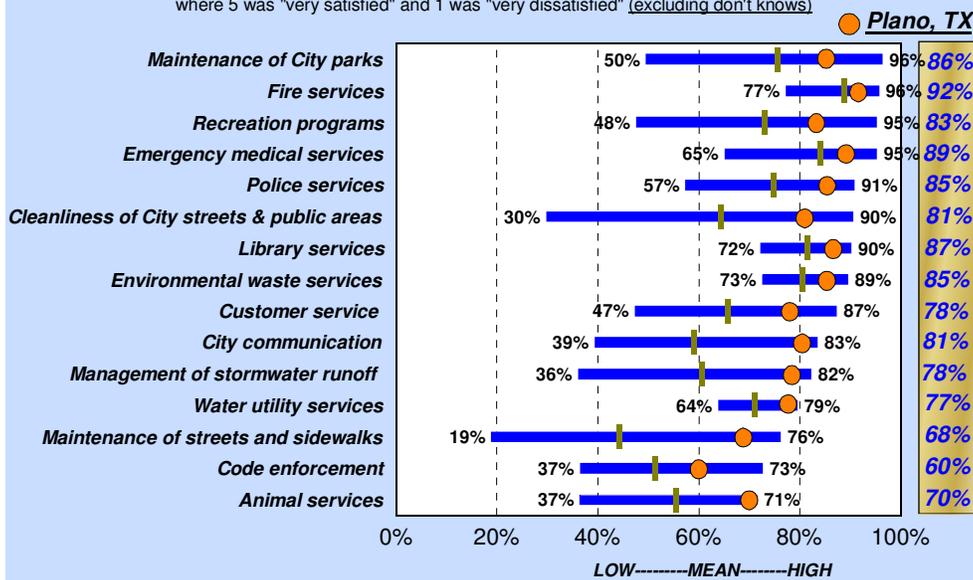
Large Community Benchmarks

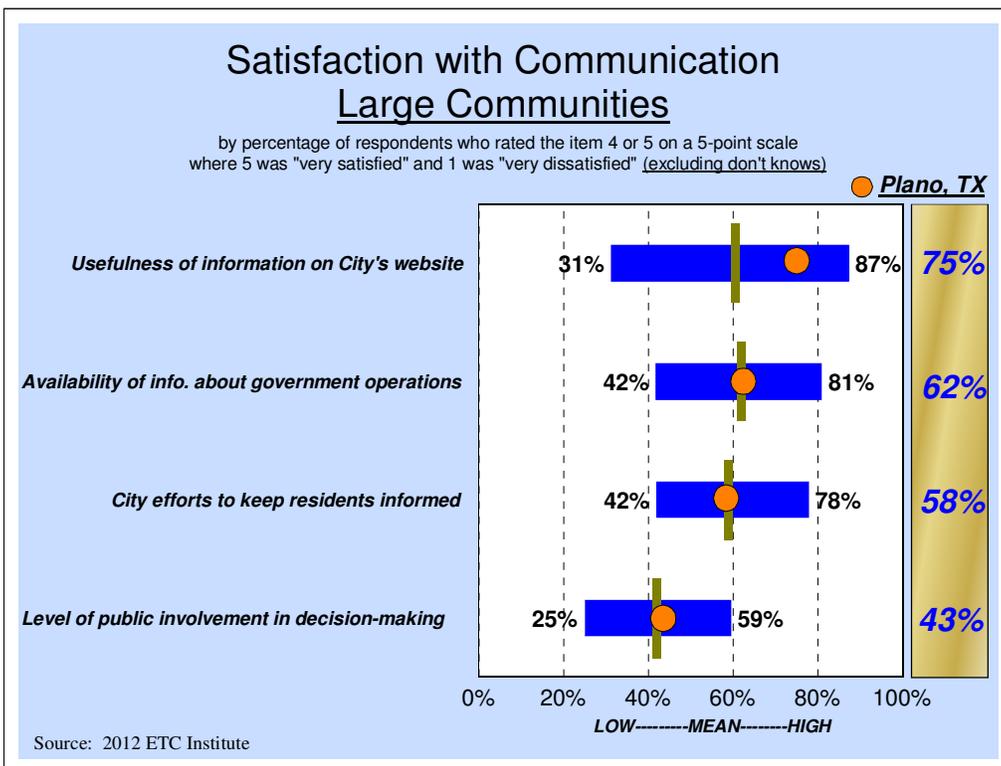
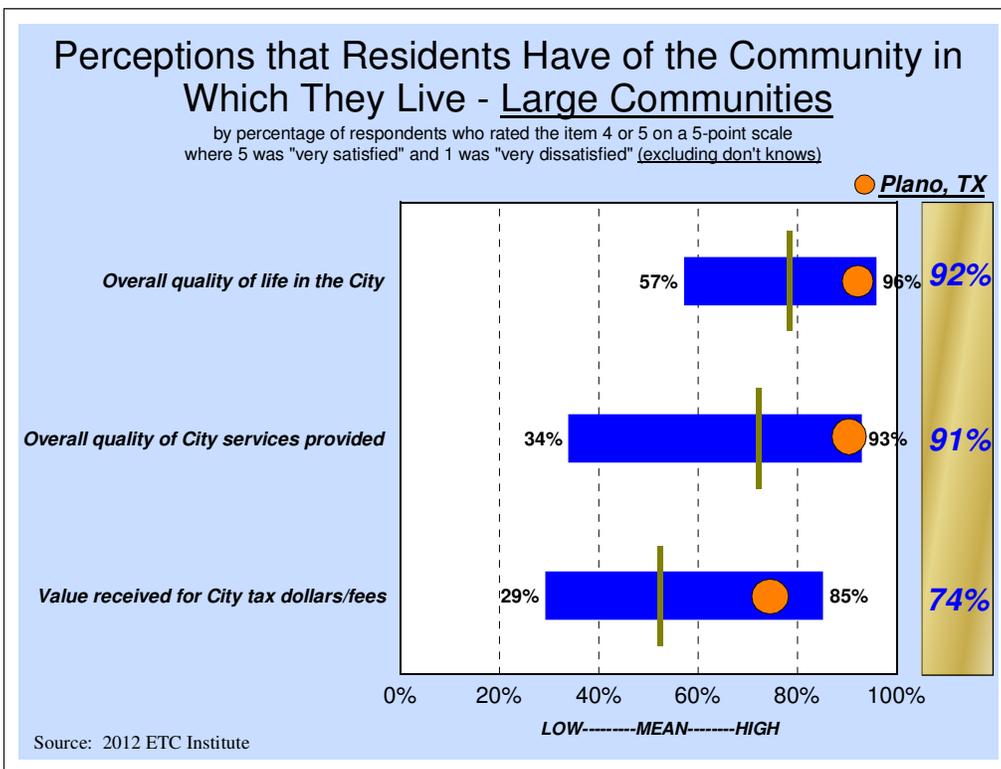
(populations of 100,000 or more only)

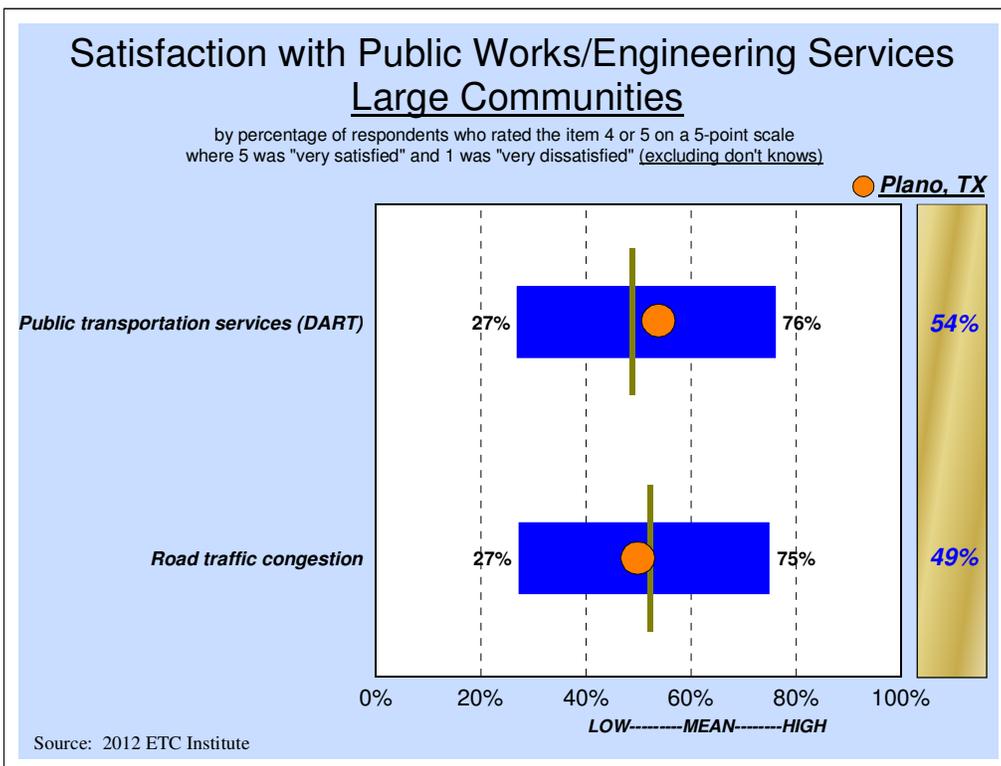
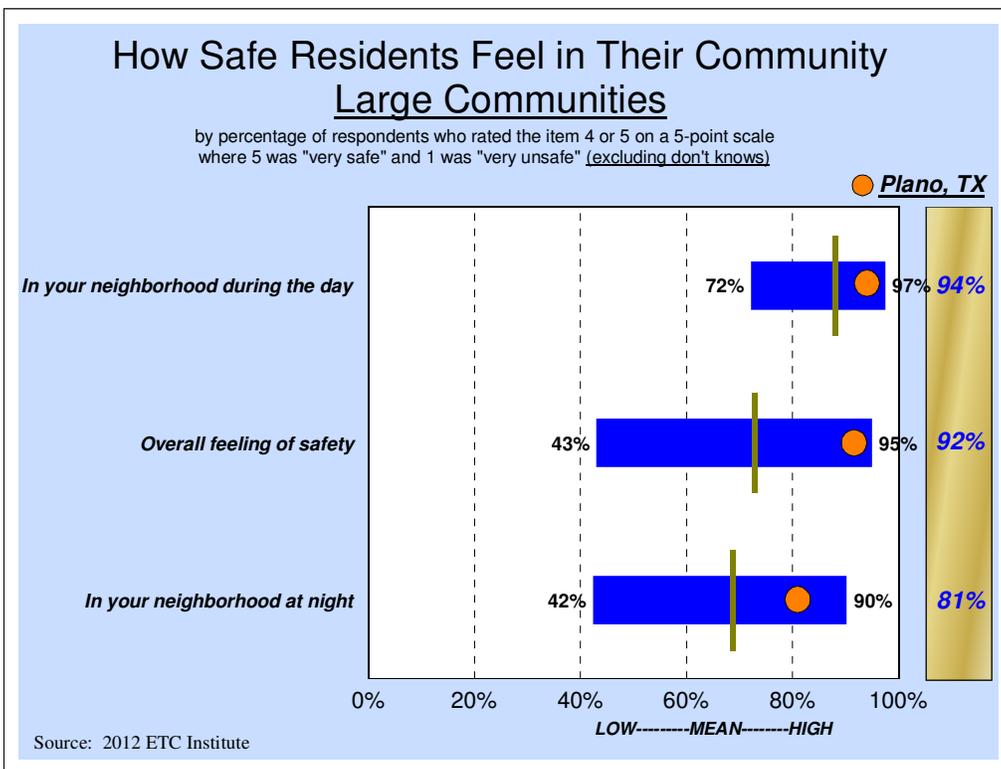
Source: 2012 ETC Institute

Overall Satisfaction with Major City Service Large Communities

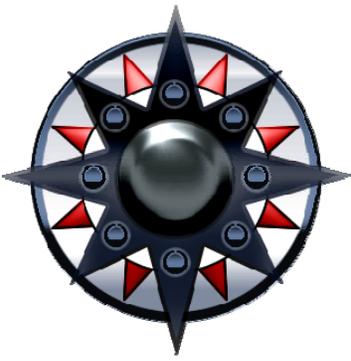
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)







Section 3:
Importance-Satisfaction
Analysis



DirectionFinder Survey

Year 2012 Importance-Satisfaction Analysis

Overview

Today, city officials have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that cities will maximize overall citizen satisfaction by emphasizing improvements in those service categories where the level of satisfaction is relatively low and the perceived importance of the service is relatively high.

Methodology

The rating is calculated by summing the percentage of responses for items selected as the most important services for the City to provide. This sum is then multiplied by 1 minus the percentage of respondents that indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale “excluding don't knows”). “Don't know” responses are excluded from the calculation to ensure that the satisfaction ratings among service categories are comparable. $[IS = \text{Importance} \times (1 - \text{Satisfaction})]$.

Example of the Calculation. Respondents were asked to identify the City services they thought were most important for the City to provide. Eighty-nine percent (89%) selected “Police services” as one of the most important overall services for the City to provide.

With regard to satisfaction, eighty-five percent (85%) of the residents surveyed rated their satisfaction with the “Police services” as a “4” or a “5” on a 5-point scale (where “5” means “very satisfied) excluding “don't know” responses. The I-S rating for “Police services” was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 89% was multiplied by 15% (1-0.85). This calculation yielded an I-S rating of 0.1335, which ranked first out of sixteen overall City services.



The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices to emphasize over the next two years and 0% indicate that they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either one of the following two situations:

- if 100% of the respondents were positively satisfied with the delivery of the service
- if none (0%) of the respondents selected the service as one of the three most important areas for the City to emphasize over the next two years.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from .10 to .20 identify service areas that should receive increased emphasis. Ratings less than .10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis ($IS \geq 0.20$)
- Increase Current Emphasis ($0.10 \leq IS < 0.20$)
- Maintain Current Emphasis ($IS < 0.10$)

The results for Plano are provided on the following page.

Importance-Satisfaction Rating

City of Plano, Texas

Overall City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Police services	89%	1	85%	4	0.1335	1
Maintenance of City streets and sidewalks	32%	5	68%	15	0.1024	2
Medium Priority (IS <.10)						
Fire Services	77%	2	92%	1	0.0616	3
Emergency medical services	53%	3	89%	2	0.0583	4
Water and wastewater	23%	6	77%	10	0.0529	5
Environmental waste services	35%	4	85%	6	0.0525	6
Code enforcement	9%	10	60%	16	0.0360	7
Cleanliness of streets/public areas	18%	7	81%	9	0.0342	8
Library services	13%	8	87%	3	0.0169	9
Maintenance of City parks	10%	9	86%	5	0.0140	10
Animal services	4%	14	70%	13	0.0120	11
Management of storm water run-off	5%	12	78%	11	0.0110	12
Recreation Programs	6%	11	83%	7	0.0102	13
Municipal Court Services	3%	16	69%	14	0.0093	14
Customer service provided by city employees	4%	13	78%	12	0.0088	15
City communication	3%	15	81%	8	0.0057	16

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, third and fourth most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Matrix Analysis.

The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low and the perceived importance of the service is relatively high. ETC Institute developed an Importance-Satisfaction Matrix to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery. The two axes on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

The I-S (Importance-Satisfaction) matrix should be interpreted as follows.

- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on items in this area.
- **Exceeding Expectations (below average importance and above average satisfaction).** This area shows where the City is performing significantly better than customers expect the City to perform. Items in this area do not significantly affect the overall level of satisfaction that residents have with City services. The City should maintain (or slightly decrease) emphasis on items in this area.
- **Opportunities for Improvement (above average importance and below average satisfaction).** This area shows where the City is not performing as well as residents expect the City to perform. This area has a significant impact on customer satisfaction, and the City should DEFINITELY increase emphasis on items in this area.
- **Less Important (below average importance and below average satisfaction).** This area shows where the City is not performing well relative to the City's performance in other areas; however, this area is generally considered to be less important to residents. This area does not significantly affect overall satisfaction with City services because the items are less important to residents. The agency should maintain current levels of emphasis on items in this area.

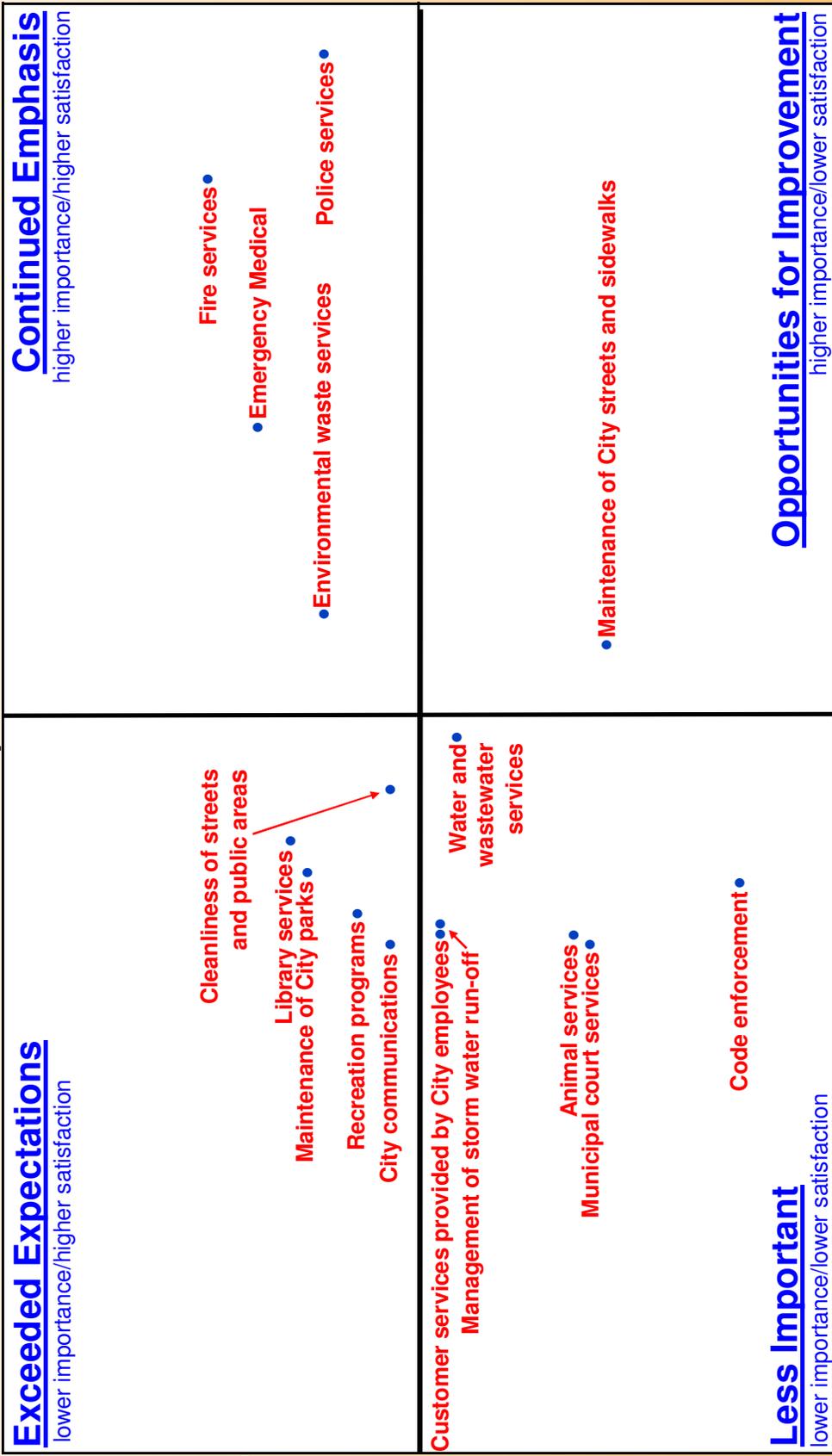
The results for Plano are provided on the following page.

2012 City of Plano Citizen Survey Importance-Satisfaction Assessment Matrix

-Overall-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)

mean importance



Lower Importance

Importance Rating

Higher Importance

Section 4: **Tabular Data**

Q1. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following services that are provided by the City of Plano:

(N=444)

	Very Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1	Don't Know 9
Q1a. Police services	46.8%	32.9%	10.1%	1.6%	1.8%	6.8%
Q1b. Fire services	50.0%	24.5%	6.3%	0.0%	0.5%	18.7%
Q1c. Emergency medical services	42.7%	22.8%	7.7%	0.0%	0.5%	26.4%
Q1d. Maintenance of City streets & sidewalks	19.2%	47.6%	18.5%	11.1%	2.0%	1.6%
Q1e. Cleanliness of streets/ public areas	29.3%	50.0%	11.9%	6.3%	1.6%	0.9%
Q1f. City communication	29.1%	47.5%	15.3%	3.2%	0.2%	4.7%
Q1g. Environmental waste services	41.0%	41.9%	9.2%	5.6%	0.9%	1.4%
Q1h. Management of storm water run-off	29.3%	40.3%	15.8%	3.4%	1.4%	9.9%
Q1i. Water & wastewater services	31.1%	43.5%	14.9%	5.4%	1.4%	3.8%
Q1j. Customer service provided by City employees	31.1%	34.5%	16.9%	1.4%	1.1%	15.1%
Q1k. Code enforcement	17.1%	33.6%	23.6%	6.3%	3.2%	16.2%
Q1l. Maintenance of City parks	33.0%	48.1%	10.4%	2.7%	0.7%	5.2%
Q1m. Recreation programs	34.2%	38.1%	11.7%	2.5%	0.9%	12.6%
Q1n. Library services	47.3%	31.8%	9.7%	1.8%	0.9%	8.6%
Q1o. Municipal Court services	17.1%	28.2%	18.2%	1.4%	0.7%	34.5%
Q1p. Animal services	21.2%	29.7%	19.1%	1.6%	1.6%	26.8%

Q1. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following services that are provided by the City of Plano:

Excluding "don't know"

(N=444)

	Very Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1
Q1a. Police services	50.2%	35.3%	10.9%	1.7%	1.9%
Q1b. Fire services	61.5%	30.2%	7.8%	0.0%	0.6%
Q1c. Emergency medical services	58.0%	31.0%	10.4%	0.0%	0.6%
Q1d. Maintenance of City streets & sidewalks	19.5%	48.4%	18.8%	11.2%	2.1%
Q1e. Cleanliness of streets/public areas	29.5%	50.5%	12.0%	6.4%	1.6%
Q1f. City communication	30.5%	49.9%	16.1%	3.3%	0.2%
Q1g. Environmental waste services	41.6%	42.5%	9.4%	5.7%	0.9%
Q1h. Management of storm water run-off	32.5%	44.8%	17.5%	3.8%	1.5%
Q1i. Water & wastewater services	32.3%	45.2%	15.5%	5.6%	1.4%
Q1j. Customer service provided by City employees	36.6%	40.6%	19.9%	1.6%	1.3%
Q1k. Code enforcement	20.4%	40.1%	28.2%	7.5%	3.8%
Q1l. Maintenance of City parks	34.8%	50.7%	11.0%	2.9%	0.7%
Q1m. Recreation programs	39.2%	43.6%	13.4%	2.8%	1.0%
Q1n. Library services	51.7%	34.7%	10.6%	2.0%	1.0%
Q1o. Municipal Court services	26.1%	43.0%	27.8%	2.1%	1.0%
Q1p. Animal services	28.9%	40.6%	26.2%	2.2%	2.2%

Q2. Which FOUR of the services listed above do you think are the most important services for the City to provide?

Q2. 1st choice	Number	Percent
A=Police services	289	65.1 %
B=Fire services	40	9.0 %
C=Emergency medical services	20	4.5 %
D=Maintenance of City streets & sidewalks	24	5.4 %
E=Cleanliness of streets/public areas	11	2.5 %
F=City communication	1	0.2 %
G=Environmental waste services	17	3.8 %
H=Management of storm water run-off	1	0.2 %
I=Water & wastewater services	14	3.2 %
J=Customer service provided by City employees	2	0.5 %
K=Code enforcement	2	0.5 %
L=Maintenance of City parks	3	0.7 %
M=Recreation programs	1	0.2 %
N=Library services	7	1.6 %
Z=None chosen	12	2.7 %
Total	444	100.0 %

Q2. Which FOUR of the services listed above do you think are the most important services for the City to provide?

Q2. 2nd choice	Number	Percent
A=Police services	59	13.3 %
B=Fire services	237	53.4 %
C=Emergency medical services	44	9.9 %
D=Maintenance of City streets & sidewalks	13	2.9 %
E=Cleanliness of streets/public areas	14	3.2 %
F=City communication	1	0.2 %
G=Environmental waste services	18	4.1 %
H=Management of storm water run-off	6	1.4 %
I=Water & wastewater services	14	3.2 %
J=Customer service provided by City employees	2	0.5 %
K=Code enforcement	3	0.7 %
L=Maintenance of City parks	7	1.6 %
M=Recreation programs	2	0.5 %
N=Library services	10	2.3 %
P=Animal services	1	0.2 %
Z=None chosen	13	2.9 %
Total	444	100.0 %

Q2. Which FOUR of the services listed above do you think are the most important services for the City to provide?

Q2. 3rd choice	Number	Percent
A=Police services	30	6.8 %
B=Fire services	49	11.0 %
C=Emergency medical services	156	35.1 %
D=Maintenance of City streets & sidewalks	36	8.1 %
E=Cleanliness of streets/public areas	31	7.0 %
F=City communication	5	1.1 %
G=Environmental waste services	36	8.1 %
H=Management of storm water run-off	6	1.4 %
I=Water & wastewater services	27	6.1 %
J=Customer service provided by City employees	1	0.2 %
K=Code enforcement	11	2.5 %
L=Maintenance of City parks	12	2.7 %
M=Recreation programs	7	1.6 %
N=Library services	12	2.7 %
O=Municipal Court services	4	0.9 %
P=Animal services	4	0.9 %
Z=None chosen	17	3.8 %
Total	444	100.0 %

Q2. Which FOUR of the services listed above do you think are the most important services for the City to provide?

Q2. 4th choice	Number	Percent
A=Police services	16	3.6 %
B=Fire services	16	3.6 %
C=Emergency medical services	15	3.4 %
D=Maintenance of City streets & sidewalks	69	15.5 %
E=Cleanliness of streets/public areas	25	5.6 %
F=City communication	8	1.8 %
G=Environmental waste services	84	18.9 %
H=Management of storm water run-off	7	1.6 %
I=Water & wastewater services	48	10.8 %
J=Customer service provided by City employees	12	2.7 %
K=Code enforcement	24	5.4 %
L=Maintenance of City parks	23	5.2 %
M=Recreation programs	16	3.6 %
N=Library services	26	5.9 %
O=Municipal Court services	7	1.6 %
P=Animal services	11	2.5 %
Z=None chosen	36	8.1 %
Total	444	100.0 %

Q2. Which FOUR of the services listed above do you think are the most important services for the City to provide?

Sum of top 4 choices

Q2. Sum of top 4 choices	Number	Percent
A=Police services	394	88.7 %
B=Fire services	342	77.0 %
C=Emergency medical services	235	52.9 %
D=Maintenance of City streets & sidewalks	142	32.0 %
E=Cleanliness of streets/public areas	81	18.2 %
F=City communication	15	3.4 %
G=Environmental waste services	155	34.9 %
H=Management of storm water run-off	20	4.5 %
I=Water & wastewater services	103	23.2 %
J=Customer service provided by City employees	17	3.8 %
K=Code enforcement	40	9.0 %
L=Maintenance of City parks	45	10.1 %
M=Recreation programs	26	5.9 %
N=Library services	55	12.4 %
O=Municipal Court services	11	2.5 %
P=Animal services	16	3.6 %
Z=None chosen	12	2.7 %
Total	1710	

Q3. Several items that may influence your perception of the City of Plano are listed below. Please rate each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=444)

	Very Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1	Don't Know 9
Q3a. Overall quality of services provided by City of Plano	32.3%	57.3%	7.7%	0.2%	0.9%	1.6%
Q3b. Overall value that you receive for your City taxes & fees	24.3%	47.3%	19.4%	4.5%	2.0%	2.5%
Q3c. Overall quality of life in Plano	43.7%	48.0%	5.9%	1.6%	0.5%	0.5%

Q3. Several items that may influence your perception of the City of Plano are listed below. Please rate each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

Excluding "don't know"

(N=444)

	Very Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1
Q3a. Overall quality of services provided by City of Plano	32.8%	58.3%	7.8%	0.2%	0.9%
Q3b. Overall value that you receive for your City taxes & fees	24.9%	48.5%	19.9%	4.6%	2.1%
Q3c. Overall quality of life in Plano	43.9%	48.2%	5.9%	1.6%	0.5%

Q4. Which of the following sources do you currently use to obtain and/or receive information about the City of Plano?

Q4. Sources you use to obtain and/or receive information about City of Plano	Number	Percent
1=City of Plano website	365	82.2 %
2=City's "Fix It" Program	26	5.9 %
3=Email	132	29.7 %
4=Neighborhood Roundtables	29	6.5 %
5=City Council meetings	32	7.2 %
6=Plano Television Network (PTN)	35	7.9 %
7=City's Facebook or Twitter pages	27	6.1 %
8=Live Green in Plano newsletter	203	45.7 %
9=Other	46	10.4 %
0=None chosen	16	3.6 %
Total	911	

Q4. Other

Q4. Other	Number
CITY EMPLOYEES	1
DALLAS MORNING NEWS	3
HGA NEWSLETTER	1
HOA	1
LOCAL NEWS/TV	1
MAIL INSERTS	1
MAIL INSERTS WITH WATER/UTILITY BILL	5
MAILERS FROM CITY	1
NEIGHBORHOOD E-MAIL GROUP	1
NEIGHBORHOOD E-MAIL/WEB	1
NEWSPAPER	3
NEWSPAPER - DALLAS NEWS	1
NOTICES ON DOORS	1
PLANO PROFILE MAGAZINE	2
PLANO STAR	1
TELEPHONE	1

Q5. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following:

(N=444)

	Very Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1	Don't Know 9
Q5a. Availability of information about government operations	15.8%	38.7%	29.9%	3.6%	0.9%	11.1%
Q5b. City efforts to keep residents informed about local issues	16.3%	39.1%	29.8%	7.4%	1.8%	5.6%
Q5c. Level of public involvement in City decision-making	7.9%	28.7%	34.1%	10.2%	2.9%	16.3%
Q5d. Usefulness of information available on City's Website	22.1%	47.0%	20.5%	2.0%	0.7%	7.7%

Q5. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following:

Excluding "don't know"

(N=444)

	Very Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1
Q5a. Availability of information about government operations	17.8%	43.5%	33.6%	4.1%	1.0%
Q5b. City efforts to keep residents informed about local issues	17.2%	41.4%	31.6%	7.9%	1.9%
Q5c. Level of public involvement in City decision-making	9.4%	34.2%	40.7%	12.1%	3.5%
Q5d. Usefulness of information available on City's Website	24.0%	50.9%	22.2%	2.2%	0.7%

Q6. Using a 5-point scale where 5 means "very safe" and 1 means "very unsafe", please rate how safe you feel in the following situations:

(N=444)

	Very Safe 5	Safe 4	Neutral 3	Unsafe 2	Very Unsafe 1	Don't Know 9
Q6a. Overall feeling of safety in Plano	40.4%	51.5%	5.9%	2.0%	0.2%	0.0%
Q6b. In your neighborhood during the day	56.9%	37.0%	4.3%	1.6%	0.0%	0.2%
Q6c. In your neighborhood after dark	32.1%	48.5%	12.2%	5.6%	1.1%	0.5%
Q6d. At shopping centers/ business areas during the day	38.4%	49.7%	10.2%	1.8%	0.0%	0.0%
Q6e. At shopping centers/ business areas after dark	22.1%	46.7%	22.6%	6.8%	0.7%	1.1%
Q6f. Driving on roadways in Plano	30.8%	50.2%	12.7%	3.8%	2.3%	0.2%

Q6. Using a 5-point scale where 5 means "very safe" and 1 means "very unsafe", please rate how safe you feel in the following situations:

Excluding "don't know"

(N=444)

	Very Safe 5	Safe 4	Neutral 3	Unsafe 2	Very Unsafe 1
Q6a. Overall feeling of safety in Plano	40.4%	51.5%	5.9%	2.0%	0.2%
Q6b. In your neighborhood during the day	57.0%	37.0%	4.3%	1.6%	0.0%
Q6c. In your neighborhood after dark	32.2%	48.8%	12.2%	5.7%	1.1%
Q6d. At shopping centers/business areas during the day	38.4%	49.7%	10.2%	1.8%	0.0%
Q6e. At shopping centers/business areas after dark	22.4%	47.3%	22.8%	6.8%	0.7%
Q6f. Driving on roadways in Plano	30.8%	50.3%	12.7%	3.9%	2.3%

Q7. How often do you utilize the following environmental waste services provided by the City of Plano:

(N=444)

	At least monthly 4	3-4 times a year 3	Once a year 2	Never 1	Don't Know 9
Q7a. Weekly Yard Trimmings Collection	40.2%	33.4%	9.7%	11.3%	5.4%
Q7b. Household Chemical Collection	2.5%	9.7%	39.1%	39.3%	9.5%
Q7c. Monthly Bulky Waste Collection	8.4%	31.7%	37.9%	16.3%	5.7%

Q8. Are you aware of Live Green in Plano education and outreach programs?

Q8. Are you aware of Live Green in Plano education & outreach programs

	Number	Percent
1=Yes	299	67.3 %
2=No	114	25.7 %
9=Don't Know	31	7.0 %
Total	444	100.0 %

Q9. Do you participate in Live Green in Plano education and outreach programs?

Q9. Do you participate in Live Green in Plano education & outreach programs

	Number	Percent
1=Yes	95	21.4 %
2=No	349	78.6 %
Total	444	100.0 %

Q9a. [Only if "NO" to Question 9] What prevents you from participating in these education and outreach programs?

Q9a. What prevents you from participating in these education & outreach programs	Number	Percent
1=Cost	12	3.4 %
2=No interest	81	23.2 %
3=Time of day	47	13.5 %
4=Frequency of training	11	3.2 %
5=Too busy	167	47.9 %
6=Don't have someone to go with	23	6.6 %
7=Registration process	4	1.1 %
8=Other (Not aware was top "other" reason)	70	20.1 %
0=None chosen	3	0.9 %
Total	418	

Q9a. Other

Q9a. Other	Number
NOT AWARE OF THE PROGRAM	38
DISABLED AND CAN'T DRIVE	1
DON'T AGREE WITH METHODS	1
DON'T LIKE CROWDS	1
NOT ENOUGH INFORMATION ABOUT PROGRAMS	4
JUST MOVED HERE	1
NEED NEW MATERIAL/TOPICS	1
NO BENEFIT TO ME	1
NO REASON	2
NOT AVAILABLE	1
NOT ENOUGH ADVANCE NOTICE	1
POORLY RUN REBATE PROGRAM	1
TOO BUSY AT WORK	2
LACK OF TRANSPORTATION	1
UNINFORMED	1
UNKNOWN REASONS	1
WASTE OF TIME	1
WASTE OF TAXPAYER MONEY	1
WE STAYED ON WEEKENDS/EVENINGS	1
WORK TOO FAR AWAY	1
YOUNG CHILDREN AT HOME	1

Q10. How would you like to receive education and outreach programming?

Q10. How would you like to receive education & outreach programming	Number	Percent
1=Online self-guided training	195	43.9 %
2=Classroom	51	11.5 %
3=Special events	90	20.3 %
4=Neighborhood meetings	59	13.3 %
5=No interest	73	16.4 %
6=Email	177	39.9 %
7=Other	10	2.3 %
0=None chosen	21	4.7 %
Total	676	

Q10. Other

Q10. Other	Number
FACEBOOK	1
MAIL	3
PROGRAMS AT THE LIBRARIES	1
UTILITY INSERTS	1
VIDEO SEMINARS	1
WEBSITE	2

Q11. Do you know that the City of Plano produces Texas Pure compost products from yard trimmings?

Q11. Do you know that City of Plano produces Texas Pure compost products from yard trimmings	Number	Percent
1=Yes	293	66.0 %
2=No	151	34.0 %
Total	444	100.0 %

Q12. Do you use Texas Pure products?

<u>Q12. Do you use Texas Pure products</u>	<u>Number</u>	<u>Percent</u>
1=Yes	114	25.7 %
2=No	330	74.3 %
Total	444	100.0 %

Q12a-d. [Only if "YES" to Question 12] How often do you use Texas Pure products?

(N=114)

	At Least Monthly 5	3-5 Times a Year 4	Once a Year 3	Never 2	Don't Know 9
Q12a. Compost	1.8%	11.0%	49.5%	25.7%	11.9%
Q12b. Mulch	0.9%	10.0%	70.9%	10.9%	7.3%
Q12c. Soil Blend	0.9%	9.3%	44.9%	29.9%	15.0%
Q12d. Top Dressing	1.0%	7.0%	30.0%	40.0%	22.0%

Q13. Do you currently have a Plano Library card?

<u>Q13. Do you currently have a Plano Library card</u>	<u>Number</u>	<u>Percent</u>
1=Yes	315	70.9 %
2=No	129	29.1 %
Total	444	100.0 %

Q14. In the table below, please rate the service at all libraries you have visited in the last year. If you have not visited the library, please give a "not applicable" rating.

(N=444)

	Excellent 3	Fair 2	Poor 1	Not Applicable 9
Q14a. Davis	26.3%	4.3%	0.5%	68.9%
Q14b. Haggard	31.3%	7.5%	0.2%	61.0%
Q14c. Harrington	14.7%	4.5%	0.2%	80.5%
Q14d. Parr	14.9%	2.9%	0.7%	81.4%
Q14e. Schimelpfenig	23.4%	7.5%	0.2%	68.9%

Q14. In the table below, please rate the service at all libraries you have visited in the last year. If you have not visited the library, please give a "not applicable" rating.

Excluding "not applicable"

(N=444)

	Excellent 3	Fair 2	Poor 1
Q14a. Davis	84.7%	13.9%	1.5%
Q14b. Haggard	80.2%	19.2%	0.6%
Q14c. Harrington	75.6%	23.3%	1.2%
Q14d. Parr	80.5%	15.9%	3.7%
Q14e. Schimelpfenig	75.2%	24.1%	0.7%

Q15. How often do you use the Plano Libraries (visiting the library or logging on through the website for information)?

Q15. How often do you use Plano Libraries	Number	Percent
1=Daily	11	2.5 %
2=Weekly	78	17.6 %
3=Monthly	104	23.4 %
4=Once or twice a year	127	28.6 %
5=Never or so long ago I have forgotten	124	27.9 %
Total	444	100.0 %

Q16. Which FIVE of the following sources of information would be your preferred method of receiving information about programs and services at the Plano library?

Q16. 1st choice	Number	Percent
A=Library website	260	58.6 %
B=Library brochure	25	5.6 %
C=Library blogs	1	0.2 %
D=Facebook	27	6.1 %
F=Posters outside of library	11	2.5 %
G=Information in library	8	1.8 %
H=Word of mouth from friends/family/associates	7	1.6 %
I=Local media	34	7.7 %
Z=None chosen	71	16.0 %
Total	444	100.0 %

Q16. Which FIVE of the following sources of information would be your preferred method of receiving information about programs and services at the Plano library?

Q16. 2nd choice	Number	Percent
A=Library website	44	9.9 %
B=Library brochure	83	18.7 %
C=Library blogs	18	4.1 %
D=Facebook	45	10.1 %
E=Twitter	10	2.3 %
F=Posters outside of library	33	7.4 %
G=Information in library	29	6.5 %
H=Word of mouth from friends/family/associates	22	5.0 %
I=Local media	49	11.0 %
Z=None chosen	111	25.0 %
Total	444	100.0 %

Q16. Which FIVE of the following sources of information would be your preferred method of receiving information about programs and services at the Plano library?

Q16. 3rd choice	Number	Percent
A=Library website	18	4.1 %
B=Library brochure	40	9.0 %
C=Library blogs	23	5.2 %
D=Facebook	31	7.0 %
E=Twitter	4	0.9 %
F=Posters outside of library	51	11.5 %
G=Information in library	54	12.2 %
H=Word of mouth from friends/family/associates	26	5.9 %
I=Local media	59	13.3 %
Z=None chosen	138	31.1 %
Total	444	100.0 %

Q16. Which FIVE of the following sources of information would be your preferred method of receiving information about programs and services at the Plano library?

Q16. 4th choice	Number	Percent
A=Library website	12	2.7 %
B=Library brochure	35	7.9 %
C=Library blogs	12	2.7 %
D=Facebook	14	3.2 %
E=Twitter	7	1.6 %
F=Posters outside of library	50	11.3 %
G=Information in library	49	11.0 %
H=Word of mouth from friends/family/associates	36	8.1 %
I=Local media	47	10.6 %
Z=None chosen	182	41.0 %
Total	444	100.0 %

Q16. Which FIVE of the following sources of information would be your preferred method of receiving information about programs and services at the Plano library?

Q16. 5th choice	Number	Percent
A=Library website	10	2.3 %
B=Library brochure	24	5.4 %
C=Library blogs	15	3.4 %
D=Facebook	19	4.3 %
E=Twitter	7	1.6 %
F=Posters outside of library	29	6.5 %
G=Information in library	26	5.9 %
H=Word of mouth from friends/family/associates	43	9.7 %
I=Local media	48	10.8 %
Z=None chosen	223	50.2 %
Total	444	100.0 %

Q16. Which FIVE of the following sources of information would be your preferred method of receiving information about programs and services at the Plano library?

Sum of top 5 choices

Q16. Sum of top 5 choices	Number	Percent
A=Library website	344	77.5 %
B=Library brochure	207	46.6 %
C=Library blogs	69	15.5 %
D=Facebook	136	30.6 %
E=Twitter	28	6.3 %
F=Posters outside of library	174	39.2 %
G=Information in library	166	37.4 %
H=Word of mouth from friends/family/associates	134	30.2 %
I=Local media	237	53.4 %
Z=None chosen	71	16.0 %
Total	1566	

Q17. Which service(s) do you use most? Rank up to five with 1 being most used and 5 being the least used:

(N=444)

	Most Used 1	2	3	4	Least Used 5
Q17a. Borrow books	82.8%	10.8%	4.7%	1.1%	0.7%
Q17b. Borrow DVDs	15.3%	50.0%	18.8%	8.3%	7.6%
Q17c. Borrow CDs	7.3%	25.6%	30.5%	18.3%	18.3%
Q17d. Borrow audio books or Playaways	22.5%	28.2%	15.5%	21.1%	12.7%
Q17e. Computers and/or Internet access	17.7%	22.8%	22.8%	20.3%	16.5%
Q17f. Programs and/or classes	11.6%	18.8%	11.6%	26.1%	31.9%
Q17g. Free Wi-Fi	14.5%	23.2%	21.7%	17.4%	23.2%
Q17h. Databases	16.7%	16.7%	19.7%	16.7%	30.3%
Q17i. Interlibrary Loan	5.6%	19.4%	29.2%	19.4%	26.4%
Q17j. Downloadable books EBOOKS	4.9%	24.6%	19.7%	13.1%	37.7%
Q17k. Other	45.5%	9.1%	22.7%	4.5%	18.2%

Q17. Other

<u>Q17k. Other</u>	<u>Number</u>
ANNUAL BOOK SALE	1
IRS TAX FORMS	1
KID PROGRAMS & EVENTS	1
MAGAZINES	2
MAGAZINES, NEWSPAPERS	1
MEET FOR KIDS TO STUDY	1
MEETING ROOMS	1
MORE LIGHTS AT LIBRARY	1
ONLINE RESERVE ON BOOKS	1
PERIODICALS/NEWSPAPERS	1
PROGRAM ROOM	1
PURCHASE BOOKS/MAGAZINES	3
REASEARCH	1
SELF CHECK OUT	1
TAX FORMS	1
TUTORING SESSION	1
VOTING	1

Q18. How many programs have you attended (or brought your children to) in the past year?

<u>Q18. How many programs have you attended (or brought your children to) last year</u>	<u>Number</u>	<u>Percent</u>
1=1-10 programs	114	25.7 %
2=11-25 programs	9	2.0 %
3=25+ programs	2	0.5 %
4=None	319	71.8 %
Total	444	100.0 %

Q19. From which of the following sources do you get information about Parks and Recreation programs and services?

Q19. Sources you get information about Parks & Recreation programs & services	Number	Percent
1=Parks & Recreation website	214	48.2 %
2=Leisure Catalog	215	48.4 %
3=Email	79	17.8 %
4=Posters, flyers in recreation centers	51	11.5 %
5=Local media	67	15.1 %
6=Social media	18	4.1 %
7=Word of mouth from friends/family	130	29.3 %
8=Don't know about programs/services	64	14.4 %
9=Other	8	1.8 %
0=None chosen	19	4.3 %
Total	865	

Q19. Other

Q19. Other	Number
MAIL	1
NEIGHBORHOOD COMMITTEE	1
POSTERS ON 15TH STREET	1
SIGN IN FRONT OF HOFFMAN	1
UTILITY INSERTS	1

Q20. What City park(s) do you visit most (list up to three; write NONE if you don't go to City parks)?

<u>Q20. City park</u>	<u>Number</u>
ARBOR HILLS=	50
ARBOR HILLS - WEST PLANO=	1
ARBOR HILLS NATURE PRESERVE=	6
ARCHGATE=	2
ARROWHEAD=	3
BALLOON FESTIVAL PARK=	1
BEHIND SENIOR CENTER=	1
BLUE BONNET TRAIL=	7
BOB WOODRUFF=	43
BRADFIELD=	1
BRINKER=	1
BUCKHORN=	6
BUZZ RAZOR=	1
BIG LAKE PARK=	2
BIG LAKE BY CHRISTIE ELEMMENTARY=	1
BUCKHORN=	1
CADDO=	2
CAPSTONE=	1
CARPENTER=	30
CARPENTER RECYCLING CENTER=	1
CARTER=	2
CHEYENNE=	2
CHISHOLM TRAIL=	14
CHRISTIE=	1
CLEARVUEW=	1
COYOTE CREEK=	9
CROSSBEND LAKE=	1
CELEBRATION PARK IN ALLEN=	1
CHEYENNE=	4
CHRISTIE ELEMENTARY=	1
COTTONWOOD CREEK GREENBELT=	1
CUSTER AND SPRING CREEK=	1
DAFFRON=	1
DOG PARK=	11
DOWNTOWN PARK BY DART STATION=	1
DOWNTOWN PLANO=	1
EAST PLANO -DOWNTOWN=	1
ELDORADO=	2
EVANS PARK=	2
FRANK BEVERLY=	2
GLEN MEADOWS=	2
GREEN BELT=	1

Q20. What City park(s) do you visit most (list up to three; write NONE if you don't go to City parks)?

<u>Q20. 1st City park</u>	<u>Number</u>
HACKBERRY=	2
HAGGARD=	5
HARRINGTON=	5
HERITAGE FARM=	1
HERITAGE YARDS=	2
HIDDEN MEADOWS=	4
HIGH POINT=	7
HOBLITZELLE=	19
HORSESHOE=	3
HARWOOD=	1
HILLS OF PRESTONWOOD=	1
HUGHSTON ELEM. PARK=	1
INTERSECTION OF BALCONE & WAYFARER=	1
JACK CARTER=	16
JACK CARTER DOG PARK=	3
JACK CENTER=	1
JACKSON=	1
LEE & MISSION RDG N OF SPRING CREEK=	1
LIBERTY=	8
LONE STAR=	1
LONGHORN=	1
LT RUSSELL STEINDAM=	1
LIBERTY=	3
LONE STAR PARK=	1
LONGHORN=	2
MATTHEWS=	1
MUEHLENBECK=	3
MUHLENBECK CENTER=	1
MEMORIAL PARK=	5
MIRA VISTA AT PLANO PARKWAY=	1
NATURE PERSERVE=	2
NATURE PRESERVE ON MIDWAY & PARKER=	1
PARK NEAR DEFFON ELEM=	1
PARK NEAR JACKSON ELEM=	1
PARK NEAR PRESTON & OLD SHEPARD=	1
PARK NEAR TOM MULLENBACK=	1
OAK POINT=	29
OAK POINT PARK & NATURE PRESERVE=	3
OAKDALE NATURE PRESERVE=	1
OLD SHEPARD PLACE PARK=	2
PARK ON WOODRUFF=	1
PARK BY DAVIS LIBRARY=	1
PARK ON COMMUNICATION PKWY=	1

Q20. What City park(s) do you visit most (list up to three; write NONE if you don't go to City parks)?

<u>Q20. 1st City park</u>	<u>Number</u>
PARK BY MATHEWS ELEMENTARY=	1
PARK ON MIDWAY=	1
PARKWOOD GREEN=	1
PITTMAN CREEK=	1
PLANO SPRINGCREEK=	1
PLANO YMCA=	1
PRAIRIE MEADOW=	2
PRESTON MEADOW=	3
PARK AT SPRING CREEK AND JUPITER=	1
PARK BY ANDREWS ELEMENTARY=	1
PARK BY CHRISTIE ELEMENTARY=	1
PARK BY HOFFMAN SCHOOL=	1
PARK BY WELLS ELEMENTARY=	1
PARK INSIDE HILLS AT PRESTONWOOD=	1
PARK NEAR PARKER AND CUSTER=	1
PARK ON BAY HILL DRIVE=	1
PARKS ALONG BIKE TRAILS=	1
PARKWOOD=	1
PARR LIBRARY PLAYGROUND=	1
POND AREA BY SCHIMELPFENIG LIBRARY=	1
PRAIRIE MEADOW=	1
PRESTON HOLLOW=	1
PRESTON MEADOW - WEST PLANO=	1
QUINCY=	1
RAINIER=	1
RUSSELL CREEK=	48
RAINBOW=	1
ROCK TRAIL NEAR HUFFMAN ELEMENTARY=	1
RUNNING TRAILS BY SHIMELFENIG LIBRARY=	1
RUSTIC=	1
SCHELL=	3
SHAWNEE=	3
SUNCREEK=	1
SUNSET=	3
SANTA FE TRAIL=	2
SHADY BROOK TRAIL=	2
SHAWNEE=	1
SMALL PARK IN HILLS OF PRESTONWOOD=	1
SUNCREEK PARK=	1
TEJAS=	1
TIMBER BROOK/SPRING CREEK=	1
TMC=	2
TOM CARPENTER=	1
TOM MUEHLENBECK=	3

Q20. What City park(s) do you visit most (list up to three; write NONE if you don't go to City parks)?

<u>Q20. 1st City park</u>	<u>Number</u>
TRAIL AT THE WOODS=	1
TRAILS NEAR HARRINGTON DR=	1
TEJAS=	1
THE PRESERVE=	1
TOM M-C=	1
TRAILS=	2
WAGON WHEEL=	1
WEST OF MIDWAY=	1
WEST SIDE PRESERVE=	1
WESTWOOD=	1
WINDHAVEN=	1
WOODRUFF=	3
WESTRIDGE PARK=	1
WHITE ROCK PARK TRAIL=	2
WINDHAVEN=	3
YELLOW PARK ON QUINCY=	1

Q21. On average, how often do you visit City parks?

<u>Q21. How often do you visit City parks</u>	<u>Number</u>	<u>Percent</u>
1=Daily	45	10.1 %
2=Weekly	133	30.0 %
3=Monthly	94	21.2 %
4=Once or twice a year	77	17.3 %
5=Seldom or never	95	21.4 %
Total	444	100.0 %

Q22. Which of the following facilities/activities at City parks have you used during the past year?

<u>Q22. Which facilities/activities at City parks have you used last year</u>	<u>Number</u>	<u>Percent</u>
1=Trails	279	62.8 %
2=Playgrounds	157	35.4 %
3=Scheduled athletic fields	57	12.8 %
4=Pavilions	85	19.1 %
5=Dog park	73	16.4 %
6=Basketball	36	8.1 %
7=Picnic tables	115	25.9 %
8=Fishing	19	4.3 %
9=Other	26	5.9 %
0=None chosen	82	18.5 %
Total	929	

Q22. Other

<u>Q22. Other</u>	<u>Number</u>
ALL DOG FRIENDLY SPACES	1
BALLOON FESTIVAL	1
DISC GOLF	1
FESTIVALS	1
FILMING	1
FRISBEE GOLF	1
IMPORTANT TO HAVE RESTRMS	1
OAK POINT REC FACILITY	1
PAVILIONS	1
PING PONG	1
PLAYING FIELDS	1
POOL & REC CENTER	1
POOLS	1
RECREATION CENTER	2
REC CENTER/WALKING TRAILS	1
RED STUFF AT TMC	1
TENNIS	1
TRASH CANS/RESTOOMS	1
VOLLEYBALL	1
WALK MYSELF OR MY DOG	1
WALKING TRAILS	2
WATER FAUCETS	1

Q23. Which THREE of the following facilities/activities would you like to see added most?

<u>Q23. 1st choice</u>	<u>Number</u>	<u>Percent</u>
A=Skate park	27	6.1 %
B=In-line skating	11	2.5 %
C=Archery range	18	4.1 %
D=BMX track	3	0.7 %
E=Equestrian facilities	19	4.3 %
F=Additional dog park	55	12.4 %
G=Water sports	65	14.6 %
H=Outdoor special events in parks	91	20.5 %
I=Other	14	3.2 %
<u>Z=None chosen</u>	<u>141</u>	<u>31.8 %</u>
Total	444	100.0 %

Q23. Which THREE of the following facilities/activities would you like to see added most?

<u>Q23. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
A=Skate park	17	3.8 %
B=In-line skating	20	4.5 %
C=Archery range	18	4.1 %
D=BMX track	6	1.4 %
E=Equestrian facilities	23	5.2 %
F=Additional dog park	33	7.4 %
G=Water sports	54	12.2 %
H=Outdoor special events in parks	63	14.2 %
I=Other	10	2.3 %
<u>Z=None chosen</u>	<u>200</u>	<u>45.0 %</u>
Total	444	100.0 %

Q23. Which THREE of the following facilities/activities would you like to see added most?

<u>Q23. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
A=Skate park	31	7.0 %
B=In-line skating	11	2.5 %
C=Archery range	17	3.8 %
D=BMX track	7	1.6 %
E=Equestrian facilities	17	3.8 %
F=Additional dog park	18	4.1 %
G=Water sports	32	7.2 %
H=Outdoor special events in parks	47	10.6 %
I=Other	11	2.5 %
<u>Z=None chosen</u>	<u>253</u>	<u>57.0 %</u>
Total	444	100.0 %

Q23. Which THREE of the following facilities/activities would you like to see added most? (top 3)**Sum of top 3 choices**

<u>Q23. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
A=Skate park	75	16.9 %
B=In-line skating	42	9.5 %
C=Archery range	53	11.9 %
D=BMX track	16	3.6 %
E=Equestrian facilities	59	13.3 %
F=Additional dog park	106	23.9 %
G=Water sports	151	34.0 %
H=Outdoor special events in parks	201	45.3 %
I=Other	35	7.9 %
<u>Z=None chosen</u>	<u>142</u>	<u>32.0 %</u>
Total	880	

Q23. Other

<u>Q23. Other</u>	<u>Number</u>
BIKE LANES ON ROADS	1
BIKE TRAILS WITH NO ROAD CROSSINGS	1
BIKE TRAILS	2
CONCERTS	1
DISC GOLF COURSE	1
ICE RINK	1
INDOOR/OUTDOOR POOL	1
MOR PAVILLIONS FOR FAMILY	1
MORE FISHING	1
MORE FRISBEE GOLF	1
MORE NATURE TRAILS	1
MORE PLAYGROUNDS	1
MORE TRAILS	2
MORE WALKING TRAILS	1
MOUNTAIN BIKING TRAILS	1
PARKING LOT	1
PISTOL RANGE	1
RUNNING TRAILS	1
SMALL CHILDREN UNDER 4	1

Q24. Please indicate how well you feel the City is meeting your expectations for the following items:

(N=444)

	Exceeds Expectations 3	Meets Expectations 2	Needs Improvement 1	Don't Know 9
Q24a. Appearance of median landscaping along City streets	16.9%	70.9%	10.1%	2.0%
Q24b. Appearance of lakes, ponds & creeks in City	19.4%	64.6%	9.9%	6.1%
Q24c. Appearance of public building landscapes	29.1%	64.9%	3.6%	2.5%
Q24d. Appearance of City parks	29.1%	61.7%	5.2%	4.1%
Q24e. Appearance of urban forest	21.2%	63.5%	8.6%	6.8%
Q24f. Usability of grass in City parks	22.9%	58.4%	10.0%	8.8%

Q24. Please indicate how well you feel the City is meeting your expectations for the following items:

Excluding "don't know"

(N=444)

	Exceeds Expectations 3	Meets Expectations 2	Needs Improvement 1
Q24a. Appearance of median landscaping along City streets	17.2%	72.4%	10.3%
Q24b. Appearance of lakes, ponds & creeks in City	20.6%	68.8%	10.6%
Q24c. Appearance of public building landscapes	29.8%	66.5%	3.7%
Q24d. Appearance of City parks	30.3%	64.3%	5.4%
Q24e. Appearance of urban forest	22.7%	68.1%	9.2%
Q24f. Usability of grass in City parks	25.1%	64.0%	10.9%

Q25. Please rate your satisfaction of each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=444)

	Very Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1	Don't Know 9
Q25a. Road traffic congestion	6.8%	41.7%	26.4%	19.6%	4.3%	1.4%
Q25b. Traffic signal system	11.7%	44.1%	21.4%	16.2%	5.2%	1.4%
Q25c. Bicycle safety	6.5%	27.7%	27.3%	15.3%	4.3%	18.9%
Q25d. Pedestrian safety	10.4%	44.2%	25.1%	9.0%	4.1%	7.2%
Q25e. DART service	8.9%	28.2%	19.5%	9.8%	3.0%	30.7%

Q25. Please rate your satisfaction of each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

Excluding "don't know"

(N=444)

	Very Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1
Q25a. Road traffic congestion	6.8%	42.2%	26.7%	19.9%	4.3%
Q25b. Traffic signal system	11.9%	44.7%	21.7%	16.4%	5.3%
Q25c. Bicycle safety	8.1%	34.2%	33.6%	18.9%	5.3%
Q25d. Pedestrian safety	11.2%	47.7%	27.0%	9.7%	4.4%
Q25e. DART service	12.8%	40.7%	28.2%	14.1%	4.3%

Q26. Please rate your agreement with the following statements regarding property standards:

(N=444)

	Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1	Don't Know 9
Q26a. I am generally satisfied with responsiveness & helpfulness of Property Standards (code enforcement)	11.3%	31.5%	20.5%	6.1%	2.7%	27.9%
Q26b. Outreach materials available from and/or provided by Property Standards (code enforcement) are helpful	8.1%	19.6%	21.8%	2.3%	2.3%	45.9%
Q26c. Item I reported was corrected or Property Standards (code enforcement) explained why it was not a violation	8.1%	14.2%	17.3%	1.6%	1.1%	57.7%
Q26d. Property Standards (code enforcement) is necessary to maintain or improve my neighborhood	31.3%	30.9%	14.2%	2.7%	0.7%	20.3%
Q26e. Property Standards (code enforcement) staff provided courteous and timely service	13.8%	17.6%	16.0%	2.5%	2.3%	47.9%

Q26. Please rate your agreement with the following statements regarding property standards:

Excluding "don't know"

(N=444)

	Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
Q26a. I am generally satisfied with responsiveness & helpfulness of Property Standards (code enforcement)	15.6%	43.8%	28.4%	8.4%	3.8%
Q26b. Outreach materials available from and/or provided by Property Standards (code enforcement) are helpful	15.0%	36.3%	40.4%	4.2%	4.2%
Q26c. Item I reported was corrected or Property Standards (code enforcement) explained why it was not a violation	19.1%	33.5%	41.0%	3.7%	2.7%
Q26d. Property Standards (code enforcement) is necessary to maintain or improve my neighborhood	39.3%	38.7%	17.8%	3.4%	0.8%
Q26e. Property Standards (code enforcement) staff provided courteous and timely service	26.4%	33.8%	30.7%	4.8%	4.3%

Q27. How do you feel the appearance of your neighborhood has changed over the past three years?

Q27. How do you feel appearance of your neighborhood has changed over past three years	Number	Percent
1=Improved	60	13.5 %
2=Stayed the same	268	60.4 %
3=Gotten worse	89	20.0 %
9=Don't know	27	6.1 %
Total	444	100.0 %

Q28. Approximately how many years have you lived in Plano?

Q28. How many years have you lived in Plano	Number	Percent
1=Less than 2 years	36	8.1 %
2=2-5 years	53	11.9 %
3=6-10 years	68	15.3 %
4=11-15 years	89	20.0 %
5=16-20 years	59	13.3 %
6=21-30 years	78	17.6 %
7=30+ years	59	13.3 %
9=Not provided	2	0.5 %
Total	444	100.0 %

Q29. What is your age?

Q29. What is your age	Number	Percent
18-34 years	97	21.8 %
35-44 years	105	23.6 %
45-54 years	101	22.7 %
55-64 years	87	19.6 %
65-74 years	32	7.2 %
75+ years	20	4.5 %
Not provided	2	0.5 %
Total	444	100.0 %

Q30. What is your gender?

Q30. What is your gender	Number	Percent
1=Male	216	48.6 %
2=Female	228	51.4 %
Total	444	100.0 %

Q31. Are you employed in the City of Plano?

Q31. Are you employed in City of Plano	Number	Percent
1=Yes	69	15.5 %
2=No	373	84.0 %
9=Not provided	2	0.5 %
Total	444	100.0 %

Q32. Which of the following best describes your race/ethnicity?

Q32. Your race/ethnicity	Number	Percent
1=Asian/Pacific Islander	73	16.4 %
2=White	295	66.4 %
3=American Indian/Eskimo	6	1.4 %
4=Black/African American	35	7.9 %
5=Hispanic/Latino/Spanish	63	14.2 %
6=Other	6	1.4 %
9=Not provided	5	1.1 %
Total	483	

Q33. Would you say your total annual household income is:

Q33. Your total annual household income	Number	Percent
1=Under \$20K	18	4.1 %
2=\$20K-\$39,999	38	8.6 %
3=\$40K-\$59,999	37	8.3 %
4=\$60K-\$79,999	38	8.6 %
5=\$80K-\$99,999	52	11.7 %
6=\$100K-\$119,999	49	11.0 %
7=\$120K-\$139,999	51	11.5 %
8=\$140K+	106	23.9 %
9=Not provided	55	12.4 %
Total	444	100.0 %

Section 5:
Survey Instrument



Dear Plano Resident,

We appreciate your continued support and involvement in making Plano a wonderful community. This letter is a request for your assistance in continuing that legacy. Your input on the enclosed survey is extremely important. The City Council regularly makes decisions that affect a wide range of City services including public safety, parks and recreation, sustainability and environmental services, public works, code enforcement, libraries and others. To make sure that Plano's priorities are aligned with the needs of our residents we need to know what you think.

We realize the survey takes a little time to complete but every question is important. The time you invest in the survey will influence many of the decisions that will be made about the City's future. Your responses will also allow City leadership to identify and address many of the opportunities and challenges facing our community. Please return your completed survey sometime during the next week if possible, and return it in the enclosed postage-paid envelope. Your responses will remain confidential.

If you prefer, you may complete the survey on-line at www.planosurvey.org.

If you have questions about this survey, please contact Karen Rhodes-Whitley, Director of Budget and Research at 972-941-7194. Thank you for taking the time to build a better Plano.

Sincerely,

Phil Dyer
Mayor

2012 City of Plano Citizen Survey

Please take a few minutes to complete this survey. Your input is an important part of the City's on-going effort to identify and respond to citizen concerns. If you have questions, please contact the City's Budget & Research Department at 972-941-7194.

SATISFACTION WITH CITY SERVICES

1. Using a scale of 1 to 5, where "5" means "very satisfied" and "1" means "very dissatisfied," please rate your satisfaction with each of the following services that are provided by the City of Plano:

How Satisfied are you with the following services that are provided by the City of Plano:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Police services	5	4	3	2	1	9
B.	Fire services	5	4	3	2	1	9
C.	Emergency medical services	5	4	3	2	1	9
D.	Maintenance of City streets and sidewalks	5	4	3	2	1	9
E.	Cleanliness of streets/public areas	5	4	3	2	1	9
F.	City communication (website, utility bill inserts, cable TV)	5	4	3	2	1	9
G.	Environmental waste services (trash pick-up, yardwaste and recycling)	5	4	3	2	1	9
H.	Management of storm water run-off (flood prevention)	5	4	3	2	1	9
I.	Water and wastewater (or sanitary sewer) services	5	4	3	2	1	9
J.	Customer service provided by City employees	5	4	3	2	1	9
K.	Code enforcement	5	4	3	2	1	9
L.	Maintenance of City parks	5	4	3	2	1	9
M.	Recreation programs	5	4	3	2	1	9
N.	Library services	5	4	3	2	1	9
O.	Municipal Court Services	5	4	3	2	1	9
P.	Animal Services	5	4	3	2	1	9

2. Which FOUR of the services listed above do you think are the most important services for the City to provide? [Write in the letters below using the letters from the list in Question 1 above].

1st: _____ 2nd: _____ 3rd: _____ 4th: _____

PERCEPTIONS OF THE CITY

3. Several items that may influence your perception of the City of Plano are listed below. Please rate each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

How Satisfied are you with:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Overall quality of services provided by the City of Plano	5	4	3	2	1	9
B.	Overall value that you receive for your City taxes and fees	5	4	3	2	1	9
C.	Overall quality of life in Plano	5	4	3	2	1	9

COMMUNICATION

4. Which of the following sources do you currently use to obtain and/or receive information about the City of Plano? (check all that apply)

- (1) City of Plano website
 (2) The City's "Fix It" Program
 (3) E-mail
 (4) Neighborhood Roundtables
 (5) City Council meetings
 (6) Plano Television Network (PTN)
 (7) City's Facebook or Twitter pages
 (8) Live Green in Plano newsletter
 (9) Other: _____

5. Using a scale of 1 to 5, where "5" means "very satisfied" and "1" means "very dissatisfied," please rate your satisfaction with each of the following:

<i>How Satisfied are you with:</i>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	The availability of information about government operations	5	4	3	2	1	9
B.	City efforts to keep residents informed about local issues	5	4	3	2	1	9
C.	The level of public involvement in City decision-making	5	4	3	2	1	9
D.	Usefulness of the information that is available on the City's Website	5	4	3	2	1	9

POLICE SERVICES

6. Using a 5-point scale where 5 means "very safe" and 1 means "very unsafe", please rate how safe you feel in the following situations:

<i>How safe do you feel:</i>		Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
A.	Overall feeling of safety in Plano	5	4	3	2	1	9
B.	In your neighborhood during the day	5	4	3	2	1	9
C.	In your neighborhood after dark	5	4	3	2	1	9
D.	At shopping centers/business areas during the day	5	4	3	2	1	9
E.	At shopping centers/business areas after dark	5	4	3	2	1	9
F.	Driving on roadways in Plano	5	4	3	2	1	9

SUSTAINABILITY AND ENVIRONMENTAL SERVICES

7. How often do you utilize the following environmental waste services provided by the City of Plano:

<i>Service:</i>		At Least Monthly	3-4 Times a Year	Once a Year	Never	Don't Know
A.	Weekly Yard Trimmings Collection	4	3	2	1	9
B.	Household Chemical Collection	4	3	2	1	9
C.	Monthly Bulky Waste Collection	4	3	2	1	9

8. Are you aware of *Live Green in Plano* education and outreach programs?

- (1) Yes
 (2) No

16. Which FIVE of the following sources of information would be your preferred method of receiving information about programs and services at the Plano library? (Write the letter that corresponds to your top five choices in the space provided below.)

- (A) Library website
- (B) Library brochure
- (C) Library blogs
- (D) Facebook
- (E) Twitter
- (F) Posters outside of the library (in Plano schools or rec centers)
- (G) Information in the library (posters, flyers, etc.)
- (H) Word of mouth from friends/family/associates
- (I) Local media (newspaper, magazines, blogs)

PREFERRED SOURCES OF INFORMATION

1st:_____ 2nd:_____ 3rd:_____ 4th:_____ 5th:_____

17. Which service(s) do you use most? Rank up to five with #1 being most used and #5 being the least used:

- | | |
|--|-----------------------------------|
| ____(A) Borrow books | ____(G) Free Wi-Fi |
| ____(B) Borrow DVDs | ____(H) Databases |
| ____(C) Borrow CDs | ____(I) Interlibrary Loan |
| ____(D) Borrow audio books or Playaways | ____(J) Downloadable books EBOOKS |
| ____(E) Computers and/or Internet access | ____(K) Other:_____ |
| ____(F) Programs and/or classes | ____(L) None |

18. How many programs have you attended (or brought your children to) in the past year?

- | | |
|------------------------|-------------------------------|
| ____(1) 1-10 programs | ____(3) More than 25 programs |
| ____(2) 11-25 programs | ____(4) None |

PARKS AND RECREATION

19. From which of the following sources do you get information about Parks and Recreation programs and services? (Check all that apply.)

- | | |
|---|---|
| ____(1) Parks and Recreation website | ____(6) Social media (Facebook, Google+, Twitter) |
| ____(2) Leisure Catalog | ____(7) Word of mouth from friends/family |
| ____(3) E-mail | ____(8) Don't know about the programs/services |
| ____(4) Posters, flyers in the recreation centers | ____(9) Other _____ |
| ____(5) Local media | |

20. What City park(s) do you visit most (list up to three; write NONE if you don't go to City parks)?

1st:_____ 2nd:_____ 3rd:_____

21. On average, how often do you visit City parks?

- | | |
|-----------------|------------------------------|
| ____(1) Daily | ____(4) Once or twice a year |
| ____(2) Weekly | ____(5) Seldom or never |
| ____(3) Monthly | |

22. Which of the following facilities/activities at City parks have you used during the past year? (Check all that apply.)

- | | |
|-----------------------------------|-----------------------|
| ____(1) Trails | ____(6) Basketball |
| ____(2) Playgrounds | ____(7) Picnic tables |
| ____(3) Scheduled athletic fields | ____(8) Fishing |
| ____(4) Pavilions | ____(9) Other:_____ |
| ____(5) Dog park | |

23. Which THREE of the following facilities/activities would you like to see added most? (Write the letter that corresponds to your top three choices in the space provided below. If you do not think any of these items are needed, write "NONE".)

- (A) Skate park
- (B) In-line skating
- (C) Archery range
- (D) BMX track
- (E) Equestrian facilities
- (F) Additional dog park
- (G) Water sports (kayaking, canoeing)
- (H) Outdoor special events in the parks
- (I) Other: _____

TOP CHOICES

1st: _____ 2nd: _____ 3rd: _____

24. Please indicate how well you feel the City is meeting your expectations for the following items:

<i>Items:</i>		<i>Exceeds Expectations</i>	<i>Meets Expectations</i>	<i>Needs Improvement</i>	<i>Don't Know</i>
A.	Appearance of the median landscaping along city streets	3	2	1	9
B.	Appearance of lakes, ponds and creeks in the City	3	2	1	9
C.	Appearance of public building landscapes (libraries, fire stations, etc.)	3	2	1	9
D.	Appearance of City parks	3	2	1	9
E.	Appearance of the urban forest (public trees)	3	2	1	9
F.	Usability of the grass in City parks	3	2	1	9

PUBLIC WORKS/ENGINEERING

25. Please rate your satisfaction of each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

<i>Adequacy of Service:</i>		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
A.	Road traffic congestion	5	4	3	2	1	9
B.	Traffic signal system	5	4	3	2	1	9
C.	Bicycle safety	5	4	3	2	1	9
D.	Pedestrian safety	5	4	3	2	1	9
E.	DART service	5	4	3	2	1	9

PROPERTY STANDARDS

26. Please rate your agreement with the following statements regarding property standards:

<i>Statement:</i>		<i>Strongly Agree</i>	<i>Agree</i>	<i>Neutral</i>	<i>Disagree</i>	<i>Strongly Disagree</i>	<i>Don't Know</i>
A.	I am generally satisfied with the responsiveness and helpfulness of Property Standards (code enforcement)	5	4	3	2	1	9
B.	The Outreach materials available from and/or provided by Property Standards (code enforcement) are helpful	5	4	3	2	1	9
C.	The item I reported was corrected or Property Standards (code enforcement) explained why it was not a violation	5	4	3	2	1	9
D.	Property Standards (code enforcement) is necessary to maintain or improve my neighborhood	5	4	3	2	1	9
E.	Property Standards (code enforcement) staff provided courteous and timely service	5	4	3	2	1	9

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

- (1) Improved
- (2) Stayed the same
- (3) Gotten worse
- (9) Don't know

DEMOGRAPHICS

28. Approximately how many years have you lived in Plano?

- (1) Less than 2 years
- (2) 2-5 years
- (3) 6-10 years
- (4) 11-15 years
- (5) 16-20 years
- (6) 21-30 years
- (7) More than 30 years

29. What is your age?

- (1) Under 25 years
- (2) 25-34 years
- (3) 35-44 years
- (4) 45-54 years
- (5) 55-64 years
- (6) 65-74 years
- (7) 75+ years

30. What is your gender?

- (1) Male
- (2) Female

31. Are you employed in the City of Plano?

- (1) Yes
- (2) No

32. Which of the following best describes your race/ethnicity? (check all that apply)

- (1) Asian/Pacific Islander
- (2) White
- (3) American Indian/Eskimo
- (4) Black/African American
- (5) Hispanic/Latino/Spanish
- (6) Other: _____

33. Would you say your total annual household income is:

- (1) Under \$20,000
- (2) \$20,000 to \$39,999
- (3) \$40,000 to \$59,999
- (4) \$60,000 to \$79,999
- (5) \$80,000 to \$99,999
- (6) \$100,000 to \$119,999
- (7) \$120,000 to \$139,999
- (8) \$140,000 or more

This concludes the survey. Thank you for your time!

Please Return Your Completed Survey in the Enclosed Postage Paid Envelope Addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential. The information printed on the sticker to the right will ONLY be used to help identify which areas of the City are having difficulties with City services. If your address is not correct, please provide the correct information. Thanks.

2012 City of Plano Citizen Survey

Appendix A - GIS Mapping

Submitted to

Plano, Texas



725 W. Frontier Circle

Olathe, KS 66061

(913) 829- 1215

May 2012

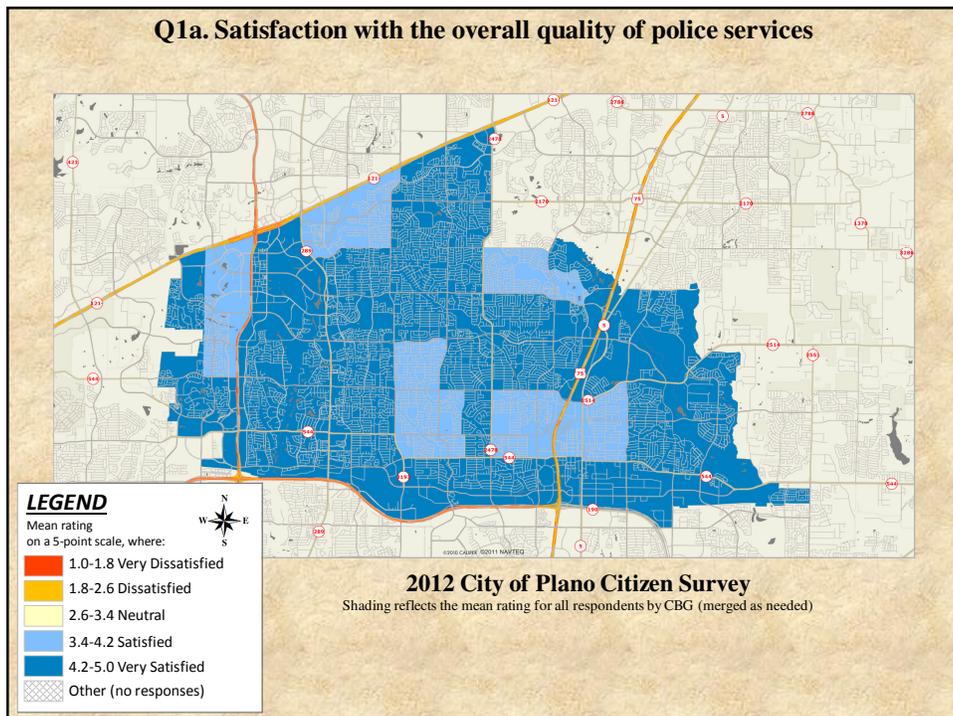
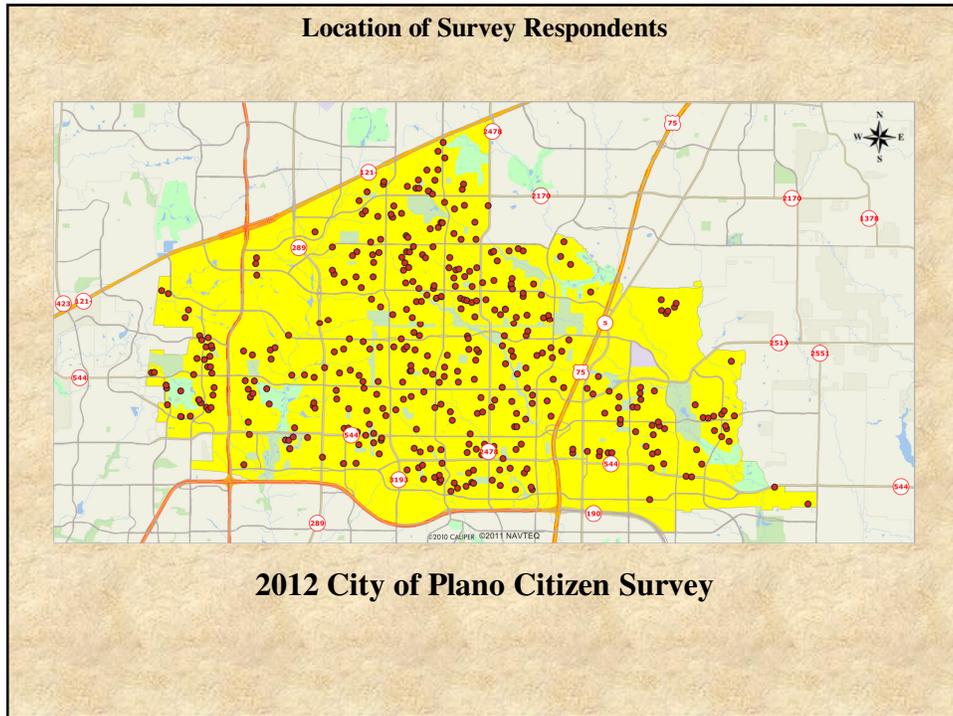
Interpreting the Maps

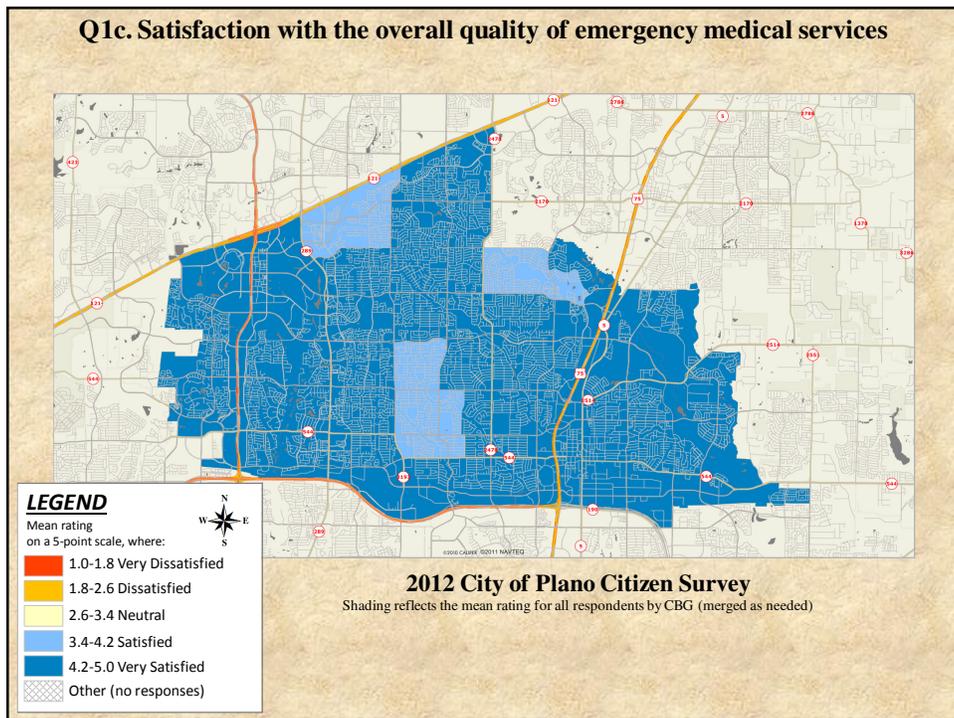
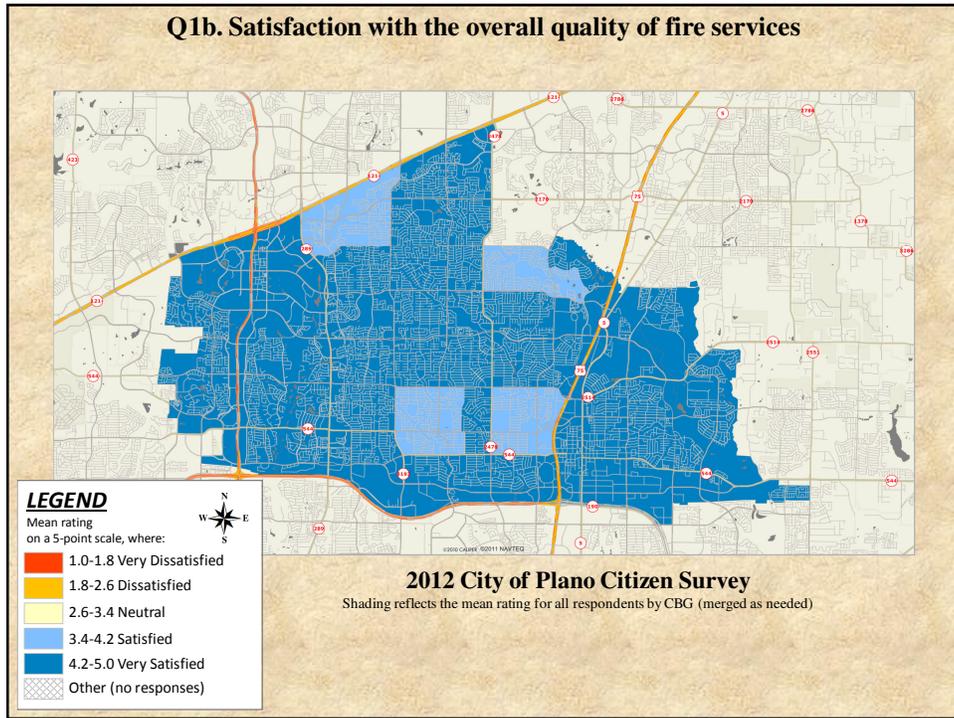
The maps on the following pages show the mean ratings for several questions by Census Block Group within the City of Plano.

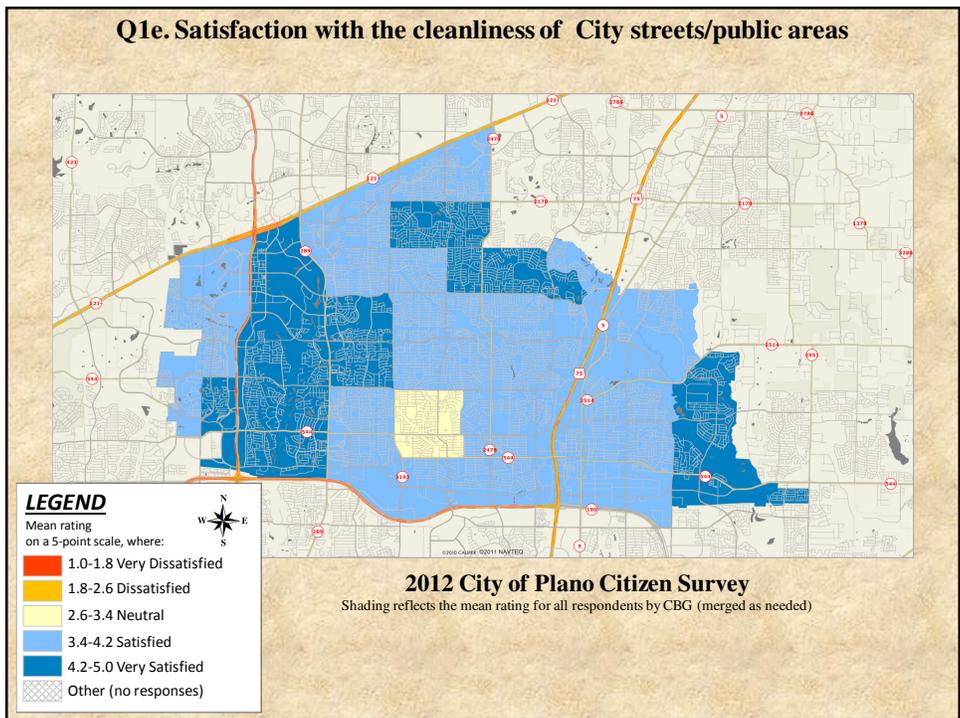
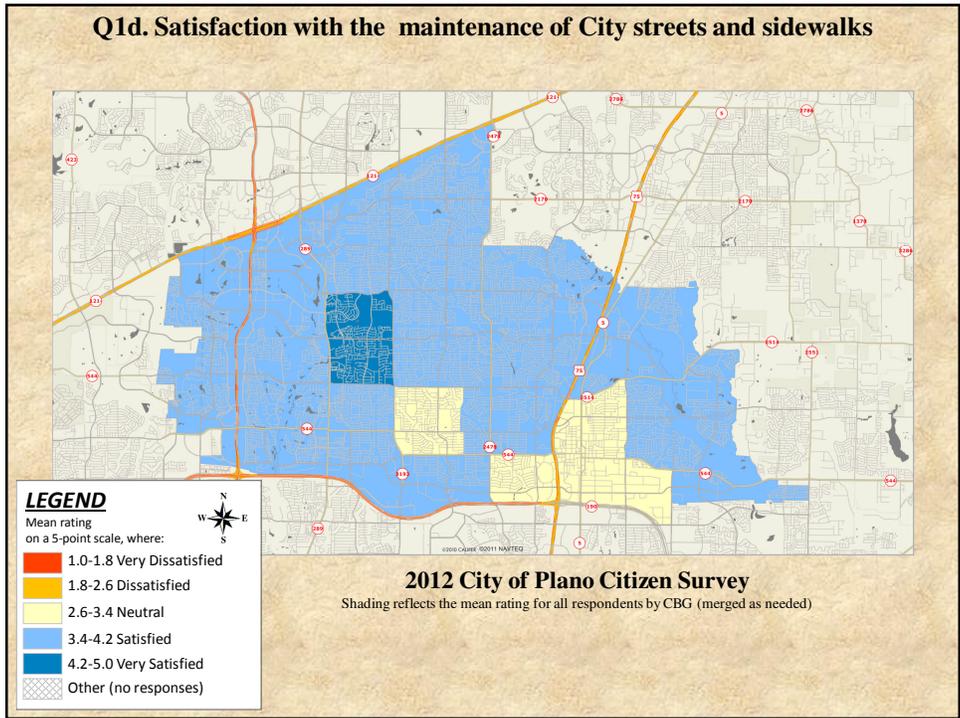
If all areas on a map are the same color, then most residents in the City generally feel the same about that issue.

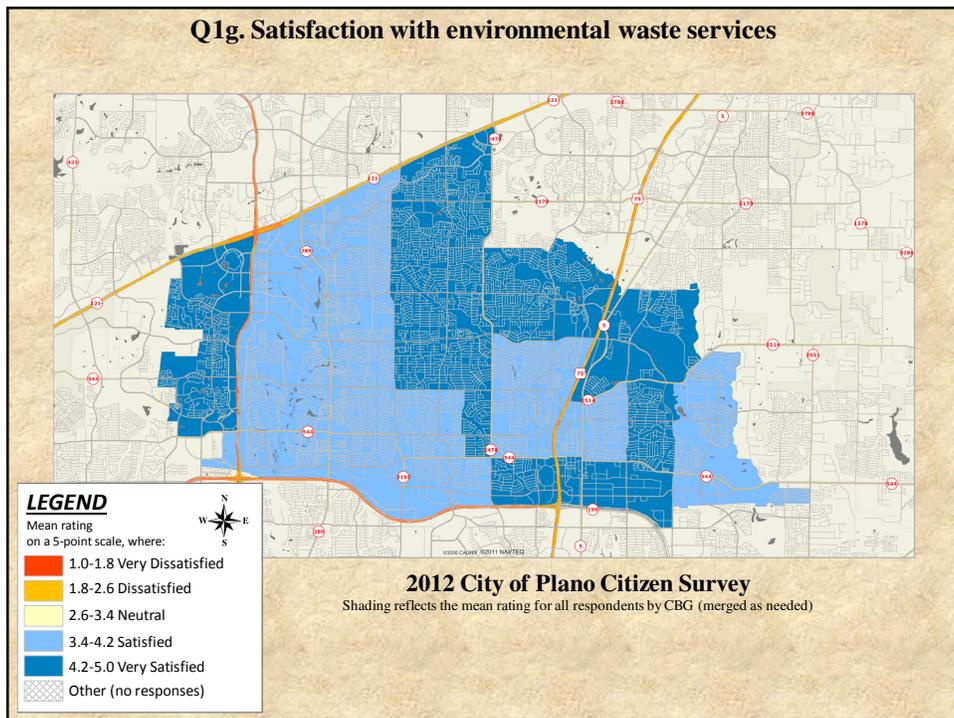
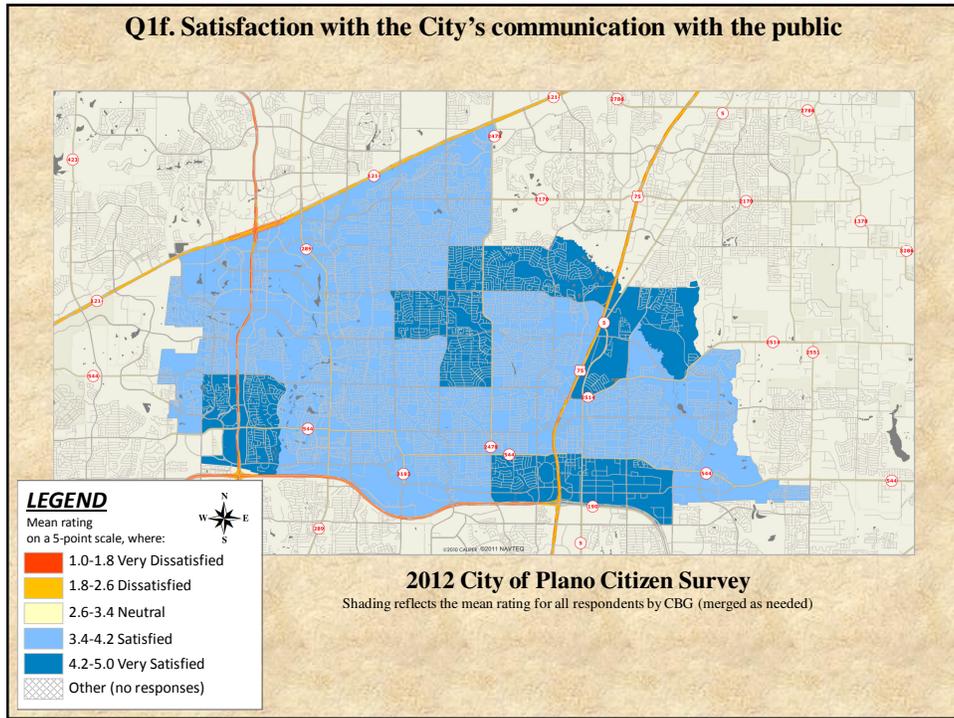
When reading the maps, please use the following color scheme as a guide:

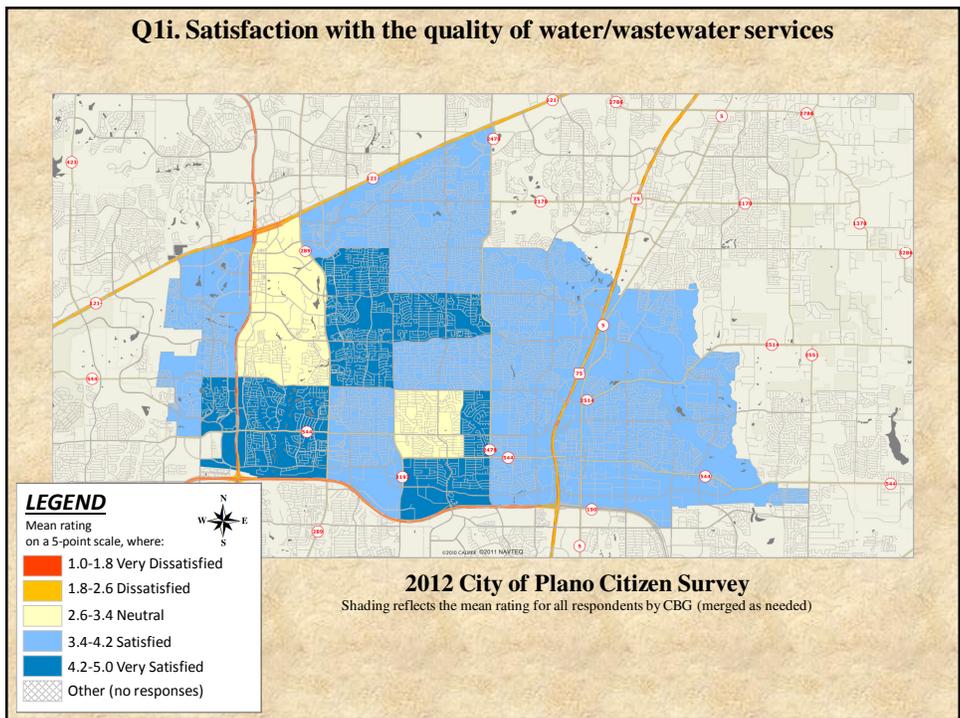
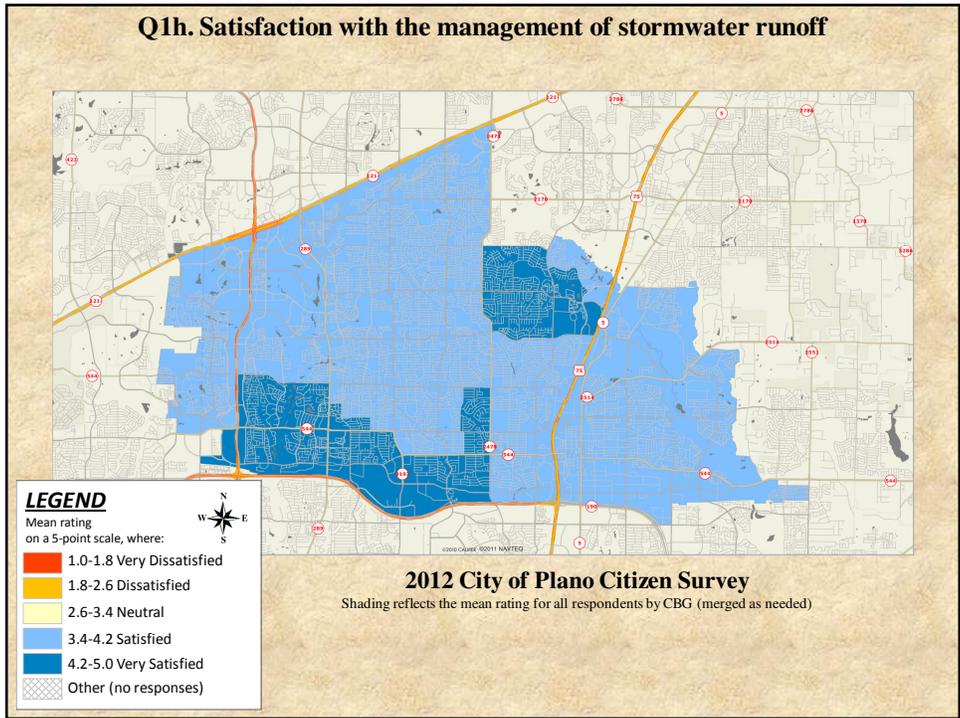
- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate higher levels of satisfaction, “very safe” or “safe” responses, “excellent” ratings, higher levels of agreement or that the City is exceeding residents’ expectations regarding the issue being rated.
- **OFF-WHITE** shades indicate NEUTRAL ratings. Shades of off-white generally indicate that residents thought the quality of service delivery is adequate or that residents were neutral about the issue in question or that the City is meeting residents’ expectations regarding the issue being rated.
- **ORANGE/RED** shades indicate NEGATIVE ratings. Shades of orange/red generally indicate higher levels dissatisfaction and “unsafe” or “very unsafe” responses, “poor” ratings, higher levels of disagreement or that City needs improvement in the area being rated.



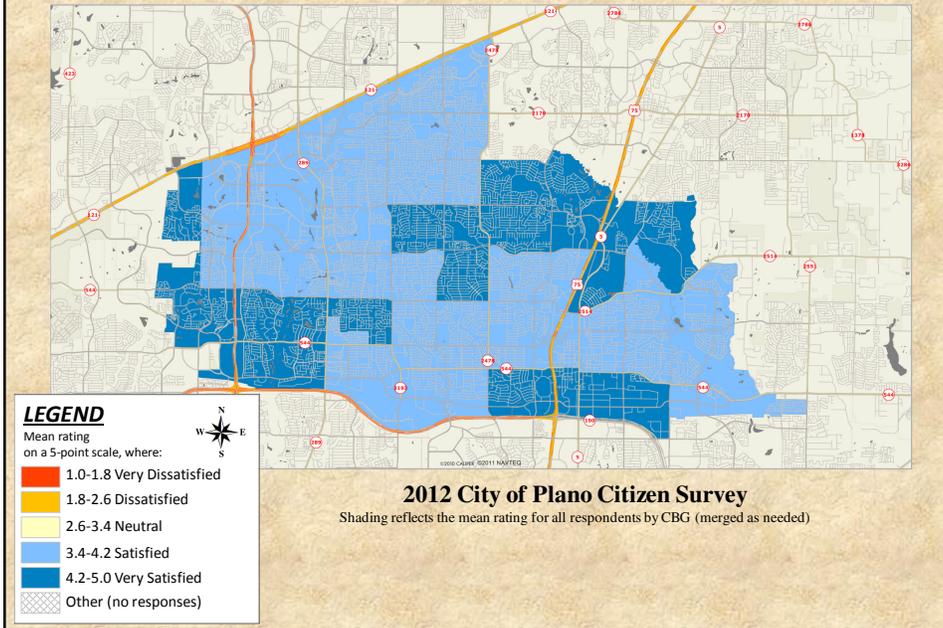




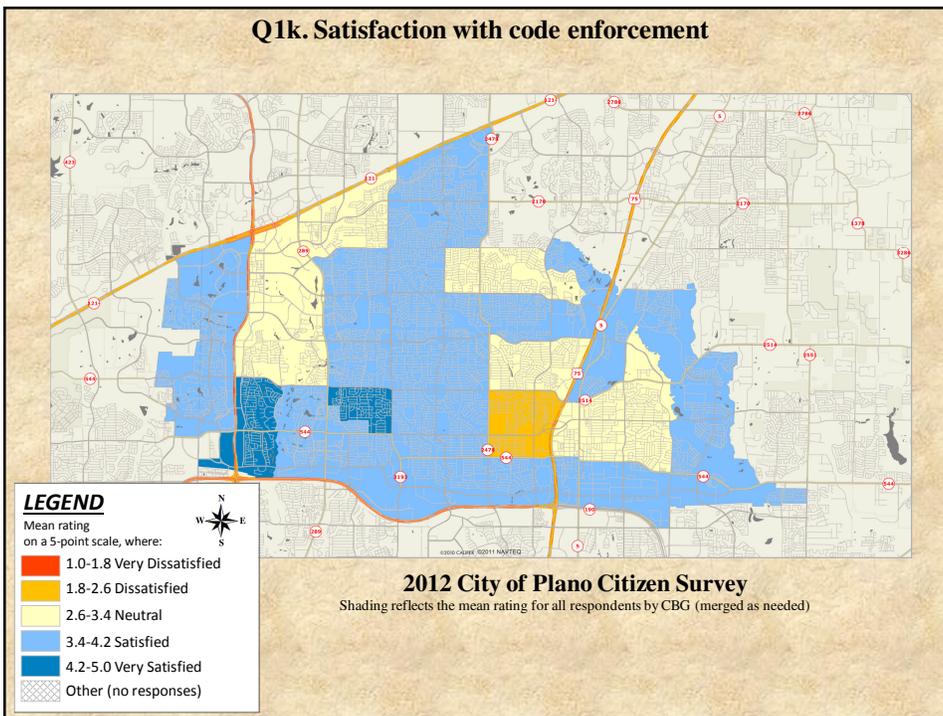


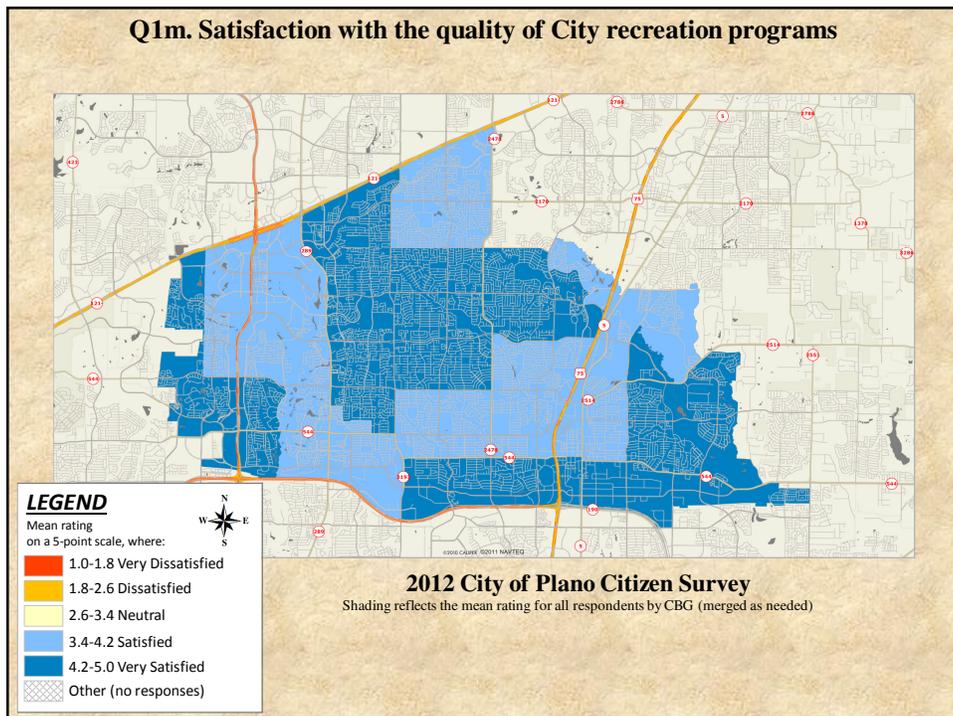
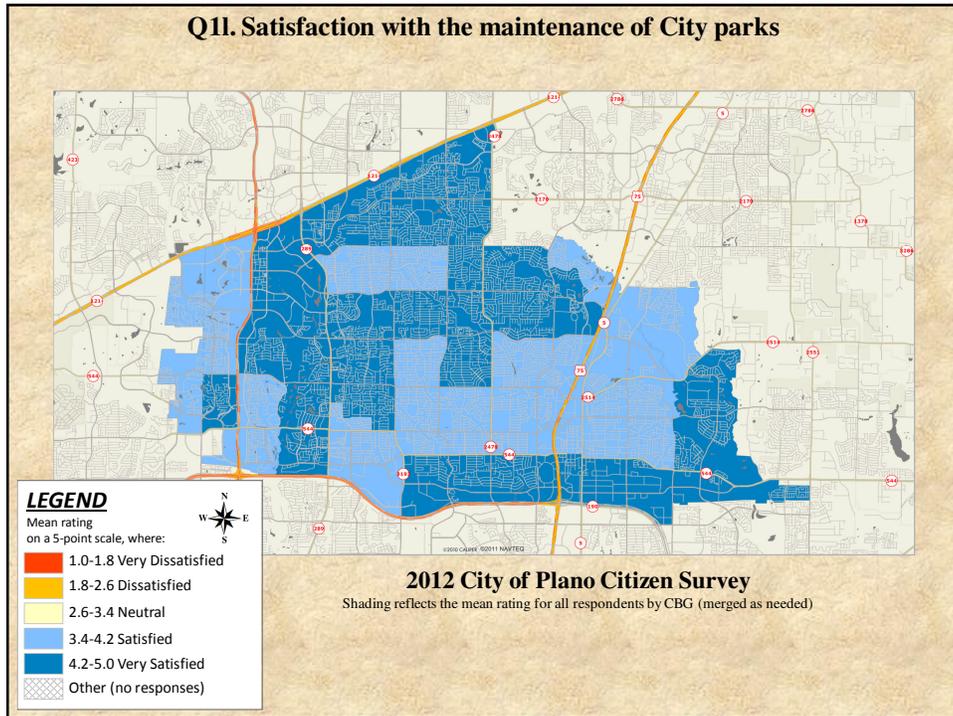


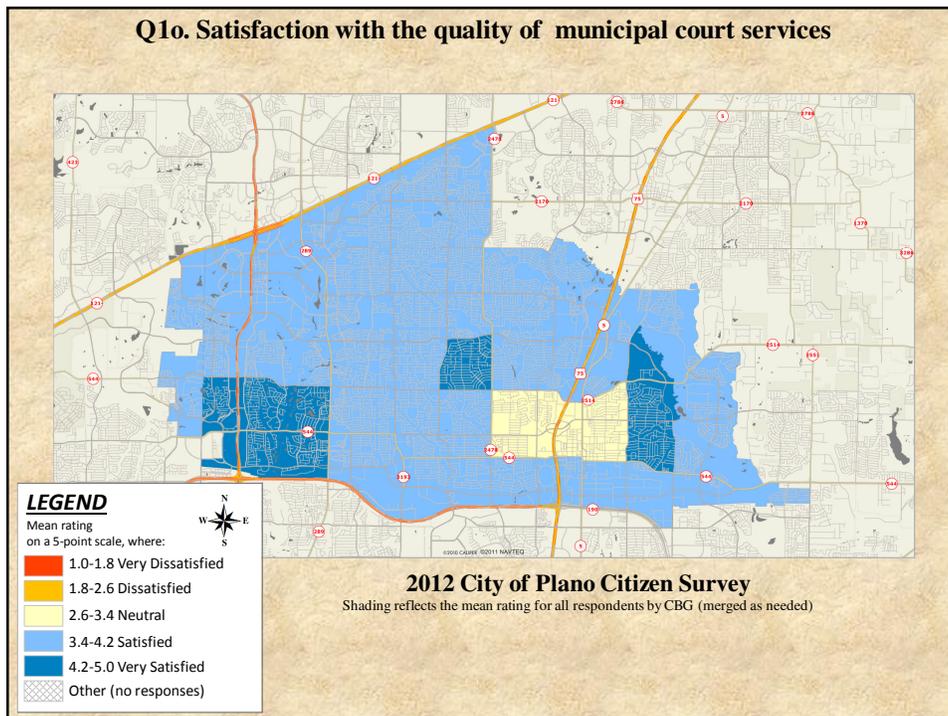
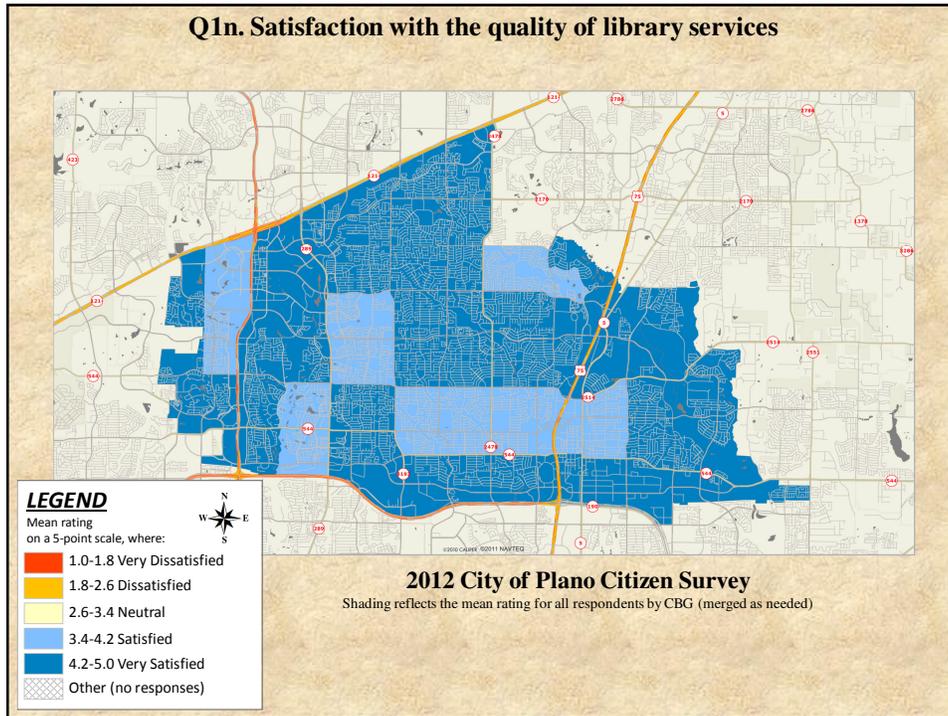
Q1j. Satisfaction with the quality of customer service provided by City employees

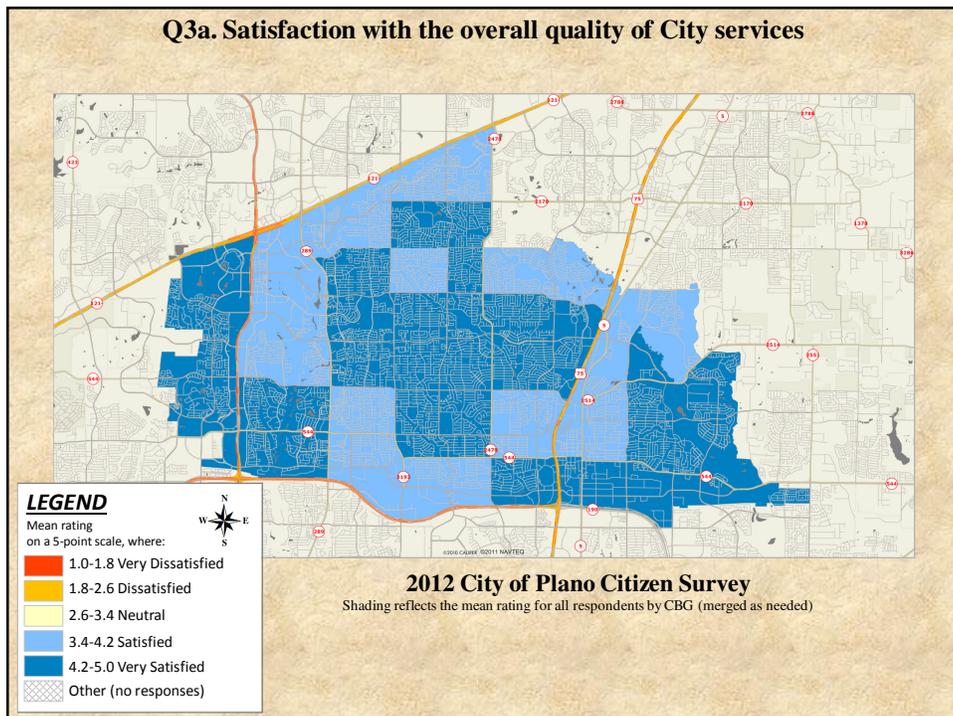
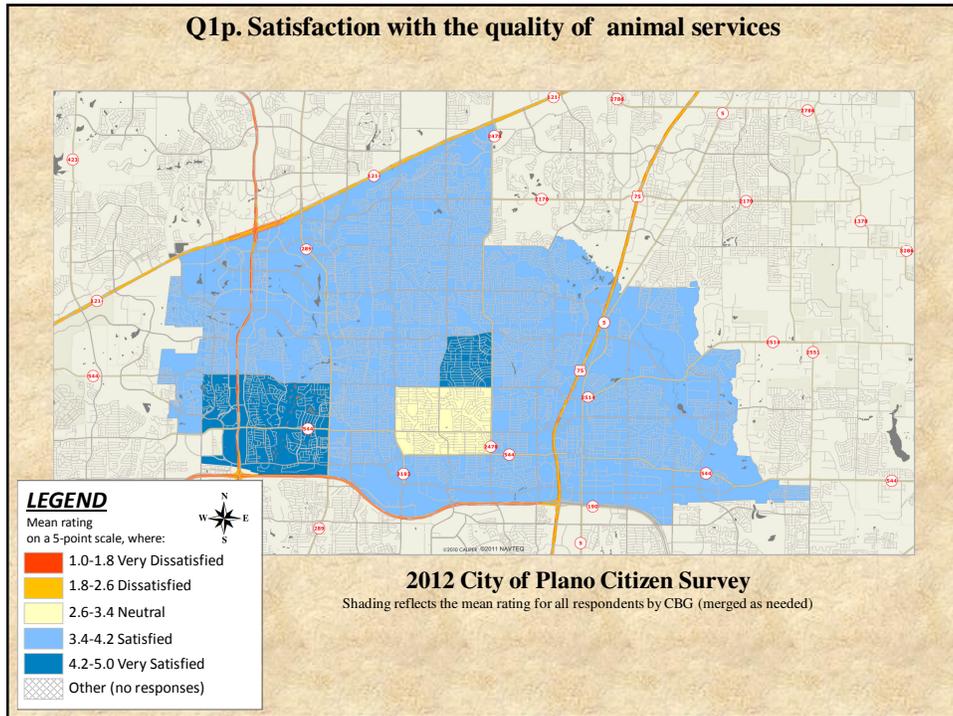


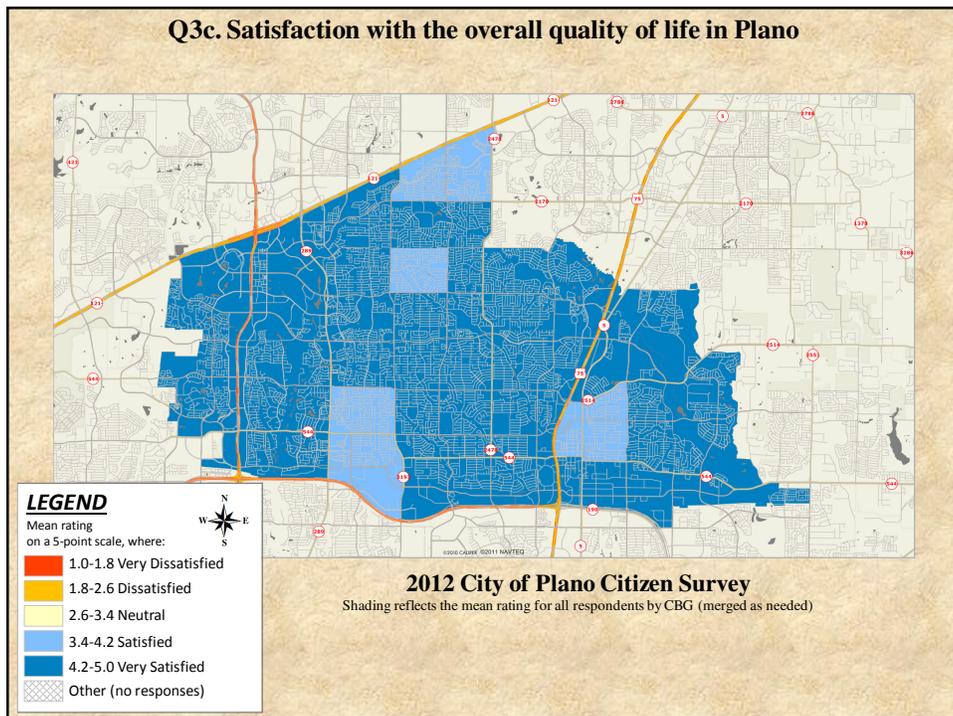
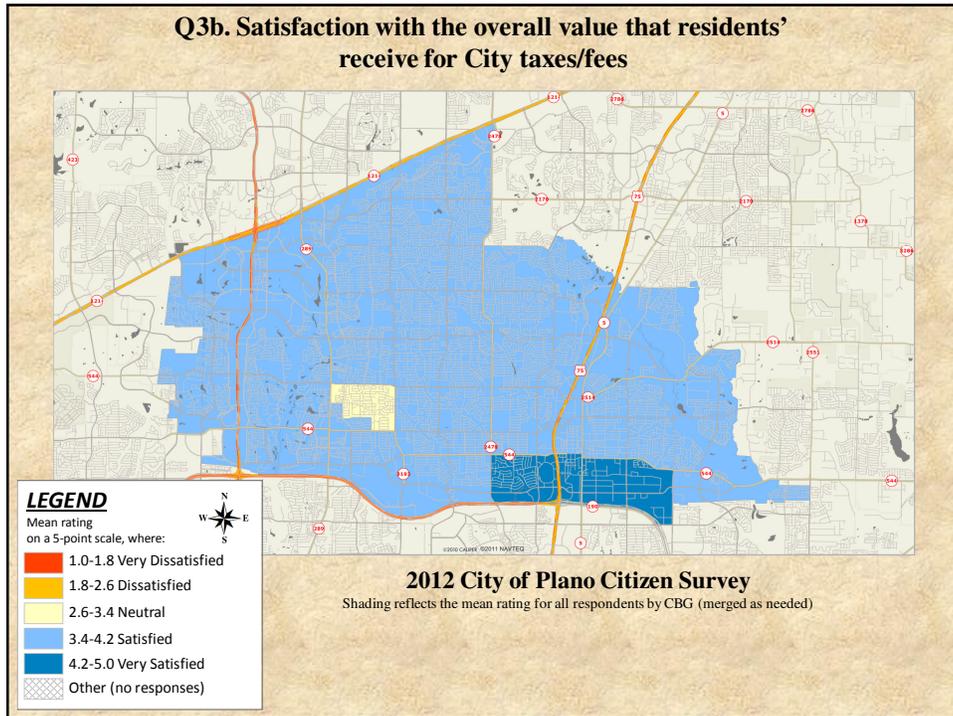
Q1k. Satisfaction with code enforcement



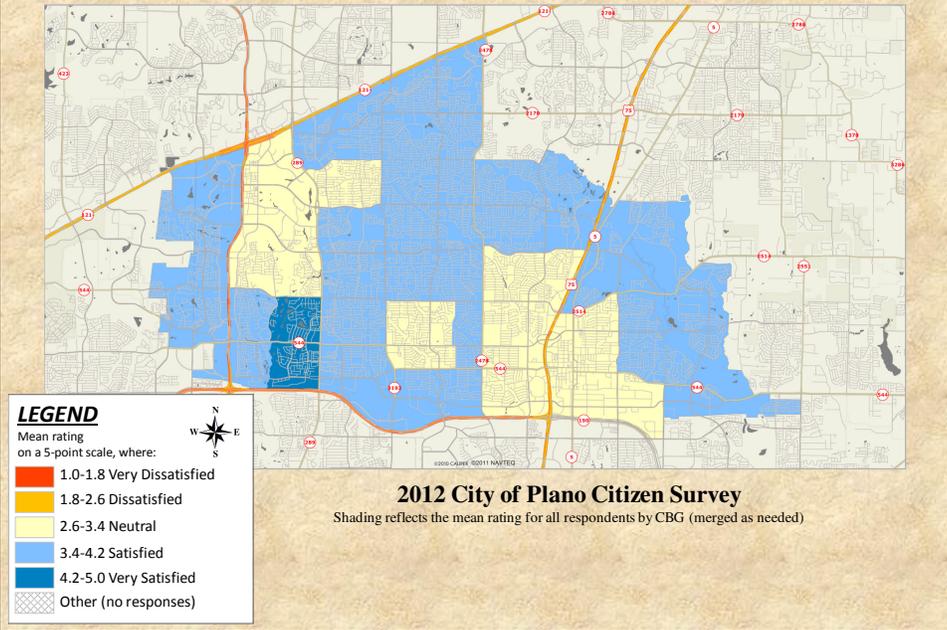




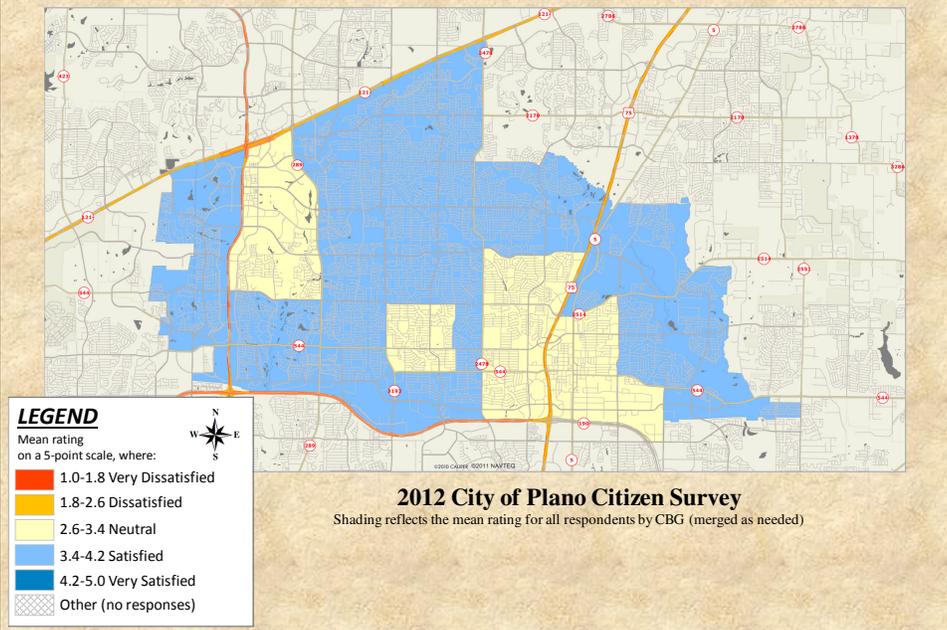




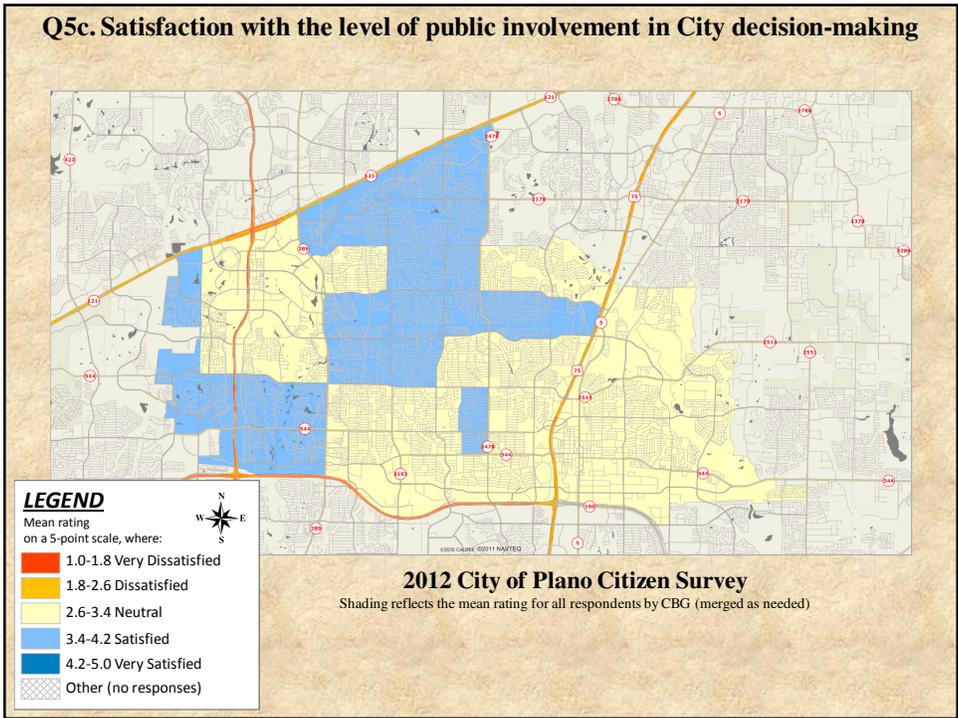
Q5a. Satisfaction with the availability of information about government operations



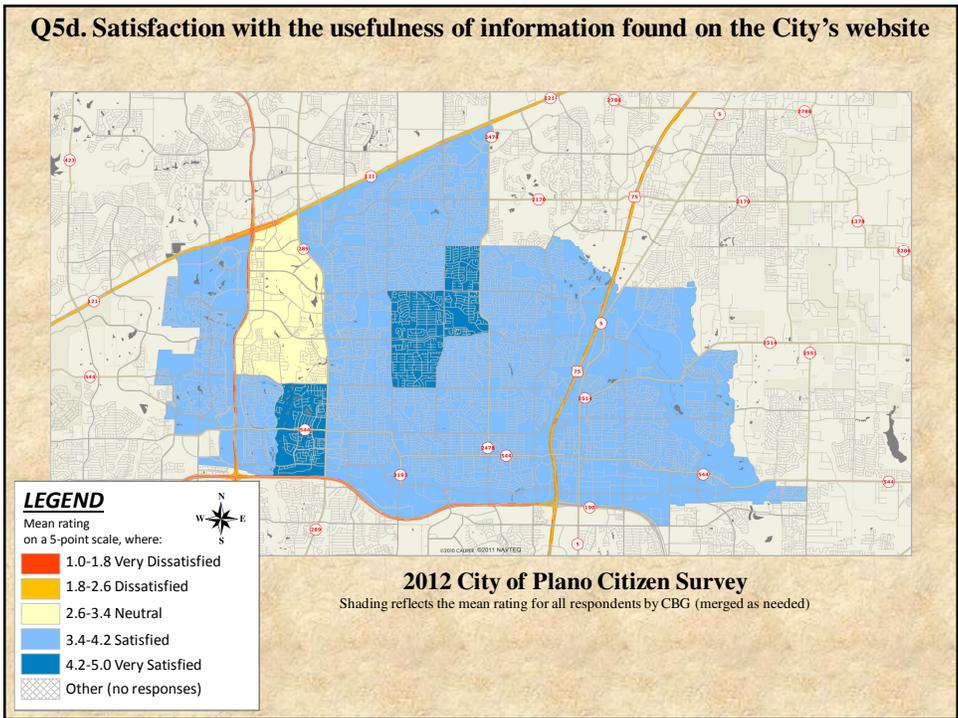
Q5b. Satisfaction with the City's efforts to keep residents informed

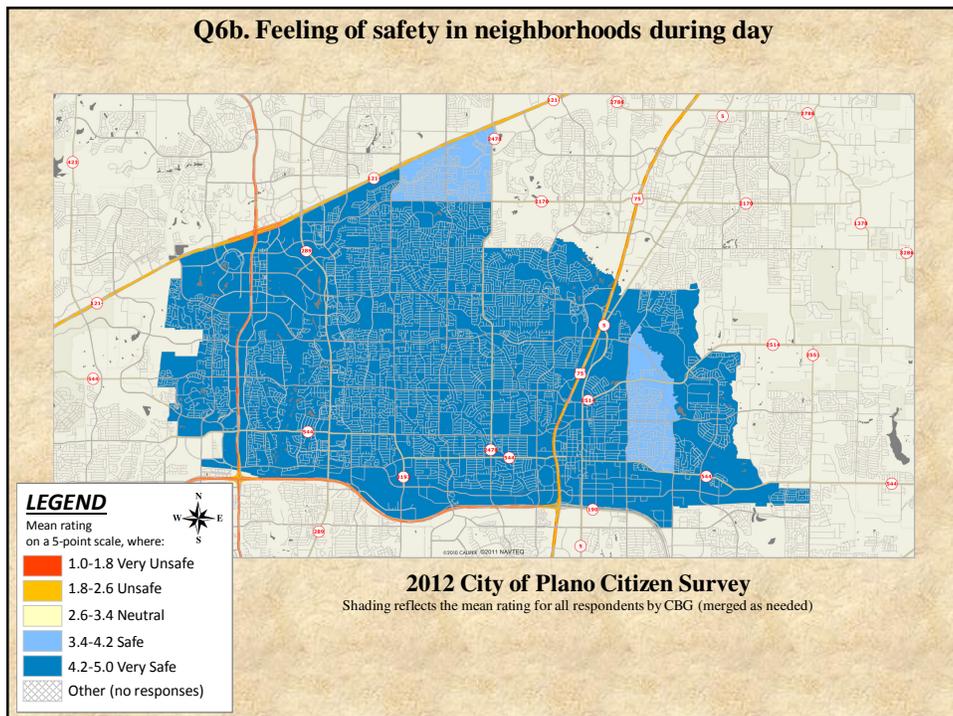
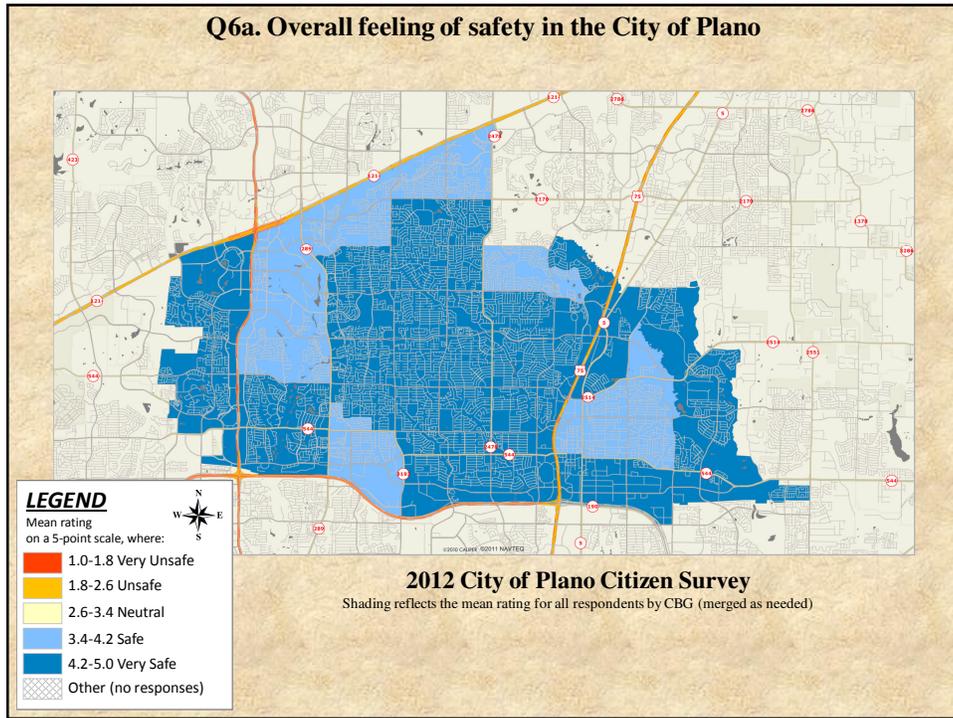


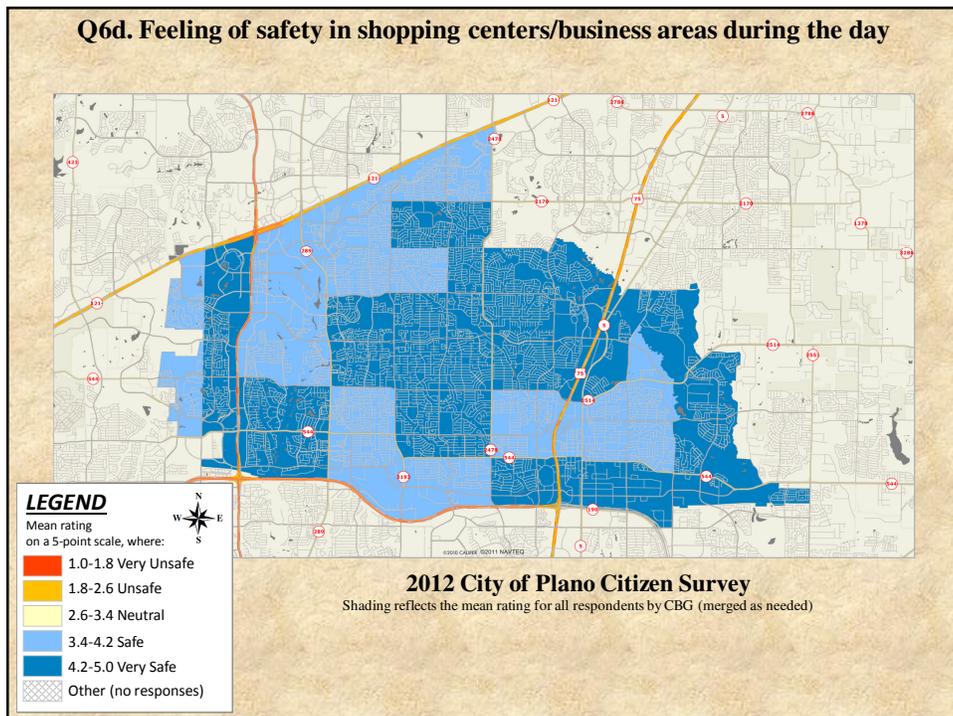
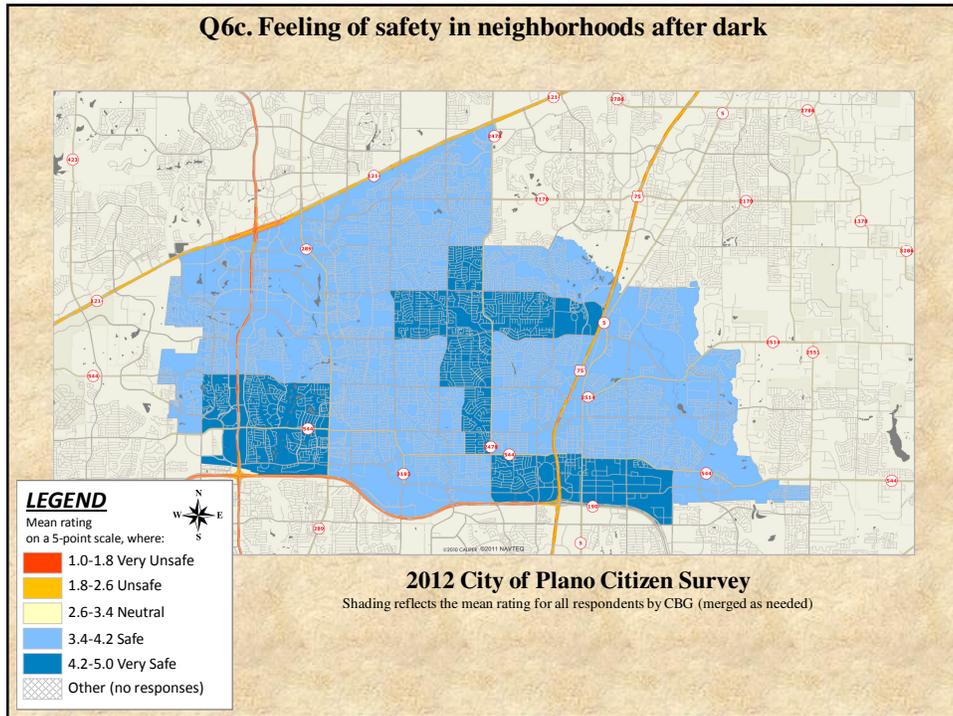
Q5c. Satisfaction with the level of public involvement in City decision-making

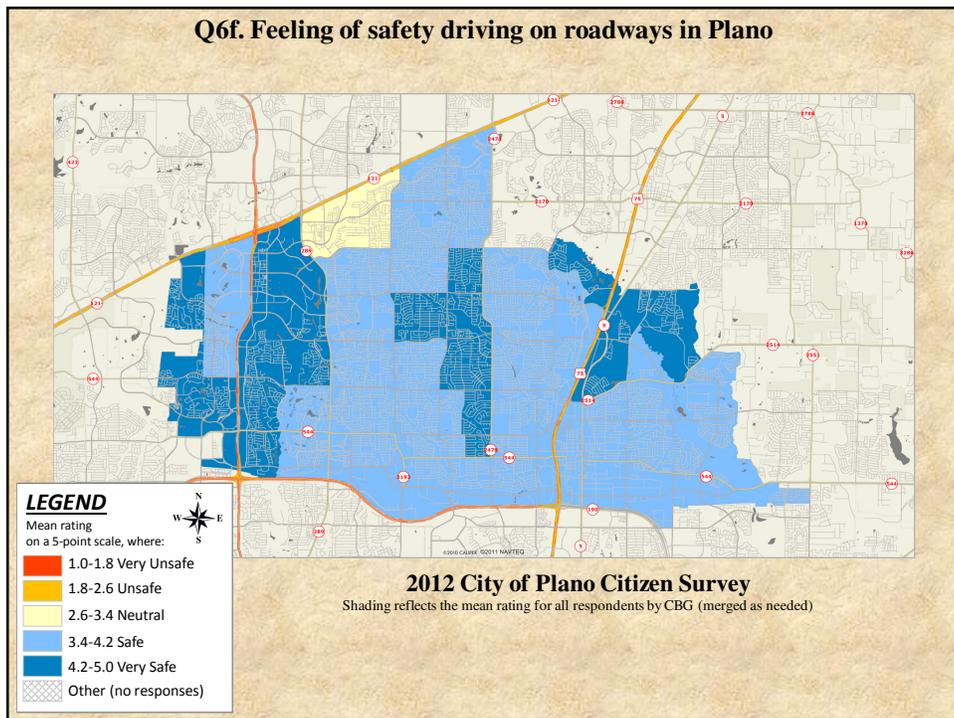
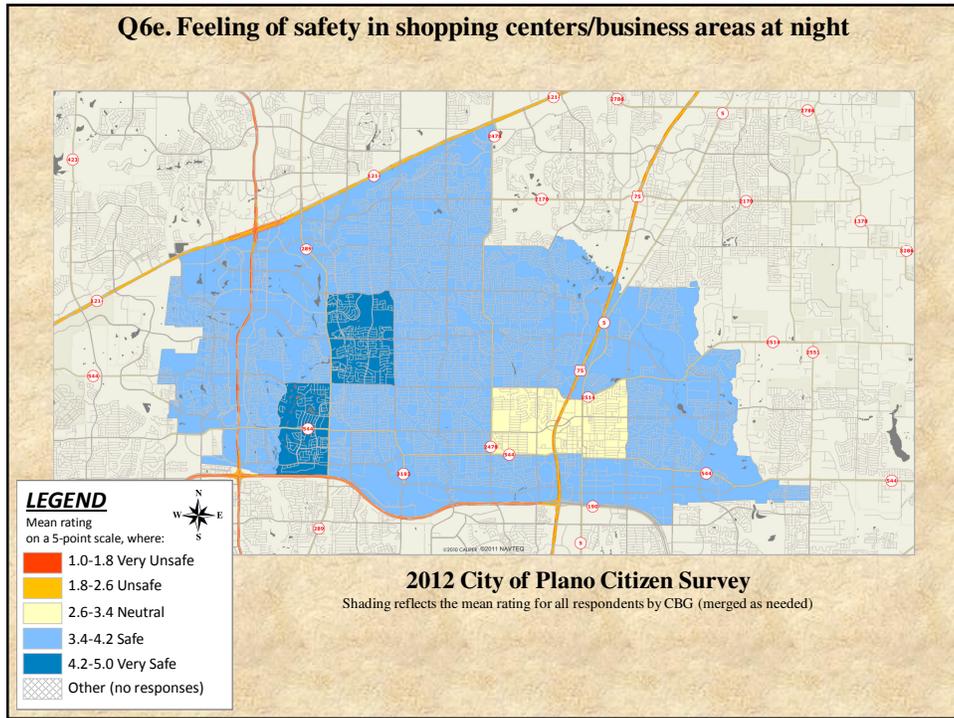


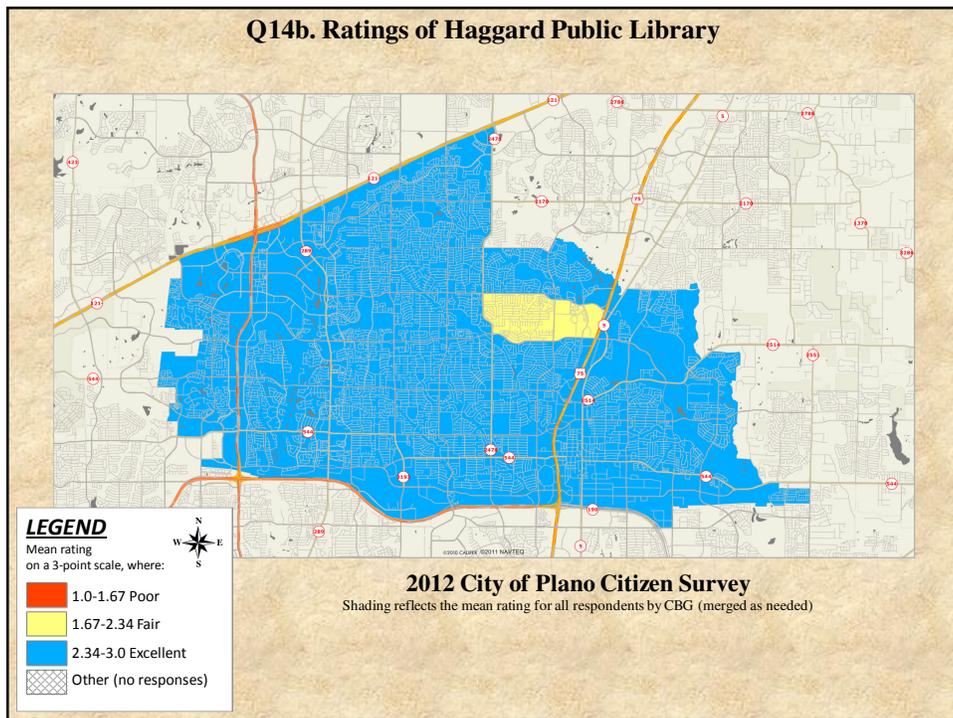
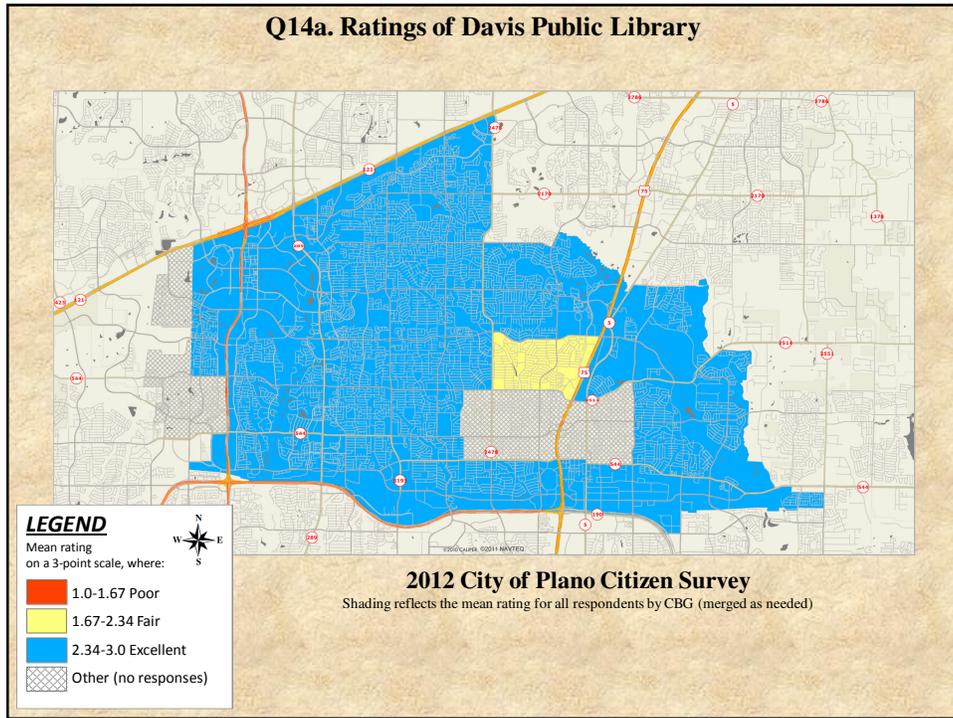
Q5d. Satisfaction with the usefulness of information found on the City's website

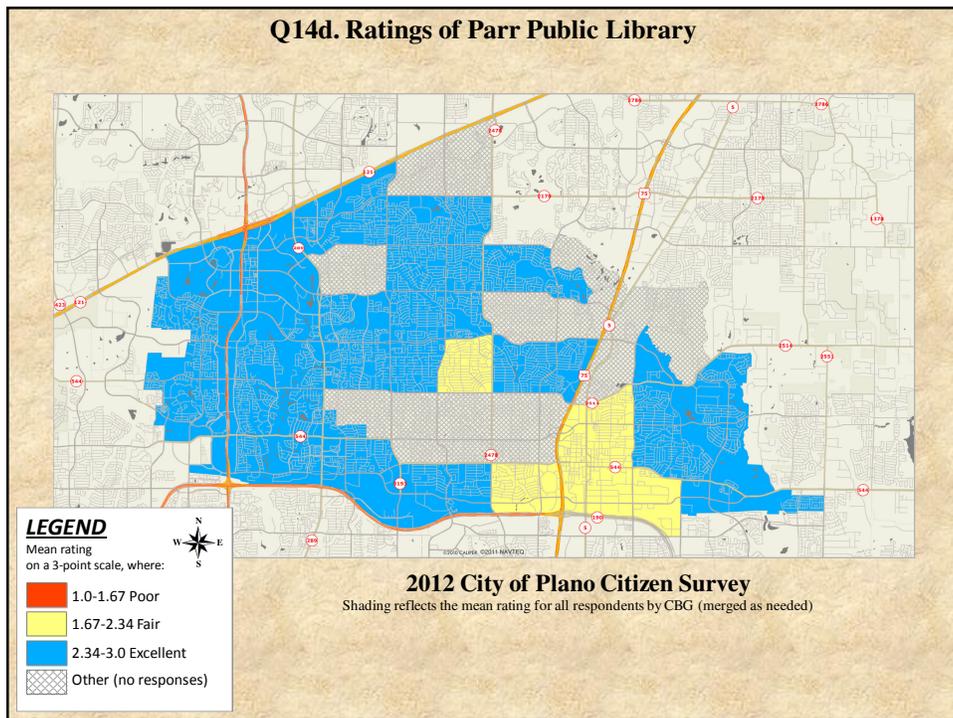
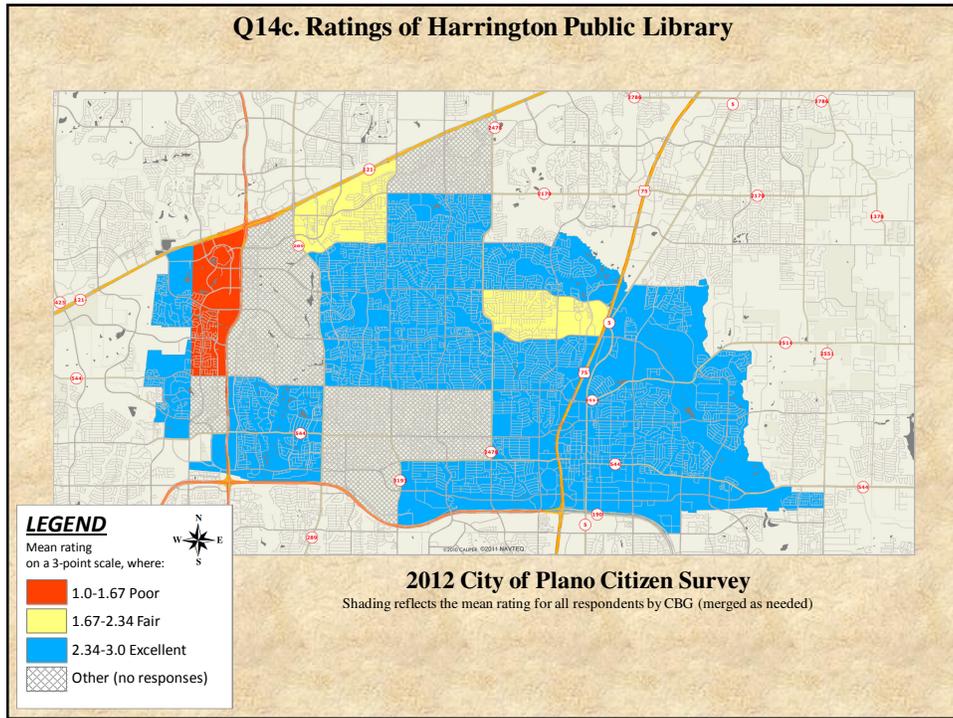


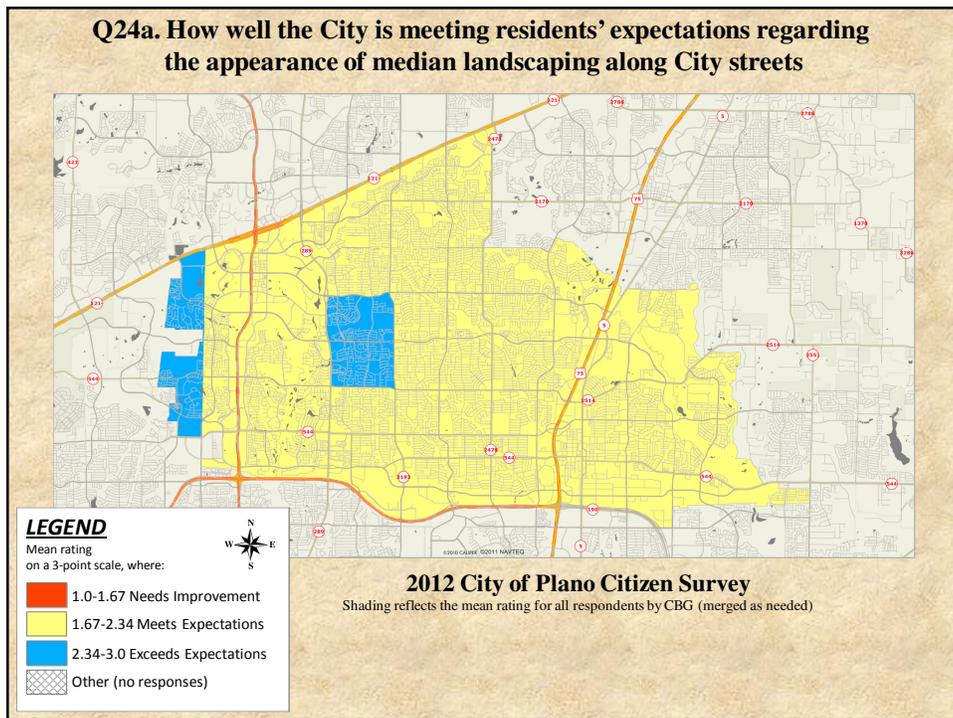
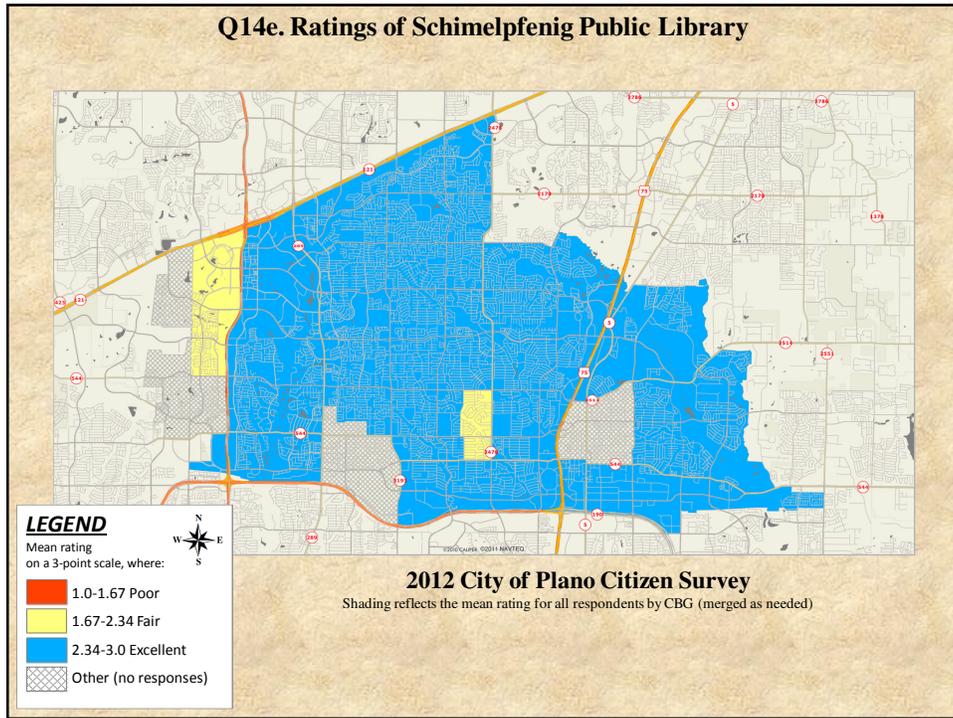


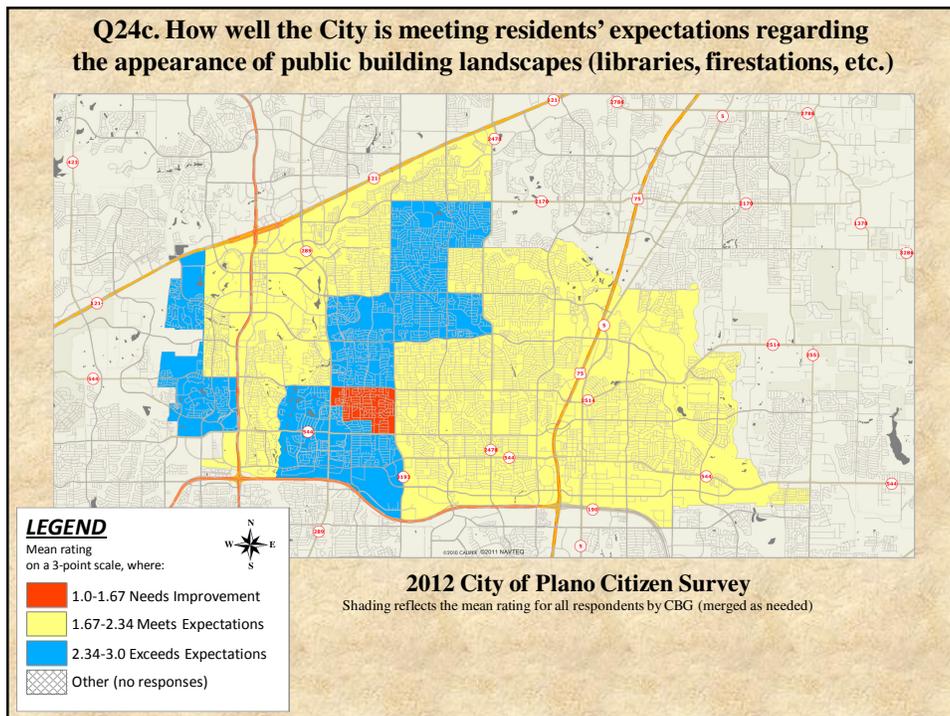
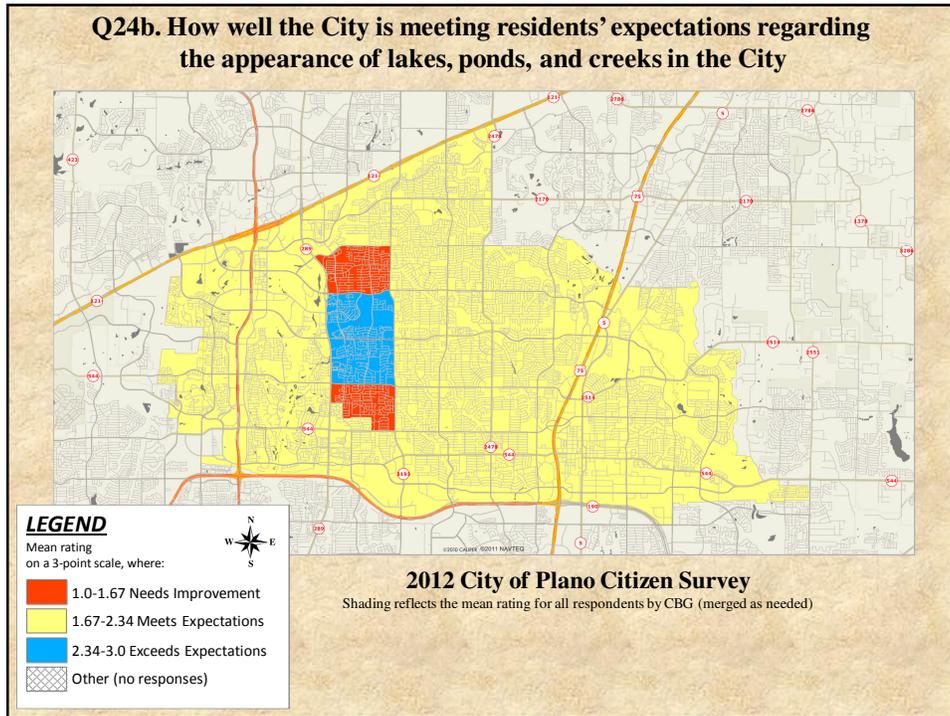


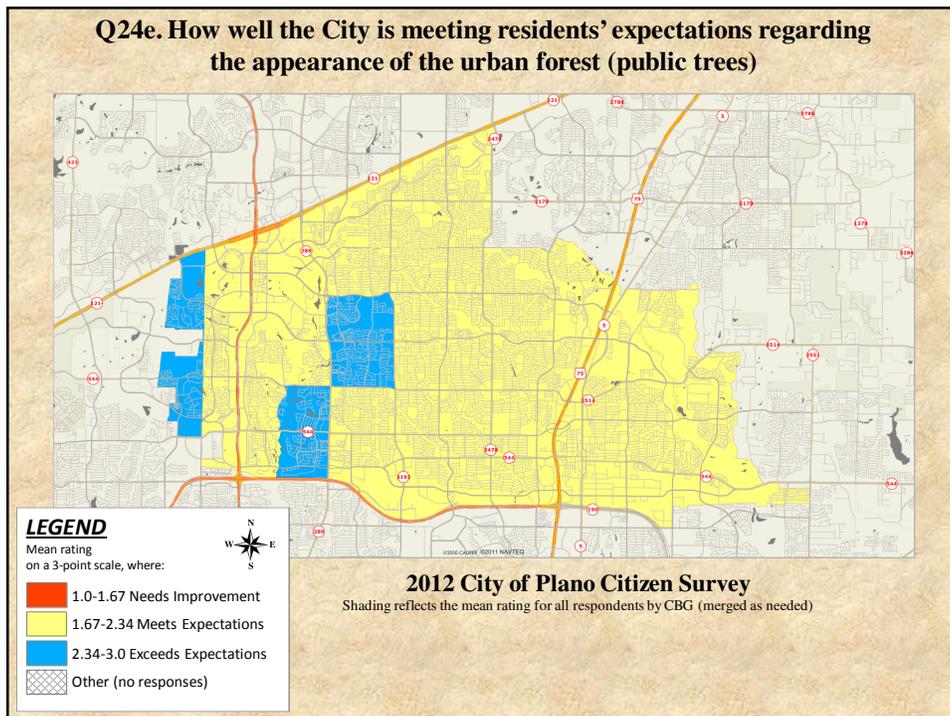
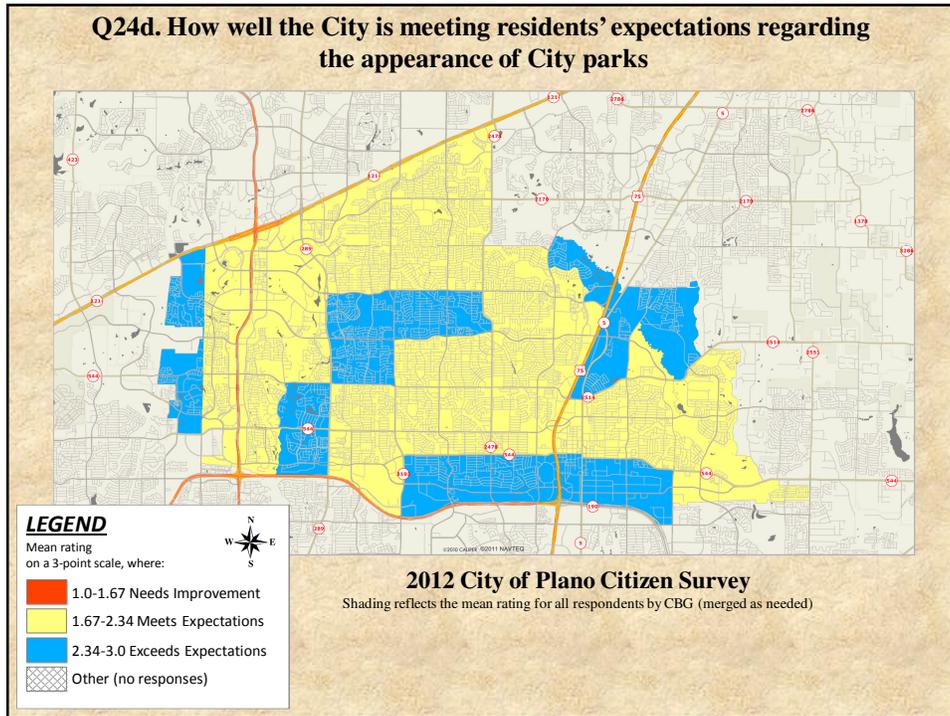


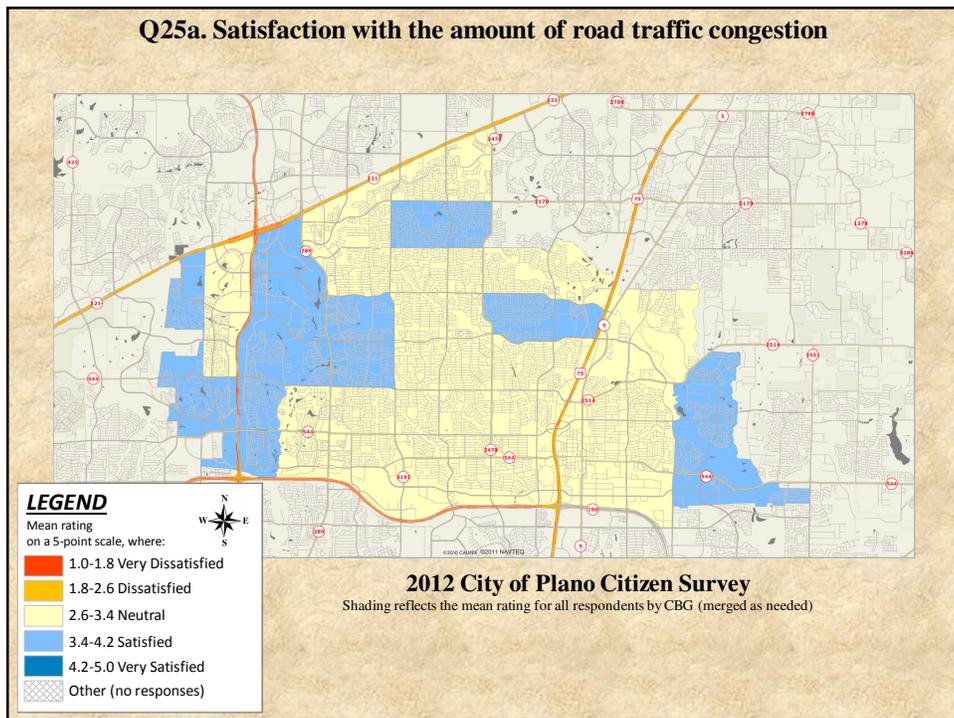
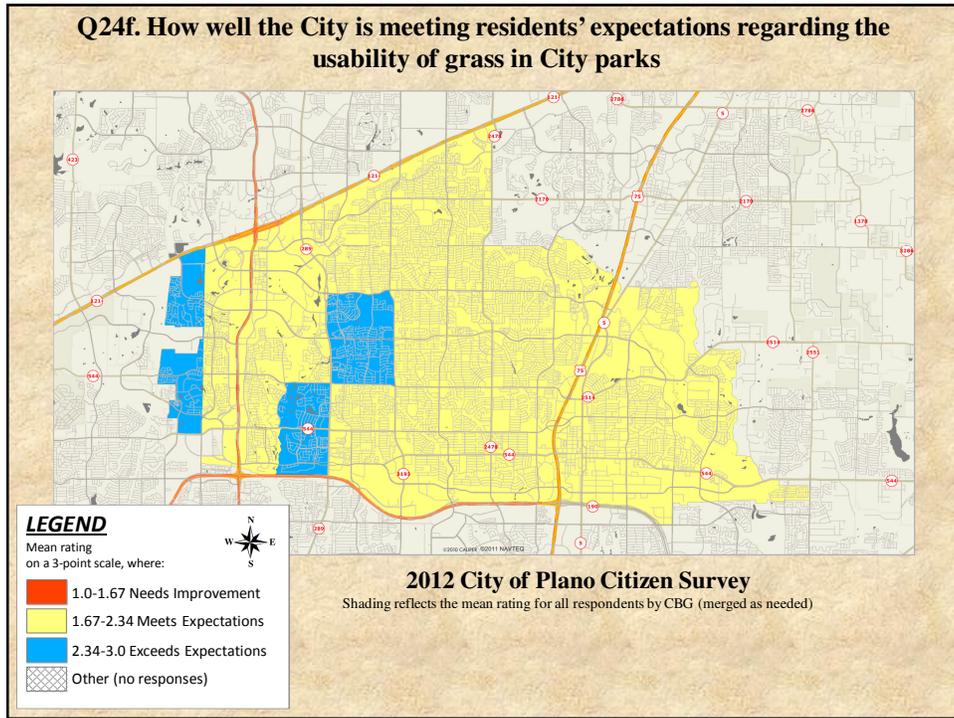


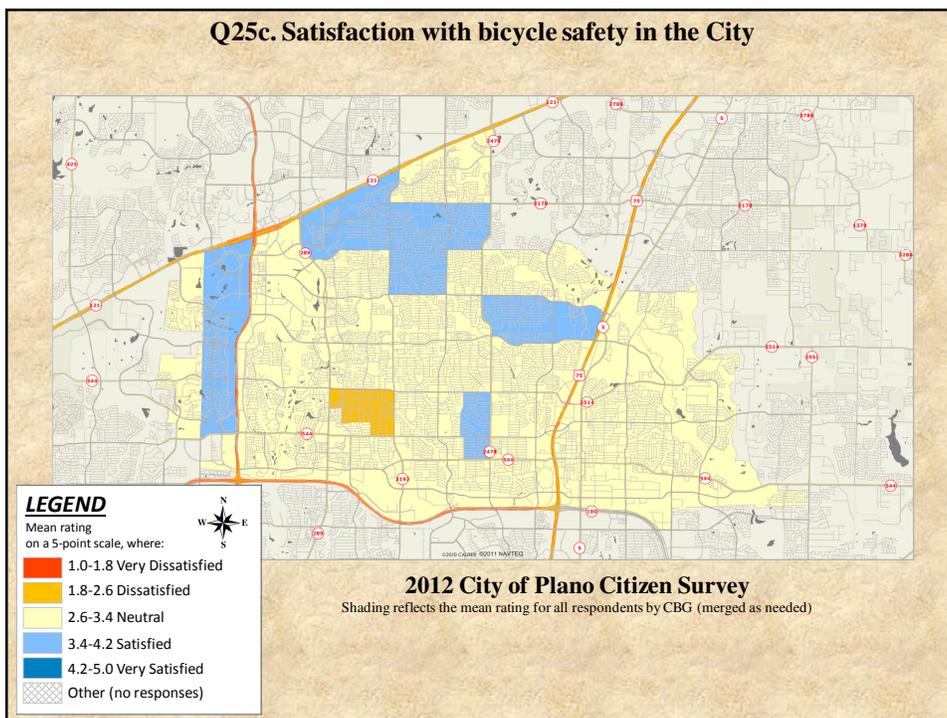
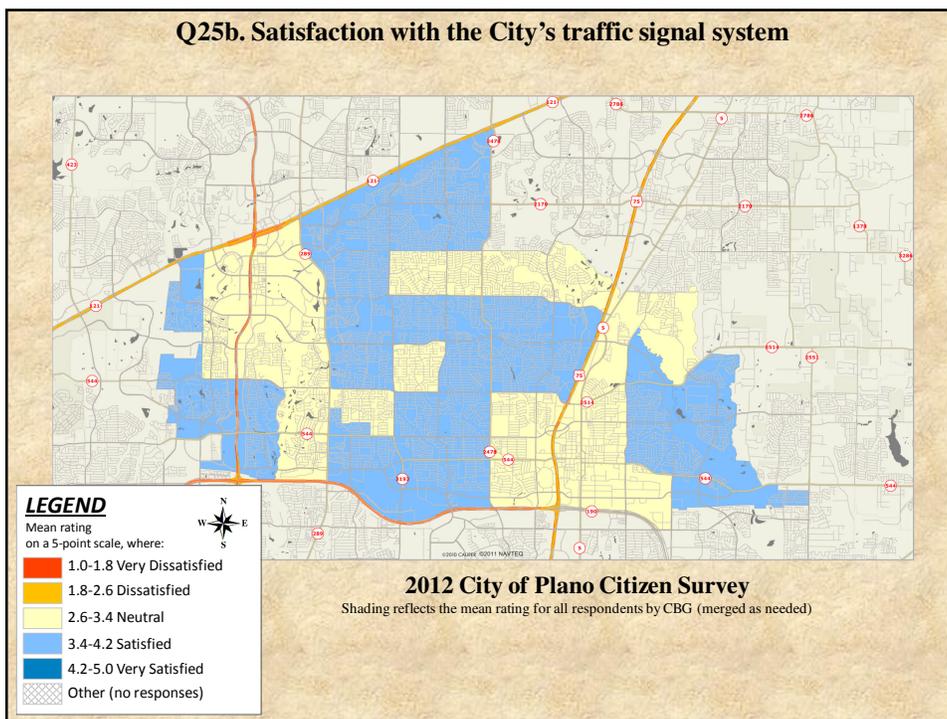


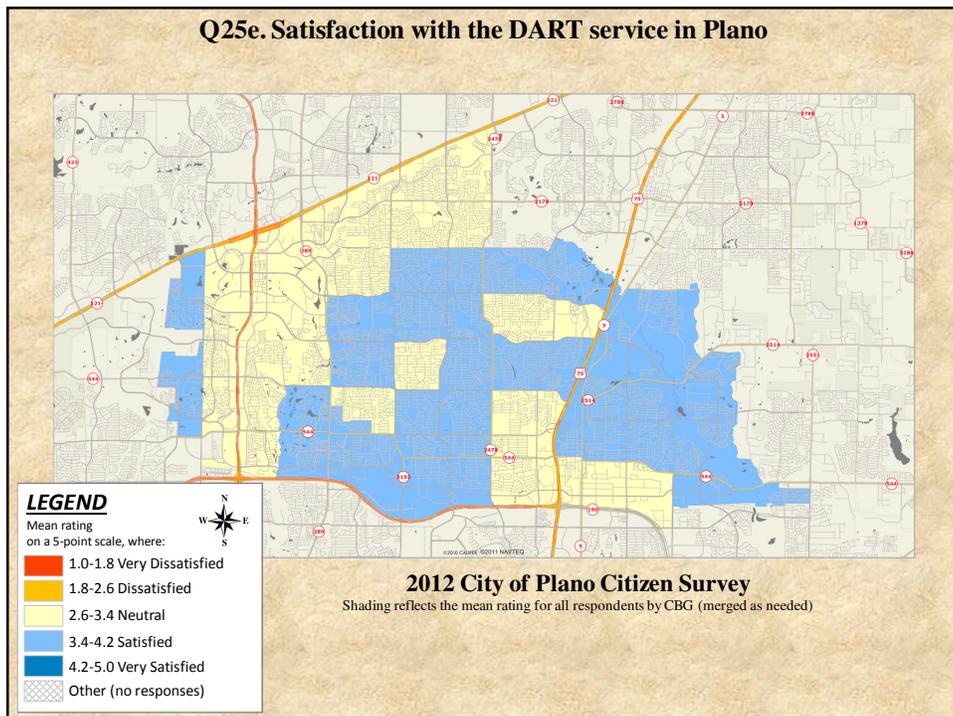
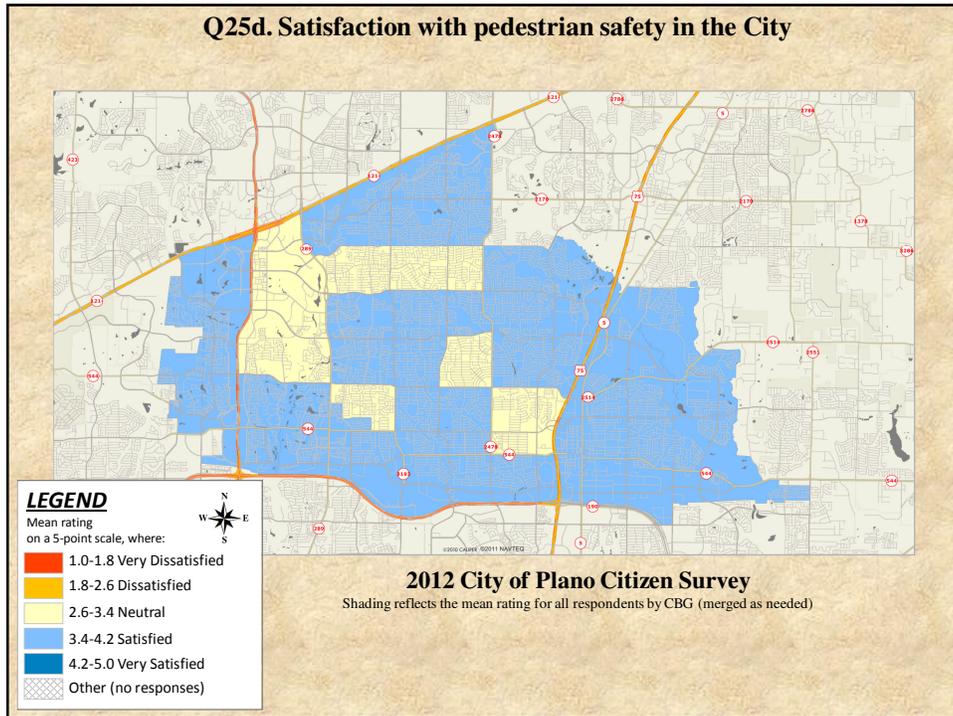


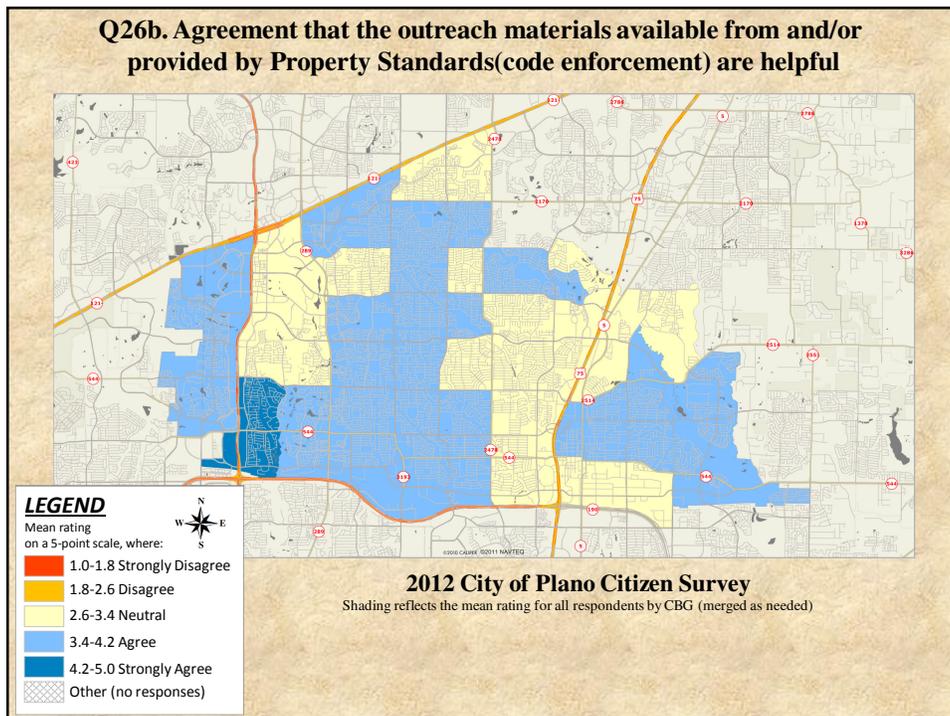
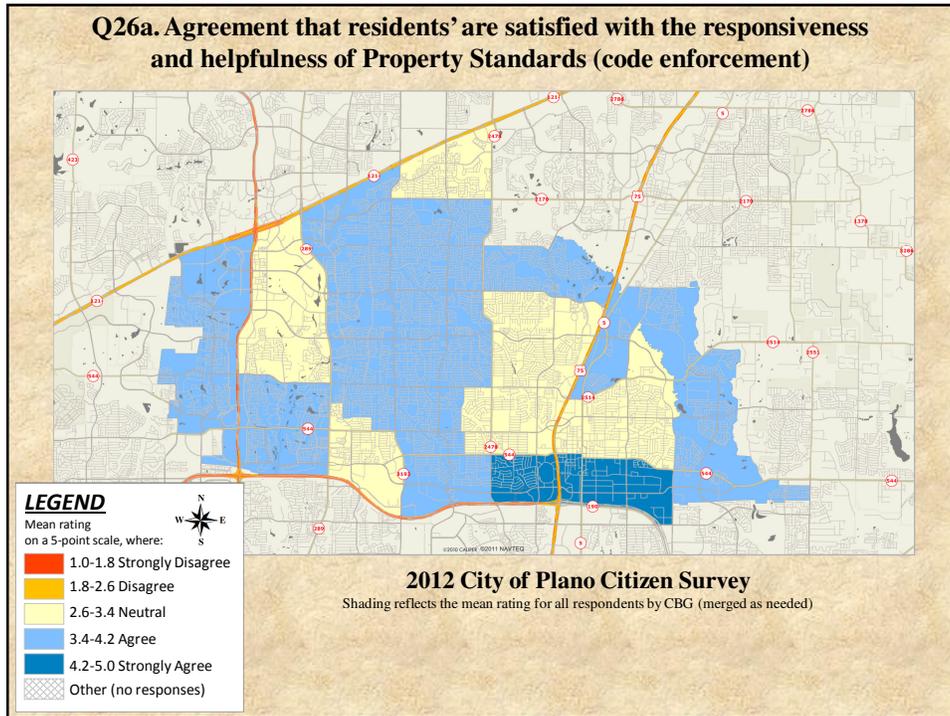


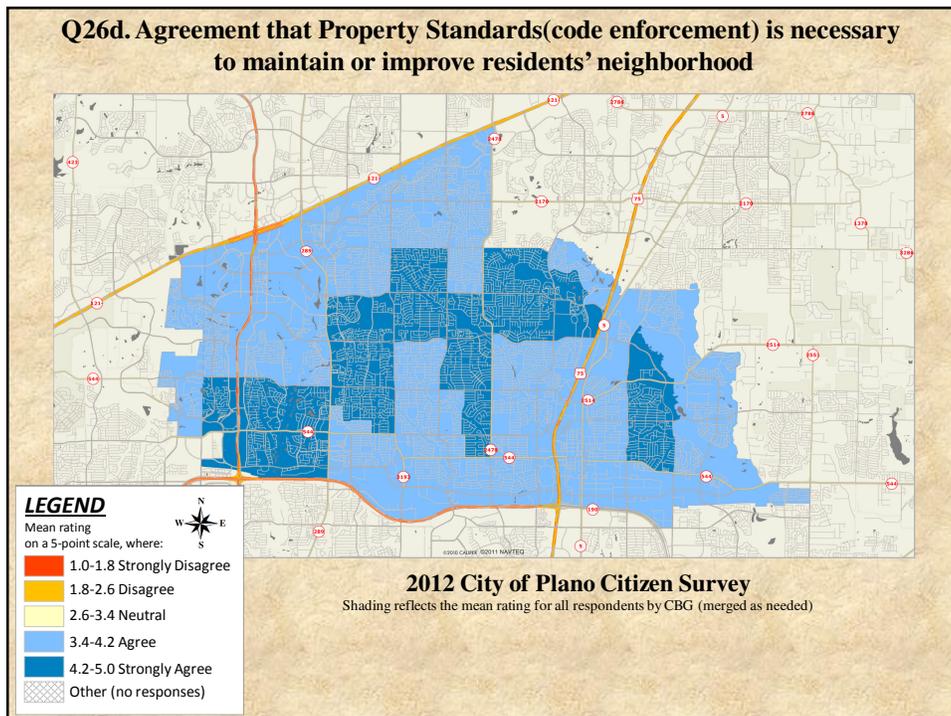
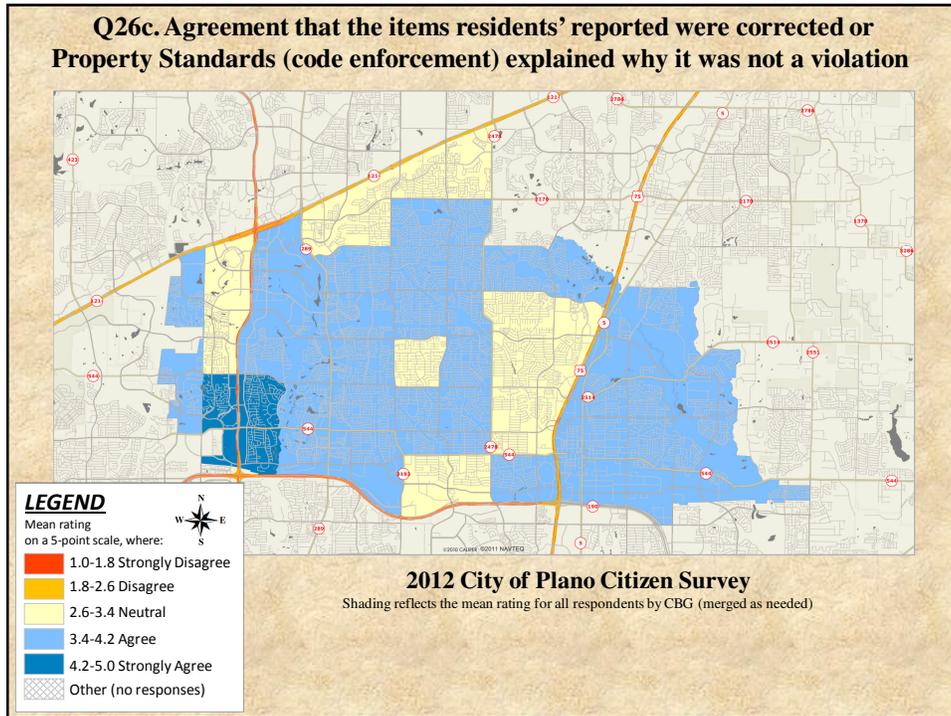


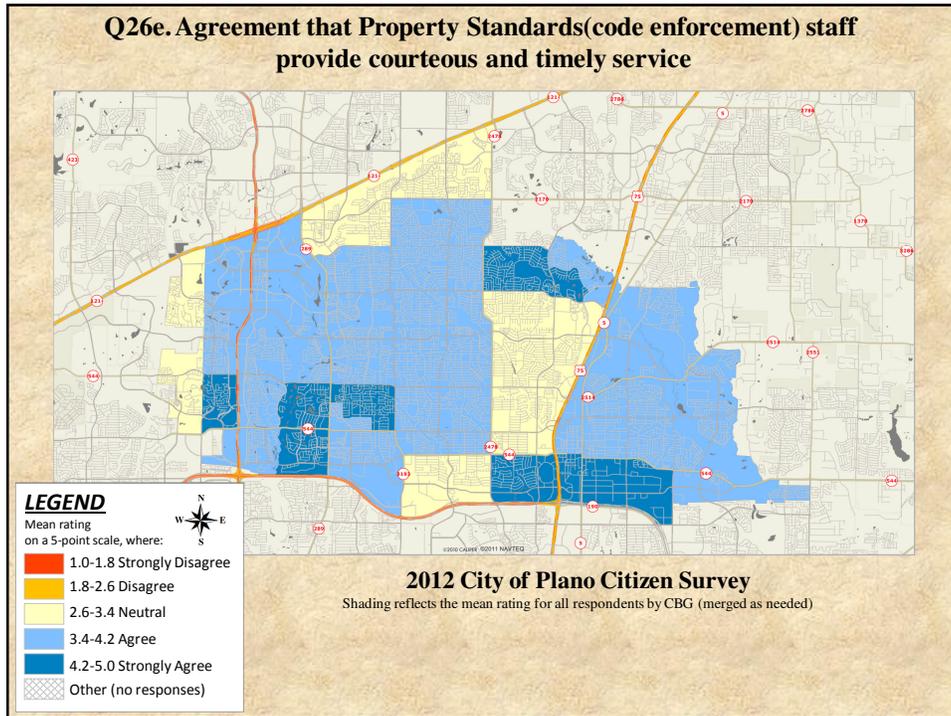












COMPREHENSIVE MONTHLY FINANCIAL REPORT

April 2012



ABOUT THIS REPORT

The City of Plano Finance Department is dedicated to excellence in local government, comprehensive fiscal management, compliance and reporting. The Comprehensive Monthly Financial Report (CMFR) is a unique document, directed at providing our audience (internal and external users), with the general awareness of the City's financial positions and economic activity.

This report is comprised of five sections:

1. The **Financial Analysis** reports the performance of the major operating funds of the City. Narrative disclosures are used to highlight any significant changes or fluctuations.
 - 1A. The **Financial Summary** provides comparative data for major revenue sources and expenditure items.
2. The **Economic Analysis** section contains a summary of the key economic indicators and an in-depth review with graphic illustrations.
3. The **Investment Report** provides a description of investment activity during the month and a summary of interest earnings.
4. The **Quarterly Hotel/Motel Report** provides a summary of Hotel/Motel tax collections during the previous fiscal quarter, as well as comparisons and analyses of tax receipts and occupancy data from the two fiscal years preceding.

We would like to acknowledge those responsible for this report: Heather Potyok for the Financial Summary; Amy Anderson for the Economic Analysis Report and Myra Conklin for the Investment Report.

The CMFR is intended to provide our audience with a timely, unique, and informative document. Please provide us with any comments or suggestions you may have and should



Denise Tacke
Director of Finance
P.O. Box 860358
Plano, TX 75006-0358
972-941-7135



SECTION 1

FINANCIAL ANALYSIS

City of Plano Comprehensive Monthly Financial Report

This report is designed for internal use and does not include all the funds and accounts included in the City of Plano's operations. For a complete report, refer to the City of Plano Comprehensive Annual Financial Report, available on the City of Plano's website and through the City's Finance Department.

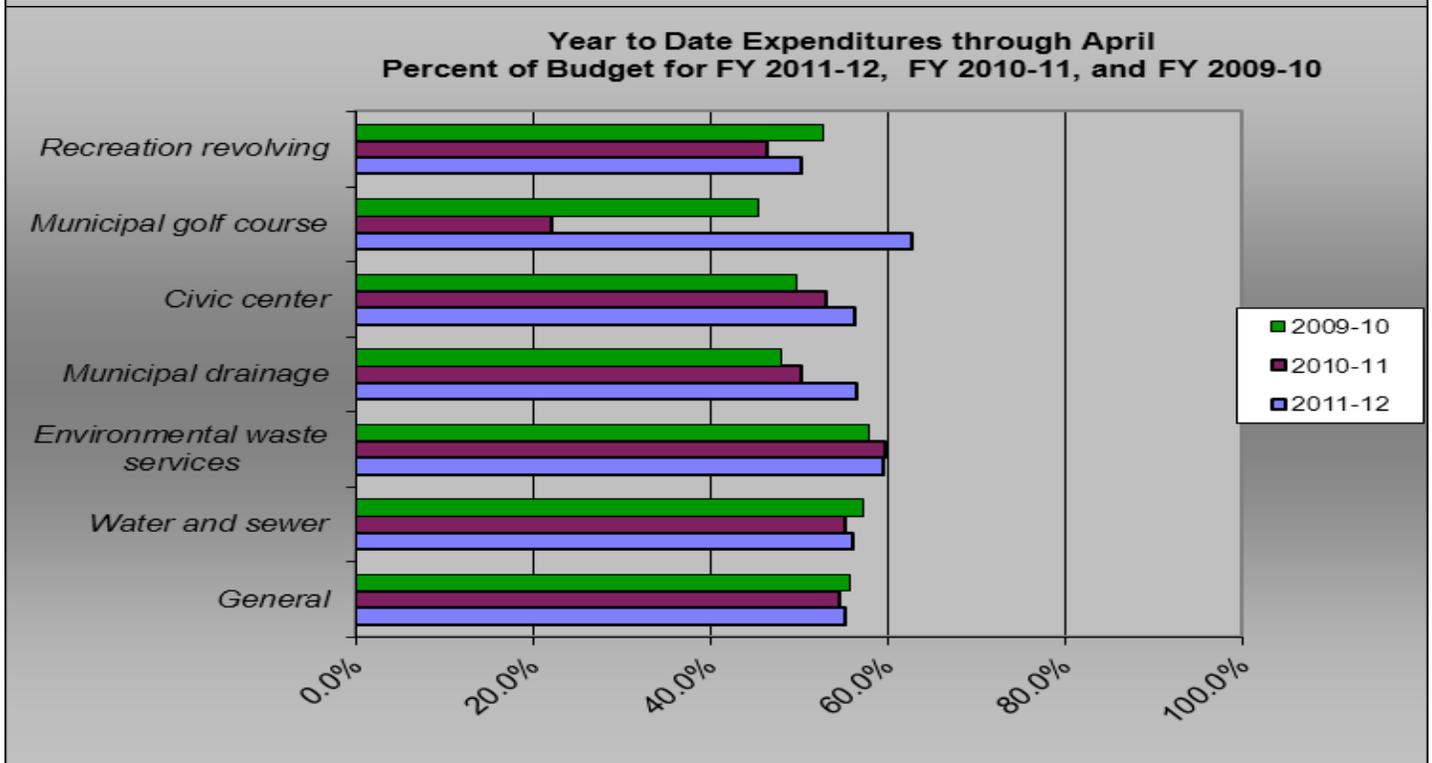
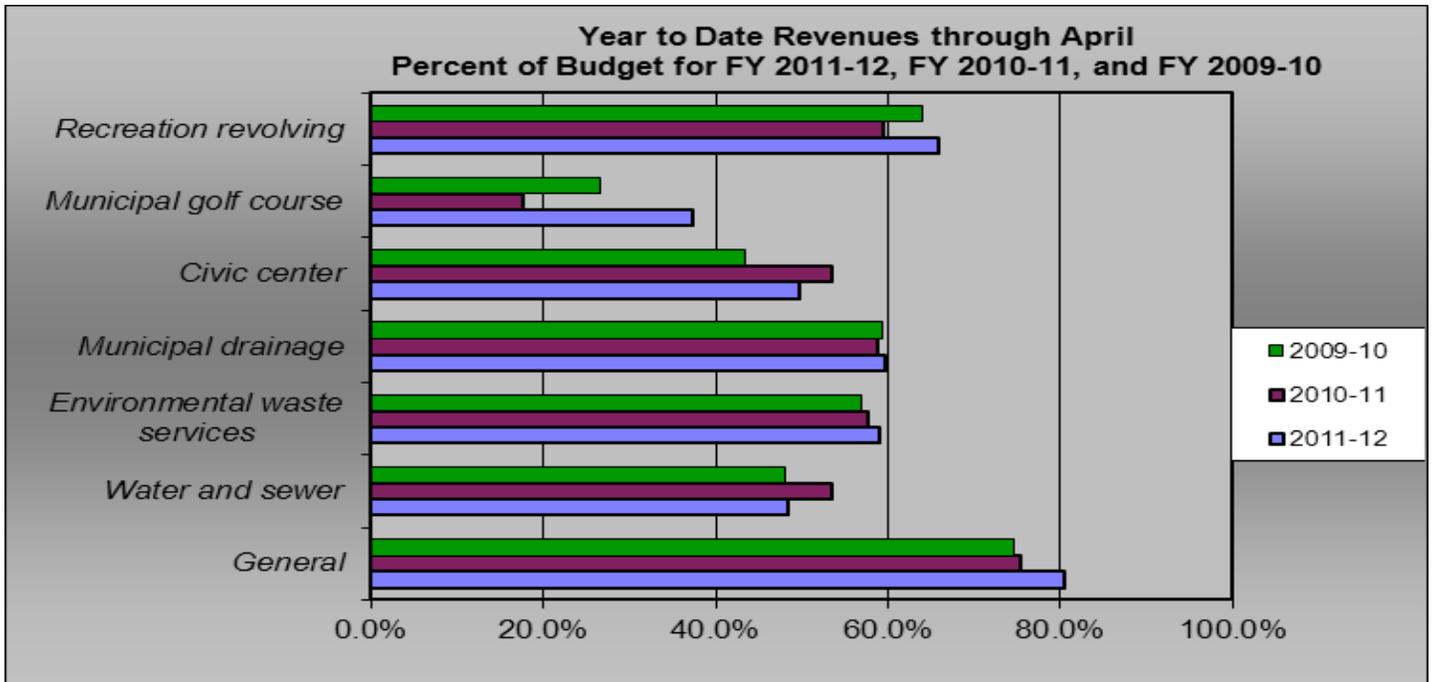
REPORT NOTES APRIL 2012

The information represented in this report provides a summary of the General Fund and Business-type revenues and expenses which offers readers an overview of the City of Plano's finances.

This section compares year to date activity in the current fiscal year to the same time period in prior year. Please note that beginning fund balances in all funds are subject to final audit adjustments.

The graphs below represent year to date revenues and expenses as a percent of the budget comparing the current and prior fiscal years.

HIGHLIGHTS OF FUND VARIANCES



REPORT NOTES CONTINUED

APRIL 2012

FINANCIAL HIGHLIGHTS

GENERAL FUND VARIANCES

Revenues

- Sales tax revenues increased from the prior year by \$4,623,781, primarily as a result of positive audit adjustments of \$3.8 million in the current year, as well as improved consumer spending.
- Ad valorem tax revenues increased \$2,907,297 due an increase in the tax levy which is a result of an increase in property values.
- Court fine revenues are \$836,403 higher due to an increase in citation filings in addition to an increased effort in collections. In the prior year, 30,383 citations were filed while 41,213 citations were filed in the current year. Additionally, the City has had a successful warrant round-up in the current year.
- Interest income increased \$178,528 due to a larger ending fund balance than prior year. Interest income is allocated to all of the funds in the City based upon the ending fund balance.
- In February 2012, a five year, \$1,000,000 sponsorship agreement with Texas Health Presbyterian Hospital Plano was approved, resulting in \$200,000 in sponsorship revenue for fiscal year 2012. As part of the agreement, Texas Health Plano will be recognized at four Plano recreation centers in addition to making health information available to the public at those locations.
- Rental registration fee revenues for multi-family dwellings increased \$176,110 as a result of timing of payments due to a change in the due date. The amendment to the ordinance changed the due date from June 30th to October 31st.
- Electric franchise revenues increased \$253,182 primarily due to hotter summer weather resulting in increased electric payments.
- Ambulance service revenue increased \$522,827 due to a new ambulance billing provider performing billing and collection services.
- Miscellaneous non-departmental revenues increased \$177,532 primarily due to new annual lease payments of \$250,000 related to the Ridgeview Ranch Golf Club. There were no lease payments for the first fifteen years of the lease.
- Building permit revenues, which are based on square footage and valuation, are higher by \$695,548 primarily due to more and larger value projects in the current year.
- Athletic league participant fees increased \$85,589 as a result of timing of payments by various sports organizations for services provided by the Parks and Recreation Department coupled with a change in the fee structure effective January 1, 2011.
- Membership card fees increased \$220,679 due to the re-opening of Carpenter Park Recreation Center following the renovation. Carpenter Park closed on October 30, 2010 for renovations and re-opened on August 5, 2011. Carpenter Park was only open for one month in the prior fiscal year for this period.
- Gas franchise revenues decreased \$464,534 due to a surplus of natural gas resulting in lower prices.
- Athletic league participant user fees decreased \$74,474 due to a change in fee structure as of January 1, 2011 resulting in no fees for resident teams and non-resident teams paying \$72.00 per team in user fees.

Expenditures

- Municipal garage charges for the Police Department increased \$56,997 due to increased fuel costs in addition to higher maintenance costs on equipment.
- Expenditures and encumbrances for janitorial services increased \$587,978 primarily due to the expiration of the contract in March 2011 and timing of encumbrances.
- Costs and encumbrances for non-print media increased \$139,440 as a result of an increased emphasis on building the DVD collection and the PlayAway collection for the City libraries. PlayAway is a pre-loaded personal listening device containing one entire book.
- PC (personal computer) replacement charges increased \$245,766 as a result of PC replacement charges not being charged to departments in the prior year as a longer warranty on the personal computers (PCs) lengthened the replacement cycle from three to four years, alleviating the annual departmental PC replacement expenditure for 2010-11.

REPORT NOTES CONTINUED

APRIL 2012

- Contract costs for signs and markings increased \$73,769 due to the timing of the contractor installing additional street buttons, light colored reflectors throughout City streets, and thermoplastic devices, white lane dividers and arrows.
- Personnel services increased \$203,713 from the prior year primarily due to an increase in the number of retirees resulting in lump sum pay in final checks, sick and vacation payout in March 2012 offset by a decline in head count by approximately one part-time individual, seven full-time employees, and two civil service employees. Additionally, a portion of the increase is due to a .73% increase in the employer percentage contributed to Texas Municipal Retirement System (TMRS) effective January 1, 2011 and a 2% across the board salary increase effective September 26, 2011.
- Costs associated with ammunition in the Police Department decreased \$139,462. Ammunition is procured on an "as needed basis."
- Contract costs for the Art Center of North Texas decreased \$172,125 as the City is no longer paying operations and maintenance costs.
- Replacement charges decreased \$152,174 due to an extension of large rolling stock and equipment purchase cycles to reduce the cost impact to the General Fund.
- The General Fund reimbursed the Golf Course Fund \$131,786 for golf course renovations in the prior year.
- Medical and surgical expenses for the Fire Department decreased \$83,544. Medical and surgical expenses are incurred on an "as needed basis."
- Contractual repair costs for City buildings decreased \$66,797 as these services are performed on an as-needed basis.
- Water billings to City Departments decreased \$156,188 due to a reduction in usage as a result of water restrictions.

BUSINESS-TYPE VARIANCES

Water and Sewer

Water revenues declined \$3,835,264 due to the extreme drought conditions which increased water restrictions to Stage 3 effective November 1, 2011. Interest income increased \$94,278 due to a larger ending fund balance than prior year. Expenses and encumbrances for the fixed network meter reading system increased \$2,655,128 due to an increase in the number of meters installed and the related costs. Contract costs for utility engineering increased \$275,193 due to a 2011 Water Quality Study. Professional contract costs increased \$166,025 due to the purchase of Blackboard Connect, a new communication tool that can be utilized by all City departments as a means to communicate with citizens. Contractual payments to North Texas Municipal Water District (NTMWD) increased \$1,711,117 due to an 8.8% rate increase effective October 1, 2011. Land contract costs increased \$110,775 due to a contract in place to complete the exterior work on the Environmental Education Complex related to dirt, hardscape, irrigation, and landscape preparation. The Water and Sewer Fund was reimbursed \$130,000 by the Environmental Waste Services Fund for a split rail fence and plant materials at the Environmental Education Complex. Electric payments decreased \$243,542 due to a decreased demand on the pump station due to the imposed water restrictions. Personnel services decreased \$49,667 due to staffing reductions.

Environmental Waste Services

Commercial solid waste revenues are \$689,248 higher primarily due to an increase in collection fees, disposal volumes and timing of collections. Commercial solid waste revenues are the City's portion of the waste and disposal fees collected by Allied Waste, the City's waste disposal contractor. Revenues related to the sale of compost increased \$151,437 due to the addition of new customers. Prior year capital outlay expenditures of \$81,380 relate to the installation of electrical work for a new fuel tank which NTMWD required the City to install at Custer Road. In addition, a new bagging machine was installed at the 121 Regional Compost Facility. Plano's percentage of contractual payments to NTMWD decreased \$186,491 due to a credit issued in the current year for a decline in actual usage for the previous fiscal year. Payment is based on allocation of tonnage between member cities. Personnel services decreased \$85,479 due to a reduction in headcount from the prior year in addition to an individual that retired in March 2011.

REPORT NOTES CONTINUED

APRIL 2012

Municipal garage charges increased \$309,983 due to increased fuel and repair costs. Additional purchases of trash trucks and increased replacement costs resulted in increased replacement charges of \$111,250. The Environmental Waste Services Fund reimbursed the Water and Sewer Fund \$130,000 for a split rail fence and plant materials at the Environmental Education Complex. Non-capital hardware costs of \$27,342 are due to the DriveCam program being funded at the department level in the current year as compared to being funded through the Property Liability Loss Fund in previous years. Current year rolling stock expenses include \$72,524 for an additional rear-end loader vehicle for the collection of yard trimmings.

Municipal Drainage

Municipal drainage charges have remained consistent with the prior year at approximately \$3.0 million as there have been no rate changes. Maintenance cost for curb repair and concrete related to items such as rebar, saw blades, dowel pins, and lumber increased \$27,740 due to timing of purchase orders. Contract costs for engineering increased \$34,193 primarily due to additional funds for the Integrated Storm Water Management (iSWM) Based Program that the City is required to develop by the Environmental Protection Agency (EPA). Prior year expenses of \$38,519 for land improvement costs relate to pond restoration and silt removal from three park ponds.

Civic Center

New client sales in the current year included food and beverage service but did not require audio-visual equipment. This resulted in an increase of \$39,512 in food and beverage sales and a decrease in equipment rental revenues of \$18,058. As a result of increased food and beverage sales, concession food costs increased \$32,199. Lost business due to increasing regional competition has resulted in a decrease of lease fees totaling \$22,690. Interest income increased \$9,824 due to a larger ending fund balance. Electric payments decreased \$60,473 due to timing of payments. Grant awards in support of Historic Preservation and the Cultural Arts are based on a fixed percentage of budgeted hotel/motel tax receipts. These grant awards are calculated using fifteen percent of budgeted hotel/motel tax revenues for the current year. Historic Preservation and Cultural Arts grant awards increased \$127,227 and \$69,427, respectively, primarily due to an increase in budgeted hotel/motel tax revenues. Personnel costs increased \$78,553 due to a 2% across the board pay increase effective September 26, 2011 in addition to an increase in employer percentage contributed to Texas Municipal Retirement System (TMRS) effective January 1, 2011 and an increase in full-time positions. Current year implements and apparatus expenses of \$25,530 relate to replacement of catering banquet equipment and purchasing equipment for a new snack bar. Contract labor costs, a function of catering sales, increased \$20,608 while professional service contracts increased \$15,683 due to an additional project conducted by the Convention and Visitors Bureau advertising agency.

Golf Course

The Golf Course was closed for renovation during most of October and opened on October 31st in the current year. Pecan Hollow Golf Course was closed 49 days in the current year, and year to date rounds played are up by 16,300. In the prior year, the Golf Course closed for renovations in November and revenues totaled \$65,580 prior to the closure. Current year revenue totaled \$359,348. Personnel services increased \$160,296 due to the golf course being fully staffed. The General and Park Improvement Funds reimbursed the Golf Course Fund \$177,179 for golf course renovations in the prior year. Increased software costs of \$6,749 relate to a new on-line tee time reservation system. Prior year contract costs of \$50,000 relate to two of four installments being paid to the Golf Pro in the prior year for services he renders on behalf of the City for the golf course.

REPORT NOTES CONTINUED

APRIL 2012

Recreation Revolving

Carpenter Park Recreation Center closed on October 30, 2010 and re-opened on August 5, 2011 after a renovation project. The renovation added 9,100 square feet resulting in the new weight and fitness room being 230% larger and allowing for a 1,500 square foot Senior Activity/Multi-Purpose room. Carpenter Park Recreation Center was open one month in the prior year for this period. Recreation fee revenue increased \$260,267 due to the increased enrollment at Carpenter Recreation Center. Contract costs and credit card fees for Carpenter Recreation center increased \$74,344 and \$47,975, respectively, as additional instructors are needed in addition to the increase in the number of individuals participating and paying with a credit card. Additionally, contract costs increased \$17,127 due to deposits and booking fees for the new Texas Music Series, a monthly event where country artists perform at the Courtyard Theater. Professional contract costs for printing of the Leisure Guide decreased \$13,252 due to fewer guides being printed.



SECTION 1A

FINANCIAL SUMMARY

**City of Plano
Comprehensive Monthly Financial Report**

MONTHLY FINANCIAL SUMMARY REPORT
 THROUGH APRIL 30 OF FISCAL YEARS 2012, 2011, AND 2010
 GENERAL FUND

	Fiscal Year	Annual Budget	7 Months Actual	Actual/ Budget	Performance Index *
REVENUES:					
Ad valorem tax	2012	\$ 78,254,045	77,233,860	98.7%	169.19
	2011	76,291,685	74,326,563	97.4%	167.01
	2010	82,436,251	80,087,808	97.2%	166.54
Sales tax	2012	57,012,269	42,635,500	74.8%	128.20
	2011	57,012,269	38,011,719	66.7%	114.30
	2010	57,821,890	35,103,222	60.7%	104.07
Other revenue	2012	49,654,414	28,927,841	58.3%	99.87
	2011	49,822,530	25,832,719	51.8%	88.88
	2010	<u>49,997,631</u>	<u>26,943,450</u>	53.9%	92.38
TOTAL REVENUE	2012	184,920,728	148,797,201	80.5%	137.94
	2011	183,126,484	138,171,001	75.5%	129.34
	2010	<u>190,255,772</u>	<u>142,134,480</u>	74.7%	128.07
EXPENDITURES & ENCUMBRANCES:					
Current operating	2012	\$ 195,269,133	107,024,290	54.8%	93.96
	2011	196,031,891	106,279,189	54.2%	92.94
	2010	197,663,823	109,622,972	55.5%	95.07
Capital outlay	2012	1,000,000	1,409,667	141.0%	241.66
	2011	1,026,000	1,374,127	133.9%	229.60
	2010	<u>1,010,000</u>	<u>1,153,590</u>	114.2%	195.80
Total expenditures and encumbrances	2012	196,269,133	108,433,957	55.2%	94.71
	2011	197,057,891	107,653,316	54.6%	93.65
	2010	<u>198,673,823</u>	<u>110,776,562</u>	55.8%	95.59
Excess (deficiency) of revenues over (under) expenditures	2012	(11,348,405)	40,363,244	-	-
	2011	(13,931,407)	30,517,685	-	-
	2010	(8,418,051)	31,357,918	-	-
OTHER FINANCING SOURCES (USES)					
Transfers in	2012	18,435,944	10,754,300	58.3%	100.00
	2011	19,741,695	11,993,384	60.8%	104.15
	2010	19,486,530	11,367,143	58.3%	100.00
Transfers out	2012	(20,641,085)	(12,971,937)	62.8%	107.73
	2011	(19,929,334)	(11,900,160)	59.7%	102.36
	2010	<u>(20,344,972)</u>	<u>(12,016,216)</u>	59.1%	101.25
NET CHANGE IN FUND BALANCES	2012	(13,553,546)	38,145,607		
	2011	(14,119,046)	30,610,909		
	2010	(9,276,493)	30,708,845		
FUND BALANCES-BEGINNING	2012		44,833,725		
	2011		41,400,577		
	2010		<u>42,744,130</u>		
FUND BALANCES-ENDING APRIL 30	2012		82,979,332		
	2011		72,011,486		
	2010		<u>73,452,975</u>		

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MONTHLY FINANCIAL SUMMARY REPORT
 THROUGH APRIL 30 OF FISCAL YEARS 2012, 2011, AND 2010
 WATER AND SEWER FUND

	<u>Fiscal Year</u>	<u>Annual Budget</u>	<u>7 Months Actual</u>	<u>Actual/ Budget</u>	<u>Performance Index</u>
REVENUES:					
Water and sewer revenue	2012	\$ 118,768,398	57,570,447	48.5%	83.10
	2011	114,814,263	61,455,054	53.5%	91.76
	2010	114,488,347	54,871,721	47.9%	82.16
Other fees and service charges	2012	3,252,285	1,629,114	50.1%	85.87
	2011	3,026,852	1,499,841	49.6%	84.94
	2010	<u>2,818,831</u>	<u>1,459,757</u>	51.8%	88.78
TOTAL REVENUE	2012	122,020,683	59,199,561	48.5%	83.17
	2011	117,841,115	62,954,895	53.4%	91.58
	2010	<u>117,307,178</u>	<u>56,331,478</u>	48.0%	82.32
EXPENSES & ENCUMBRANCES:					
Capital outlay	2012	20,849	139,607	669.6%	1147.90
	2011	-	23,825	0.0%	0.00
	2010	-	1,241,004	0.0%	0.00
Other expenses & encumbrances	2012	87,733,539	49,036,280	55.9%	95.82
	2011	79,534,355	43,892,681	55.2%	94.61
	2010	<u>78,000,112</u>	<u>43,458,511</u>	55.7%	95.51
Total expenses and encumbrances	2012	87,754,388	49,175,887	56.0%	96.07
	2011	79,534,355	43,916,506	55.2%	94.66
	2010	<u>78,000,112</u>	<u>44,699,515</u>	57.3%	98.24
Excess (deficiency) of revenues over (under) expenses	2012	34,266,295	10,023,674	-	-
	2011	38,306,760	19,038,389	-	-
	2010	39,307,066	11,631,963	-	-
TRANSFERS IN (OUT)					
Transfers in	2012	-	-	0.0%	-
	2011	-	700,000	0.0%	-
	2010	-	-	0.0%	-
Transfers out	2012	(34,849,160)	(19,628,677)	56.3%	96.56
	2011	(33,965,035)	(19,812,937)	58.3%	100.00
	2010	<u>(38,482,630)</u>	<u>(22,448,201)</u>	58.3%	100.00
CHANGE IN NET ASSETS	2012	\$ (582,865)	(9,605,003)		
	2011	4,341,725	(74,548)		
	2010	824,436	(10,816,238)		
TOTAL NET ASSETS-BEGINNING	2012		364,250,750		
	2011		343,560,326		
	2010		<u>324,231,841</u>		
TOTAL NET ASSETS-ENDING APRIL 30	2012		354,645,747		
	2011		343,485,778		
	2010		<u>313,415,603</u>		

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MONTHLY FINANCIAL SUMMARY REPORT
 THROUGH APRIL 30 OF FISCAL YEARS 2012, 2011, AND 2010
 ENVIRONMENTAL WASTE SERVICES FUND

	<u>Fiscal Year</u>	<u>Annual Budget</u>	<u>7 Months Actual</u>	<u>Actual/ Budget</u>	<u>Performance Index</u>
REVENUES:					
Commerical solid waste franchise	2012	\$ 6,834,921	4,359,438	63.8%	109.34
	2011	6,504,545	3,670,189	56.4%	96.73
	2010	6,709,797	3,876,105	57.8%	99.03
Refuse collection revenue	2012	13,418,184	7,820,614	58.3%	99.91
	2011	13,172,550	7,817,635	59.3%	101.74
	2010	13,005,330	7,666,575	58.9%	101.06
Other fees and service charges	2012	2,962,558	1,522,211	51.4%	88.08
	2011	2,455,656	1,273,770	51.9%	88.92
	2010	<u>2,508,431</u>	<u>1,122,528</u>	44.8%	76.71
TOTAL REVENUE	2012	23,215,663	13,702,263	59.0%	101.18
	2011	22,132,751	12,761,594	57.7%	98.84
	2010	<u>22,223,558</u>	<u>12,665,208</u>	57.0%	97.70
EXPENSES & ENCUMBRANCES:					
Capital outlay	2012	667,000	91,394	13.7%	23.49
	2011	6,500	82,114	1263.3%	2165.64
	2010	-	-	0.0%	0.00
Other expenses & encumbrances	2012	21,814,011	13,263,806	60.8%	104.24
	2011	21,502,075	12,780,811	59.4%	101.90
	2010	<u>21,209,293</u>	<u>12,284,301</u>	57.9%	99.29
Total expenses and encumbrances	2012	22,481,011	13,355,200	59.4%	101.84
	2011	21,508,575	12,862,925	59.8%	102.52
	2010	<u>21,209,293</u>	<u>12,284,301</u>	57.9%	99.29
Excess (deficiency) of revenues over (under) expenses	2012	734,652	347,063	-	-
	2011	624,176	(101,331)	-	-
	2010	1,014,265	380,907	-	-
TRANSFERS IN (OUT)					
Transfers in	2012	100,000	58,333	58.3%	100.00
	2011	100,000	58,333	58.3%	100.00
	2010	100,000	58,333	58.3%	100.00
Transfers out	2012	(1,264,415)	(737,575)	58.3%	100.00
	2011	(1,275,905)	(1,433,144)	112.3%	192.55
	2010	<u>(1,288,707)</u>	<u>(751,746)</u>	58.3%	100.00
CHANGE IN NET ASSETS	2012	\$ (429,763)	(332,179)		
	2011	(551,729)	(1,476,142)		
	2010	(174,442)	(312,506)		
TOTAL NET ASSETS-BEGINNING	2012		2,190,138		
	2011		2,128,099		
	2010		<u>1,677,124</u>		
TOTAL NET ASSETS-ENDING APRIL 30	2012		1,857,959		
	2011		651,957		
	2010		<u><u>1,364,618</u></u>		

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**MONTHLY FINANCIAL SUMMARY REPORT
THROUGH APRIL 30 OF FISCAL YEARS 2012, 2011, AND 2010
MUNICIPAL DRAINAGE FUND**

	<u>Fiscal Year</u>	<u>Annual Budget</u>	<u>7 Months Actual</u>	<u>Actual/ Budget</u>	<u>Performance Index</u>
REVENUES:					
Fees and service charges	2012	\$ 5,158,231	3,071,667	59.5%	102.08
	2011	5,145,367	3,041,167	59.1%	101.32
	2010	5,007,613	3,000,518	59.9%	102.72
Miscellaneous revenue	2012	26,000	19,585	75.3%	129.13
	2011	42,440	7,103	16.7%	28.69
	2010	85,000	22,304	26.2%	44.98
TOTAL REVENUE	2012	5,184,231	3,091,252	59.6%	102.22
	2011	5,187,807	3,048,270	58.8%	100.73
	2010	5,092,613	3,022,822	59.4%	101.75
EXPENSES & ENCUMBRANCES:					
Capital outlay	2012	-	3,398	0.0%	-
	2011	300,000	39,500	13.2%	22.57
	2010	-	-	0.0%	-
Other expenses & encumbrances	2012	2,628,169	1,478,415	56.3%	96.43
	2011	2,604,071	1,419,881	54.5%	93.47
	2010	3,026,620	1,448,989	47.9%	82.07
Total expenses and encumbrances	2012	2,628,169	1,481,813	56.4%	96.65
	2011	2,904,071	1,459,381	50.3%	86.15
	2010	3,026,620	1,448,989	47.9%	82.07
Excess (deficiency) of revenues over (under) expenses	2012	2,556,062	1,609,439	-	-
	2011	2,283,736	1,588,889	-	-
	2010	2,065,993	1,573,833	-	-
TRANSFERS OUT					
Operating transfers out	2012	(3,290,690)	(1,919,569)	58.3%	100.00
	2011	(3,291,318)	(1,919,936)	58.3%	100.00
	2010	(2,991,845)	(1,745,243)	58.3%	100.00
CHANGE IN NET ASSETS	2012	(734,628)	(310,130)		
	2011	(1,007,582)	(331,047)		
	2010	(925,852)	(171,410)		
TOTAL NET ASSETS-BEGINNING	2012		32,725,438		
	2011		32,455,677		
	2010		23,065,380		
TOTAL NET ASSETS-ENDING APRIL 30	2012		32,415,308		
	2011		32,124,630		
	2010		22,893,970		

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**MONTHLY FINANCIAL SUMMARY REPORT
THROUGH APRIL 30 OF FISCAL YEARS 2012, 2011, AND 2010
NONMAJOR BUSINESS-TYPE FUNDS**

	<u>Fiscal Year</u>	<u>Annual Budget</u>	<u>7 Months Actual</u>	<u>Actual/ Budget</u>	<u>Performance Index</u>
REVENUES:					
Hotel/motel tax	2012	\$ 4,567,687	2,255,574	49.4%	84.65
	2011	3,946,116	2,215,850	56.2%	96.26
	2010	4,494,486	1,901,159	42.3%	72.51
Other revenue	2012	6,310,469	3,567,108	56.5%	96.90
	2011	5,590,680	2,937,999	52.6%	90.09
	2010	<u>6,761,751</u>	<u>3,462,504</u>	51.2%	87.78
TOTAL REVENUE	2012	10,878,156	5,822,682	53.5%	91.76
	2011	9,536,796	5,153,849	54.0%	92.64
	2010	<u>11,256,237</u>	<u>5,363,663</u>	47.7%	81.69
EXPENSES & ENCUMBRANCES:					
Capital outlay	2012	-	32,279	0.0%	-
	2011	-	2,577	0.0%	-
	2010	-	49,774	0.0%	-
Other expenses & encumbrances	2012	10,831,426	5,891,352	54.4%	93.24
	2011	10,427,098	5,237,986	50.2%	86.12
	2010	<u>12,218,004</u>	<u>6,139,813</u>	50.3%	86.15
Total expenses and encumbrances	2012	10,831,426	5,923,631	54.7%	93.75
	2011	10,427,098	5,240,563	50.3%	86.16
	2010	<u>12,218,004</u>	<u>6,189,587</u>	50.7%	86.84
Excess (deficiency) of Revenues over (under) expenses	2012	46,730	(100,949)	-	-
	2011	(890,302)	(86,714)	-	-
	2010	(961,767)	(825,924)	-	-
TRANSFERS OUT:					
Operating transfers out	2012	(560,376)	(326,886)	58.3%	100.00
	2011	(454,772)	(265,283)	58.3%	100.00
	2010	<u>(577,806)</u>	<u>(337,054)</u>	58.3%	100.00
CHANGE IN NET ASSETS	2012	(513,646)	(427,835)		
	2011	(1,345,074)	(351,997)		
	2010	(1,539,573)	(1,162,978)		
TOTAL NET ASSETS-BEGINNING	2012		8,611,952		
	2011		10,264,683		
	2010		<u>10,801,647</u>		
TOTAL NET ASSETS-ENDING APRIL 30	2012		8,184,117		
	2011		9,912,686		
	2010		<u>9,638,669</u>		

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CITY OF PLANO, TEXAS
EQUITY IN TREASURY POOL
April 2012

FUND NO.	FUND NAME	CASH	EQUITY IN TREASURY POOL	TOTAL 4/30/2012	TOTAL 10/1/2011	TOTAL 4/30/2011
GENERAL FUND:						
01	General	\$ 41,492	82,284,749	82,326,241	44,178,414	69,361,393
77	Payroll	-	2,790,028	2,790,028	3,390,701	2,306,331
		41,492	85,074,777	85,116,269	47,569,115	71,667,724
DEBT SERVICE FUND:						
03	G.O. Debt Service	-	34,465,497	34,465,497	2,057,646	32,669,226
		-	34,465,497	34,465,497	2,057,646	32,669,226
CAPITAL PROJECTS:						
21	Senior Center Facilities	-	323,859	323,859	322,158	288,346
22	Recreation Center Facilities	-	1,250,709	1,250,709	1,244,673	1,199,248
23	Street Enhancement	-	1,772,128	1,772,128	1,763,711	1,715,850
25	1991 Police & Courts Facility	-	1,533,767	1,533,767	1,526,482	1,504,579
27	1991 Library Facility	-	911,823	911,823	907,448	893,371
28	1991 Fire Facility	-	3,889,999	3,889,999	3,871,202	3,789,646
29	Technology Improvements	-	1,730,706	1,730,706	1,693,852	1,460,982
31	Municipal Facilities	-	508,669	508,669	503,832	473,180
32	Park Improvements	-	7,302,926	7,302,926	7,266,875	6,966,552
33	Street & Drainage Improvement	-	15,789,583	15,789,583	15,391,886	14,369,462
35	Capital Reserve	-	45,565,921	45,565,921	44,618,657	44,649,637
38	DART L.A.P.	-	268,992	268,992	267,714	263,873
39	Spring Creekwalk	-	24,521	24,521	24,405	24,055
52	Park Service Areas	-	5,026,514	5,026,514	4,911,270	4,683,524
53	Creative & Performing Arts	-	2,293,769	2,293,769	2,282,875	2,308,345
54	Animal Control Facilities	-	343,308	343,308	341,677	336,774
59	Service Center	-	125,985	125,985	125,387	123,588
60	Joint Use Facilities	-	661,481	661,481	658,339	648,859
85	Public Arts	-	128,538	128,538	127,928	123,982
160	TXDOT-SH121	-	7,776,604	7,776,604	10,401,335	9,762,486
109	G.O. Bond Clearing - 2010	-	1,610,966	1,610,966	2,254,050	4,589,981
110	G.O. Bond Clearing - 1999	-	388,597	388,597	386,751	292,878
190	G.O. Bond Clearing - 2000	-	3,618,446	3,618,446	3,601,260	3,602,236
230	Tax Notes Clearing - 2001	-	1,118,645	1,118,645	1,113,332	1,113,634
240	G.O. Bond Clearing - 2001-A	-	-	-	-	117,425
250	Tax Notes Clearing - 2001-A	-	60,008	60,008	59,723	59,739
270	G.O. Bond Refund/Clearing - 2003	-	4,076	4,076	4,057	8,275
089	C.O. Bond Clearing - 2006	-	145,036	145,036	144,347	144,386
102	G.O. Bond Clearing - 2007	-	57,073	57,073	73,511	73,662
082	G.O. Bond Clearing - 2008	-	-	-	-	(10,226)
083	Tax Notes Clearing - 2008	-	-	-	-	1,782,690
106	G.O. Bond Clearing - 2009	-	803,650	803,650	2,615,881	4,253,312
150	Tax Notes Clearing - 2009	-	-	-	-	6,379,464
220	Tax and Revenue C.O. Clearing - 2010	-	8,533,747	8,533,747	8,960,547	10,002,711
92	G.O. Bond Clearing - 2011	-	6,390,317	6,390,317	13,257,914	18,209,467
120	G.O. Bond Refund/Clearing - 2011	-	27,093,977	27,093,977	-	-
		-	147,054,340	147,054,340	130,723,079	146,205,973
ENTERPRISE FUNDS:						
26	Municipal Drainage CIP	-	372,170	372,170	370,402	365,088
34	Sewer CIP	-	14,061,433	14,061,433	12,276,808	11,921,804
36	Water CIP	-	14,477,159	14,477,159	17,552,619	14,706,481
37	Downtown Center Development	-	192,359	192,359	178,323	165,374
41	Water & Sewer - Operating	900,474	9,837,174	10,737,648	17,531,332	709,719
42	Water & Sewer - Debt Service	-	563,200	563,200	340,240	1,109,977
43	Municipal Drainage - Debt Service	-	5,060,009	5,060,009	3,814,759	4,427,622
45	Sustainability & Environmental Services	650	337,596	338,246	979,603	187,124
46	Convention & Tourism	7,717	2,364,048	2,371,765	2,621,632	1,910,579
81	Friends of Plano Centre	-	4,076	4,076	4,057	3,999
47	Municipal Drainage	-	3,289,971	3,289,971	3,471,104	3,640,631
48	Municipal Golf Course	-	(80,498)	(80,498)	75,720	92,110
49	Property Management	-	-	-	-	157,283
51	Recreation Revolving	350	1,630,235	1,630,585	1,561,444	1,306,818
330	Municipal Drain Rev Bond Clearing - 2007	-	232,038	232,038	230,936	227,622
340	Municipal Drain Rev Bond Clearing - 2008	-	427,011	427,011	840,954	1,922,453
107	Municipal Drain Rev Bond Clearing - 2009	-	1,698,968	1,698,968	1,690,898	1,800,868
260	Municipal Drain Rev Bond Clearing - 2010	-	3,462,313	3,462,313	3,445,868	3,635,112
		909,191	57,929,262	58,838,453	66,986,699	48,290,664

CITY OF PLANO, TEXAS
EQUITY IN TREASURY POOL
April 2012

FUND NO.	FUND NAME	CASH	EQUITY IN TREASURY POOL	TOTAL 4/30/2012	TOTAL 10/1/2011	TOTAL 4/30/2011
SPECIAL REVENUE FUNDS:						
2	Sproles Library	-	34,508	34,508	34,344	41,265
4	TIF-Mall	-	-	-	-	1,639,643
5	TIF-East Side	-	10,609,001	10,609,001	9,630,537	10,503,020
11	LLEBG-Police Grant	-	75,933	75,933	40,057	76,385
12	Criminal Investigation	-	1,834,425	1,834,425	1,513,827	1,452,412
13	Grant	95	(735,573)	(735,478)	(222,091)	(87,167)
14	Wireline Fees	-	12,704,909	12,704,909	12,129,621	11,429,294
15	Judicial Efficiency	-	118,740	118,740	112,383	108,075
17	Intergovernmental	-	502,743	502,743	422,397	568,201
18	Government Access/CATV	-	555,867	555,867	462,736	317,813
19	Teen Court Program	-	58,274	58,274	54,802	55,394
20	Municipal Courts Technology	-	1,762,924	1,762,924	1,773,888	1,703,184
24	American Recovery/Reinv Act Grant	-	137,738	137,738	(50,420)	132,702
55	Municipal Court-Building Security Fees	-	948,287	948,287	993,762	1,031,550
57	State Library Grants	-	(1,350)	(1,350)	(1,077)	(126,697)
67	Disaster Relief	-	663,759	663,759	634,527	676,940
68	Animal Shelter Donations	-	74,497	74,497	50,976	295,122
73	Memorial Library	-	344,519	344,519	365,883	408,029
86	Juvenile Case Manager	-	538,298	538,298	421,522	373,966
87	Traffic Safety	-	4,229,549	4,229,549	4,948,673	3,674,082
88	Child Safety	-	1,371,879	1,371,879	1,221,749	1,598,597
		95	35,828,927	35,829,022	34,538,096	35,871,810
INTERNAL SERVICE FUNDS:						
6	Public Safety Technology	-	2,085,902	2,085,902	2,075,995	2,029,929
9	Technology Infrastructure	-	(7,134)	(7,134)	(7,100)	(7,871)
58	PC Replacement	-	564,278	564,278	391,116	513,570
61	Equipment Maintenance	200	736,220	736,420	389,755	518,178
62	Information Technology	-	5,120,599	5,120,599	4,667,712	4,837,170
64	Warehouse	100	129,656	129,756	177,953	180,039
65	Property/Liability Loss	-	3,953,406	3,953,406	4,389,684	4,005,102
66	Technology Services	-	7,629,739	7,629,739	7,469,315	6,900,415
71	Equipment Replacement	-	18,050,258	18,050,258	15,626,623	14,349,267
78	Health Claims	-	25,908,825	25,908,825	22,026,966	18,658,218
79	Parkway Service Ctr. Expansion	-	(28,321)	(28,321)	(28,187)	(28,194)
		300	64,143,428	64,143,728	57,179,832	51,955,823
FIDUCIARY FUNDS:						
7	Unclaimed Property	-	71,849	71,849	67,882	66,908
8	Library Training Lab	-	2,824	2,824	2,811	2,770
69	Collin County Seized Assets	-	121,114	121,114	115,709	151,281
74	Developers' Escrow	-	2,475,784	2,475,784	2,454,278	2,669,175
75	Plano Economic Development Trust	-	-	-	-	20,632
76	Economic Development	-	-	-	-	1,227,447
170	Economic Development Incentive Fund	-	18,489,129	18,489,129	16,052,538	15,108,973
84	Rebate	-	869,616	869,616	892,286	1,429,353
		-	22,030,316	22,030,316	19,585,504	20,676,539
TOTAL		\$ 951,078	446,526,547	447,477,625	358,639,971	407,337,759
TRUST FUNDS						
72	Retirement Security Plan	-	73,968,262	73,968,262	73,968,261	73,591,868
91	115 Trust	-	35,828,418	35,828,418	34,831,879	34,914,297
TOTAL TRUST FUNDS		\$ -	109,796,680	109,796,680	108,800,140	108,506,165

A Treasury Pool fund has been created for the purpose of consolidating cash and investments. All City funds not restricted or held in trust are included in this consolidated fund. Each fund's "Equity in Treasury Pool" represents the fund's proportionate share of the Treasury Pool Fund. At April 30, 2012 the Treasury Pool, including an adjustment to Fair Value as required by GASB 31, consisted of the following:

Cash	59,242,253
Local Government Investment Pool	18,856,390
Texas Daily	18,771,860
Federal Securities	285,953,561
Certificates of Deposit	62,548,717
Fair Value Adjustment	12,761
Interest Receivable	1,141,005
	<u>446,526,547</u>

HEALTH CLAIMS FUND

THROUGH APRIL 30 OF FISCAL YEARS 2012 AND 2011

Health Claims Fund	3 month			3 month			1 month			Year to Date		
	FY 11-12 October - December	FY 10-11 October - December	Variance Favorable (Unfavorable)	FY 11-12 January - March	FY 10-11 January - March	Variance Favorable (Unfavorable)	FY 11-12 April	FY 10-11 April	Variance Favorable (Unfavorable)	FY 11-12 Total	FY 10-11 Total	Variance Favorable (Unfavorable)
Revenues												
Employees Health Ins. Contributions	\$ 1,278,897	\$ 955,502	323,395	\$ 1,267,635	\$ 1,272,443	(4,808)	\$ 423,306	\$ 422,715	591	2,969,838	2,650,660	319,178
Employers Health Ins. Contributions	5,051,396	5,335,611	(284,215)	5,008,270	5,029,135	(20,865)	1,667,021	1,667,026	(5)	11,726,687	12,031,772	(305,085)
Contributions for Retirees	205,609	229,542	(23,933)	222,323	229,713	(7,390)	84,063	82,881	1,182	511,995	542,136	(30,141)
Cobra Insurance Receipts	9,441	14,266	(4,825)	8,918	15,273	(6,355)	4,929	2,002	2,927	23,288	31,541	(8,253)
Retiree Insurance Receipts	209,499	222,621	(13,122)	212,266	218,035	(5,769)	71,068	73,401	(2,333)	482,833	514,057	(21,224)
Retiree Contributions	(131,845)	(157,833)	25,988	(215,125)	(208,837)	(6,288)	(74,795)	(73,986)	(809)	(421,765)	(440,656)	18,891
Employer Contribution-OPEB	966,818	976,800	(9,982)	955,268	964,095	(8,827)	318,038	320,430	(2,392)	2,240,124	2,261,325	(21,201)
Interest	45,401	(42,502)	87,903	42,640	25,471	17,169	26,700	22,090	4,610	114,741	5,059	109,682
Total Revenues	7,635,216	7,534,007	101,209	7,502,195	7,545,328	(43,133)	2,520,330	2,516,559	3,771	17,657,741	17,595,894	61,847
Transfers Out												
Transfers Out	1,009,137	1,122,575	113,438	1,179,969	1,009,137	170,832.00	336,379	336,379	-	2,525,485	2,468,091	(57,394)
Expenses												
Insurance	412,475	309,736	(102,739)	414,305	414,916	611	136,745	137,831	1,086	963,525	862,483	(101,042)
Contracts- Professional Svc.	35,574	69,620	34,046	(10,210)	31,461	41,671	57,411	8,858	(48,553)	82,775	109,939	27,164
Contracts- Other	278,334	267,417	(10,917)	334,775	315,905	(18,870)	71,582	101,900	30,318	684,691	685,222	531
Health Claims Paid Reinsurance	303	417	114	249	-	(249)	-	(799)	(799)	552	(382)	(934)
Retiree Claims	(579,587)	(733,181)	(153,594)	(1,064,210)	(650,469)	413,741	(201,948)	(189,383)	12,565	(1,845,745)	(1,573,033)	272,712
Health Claims - Prescription	814,405	767,753	(46,652)	688,761	653,798	(34,963)	351,780	247,169	(104,611)	1,854,946	1,668,720	(186,226)
Health Claims Paid -UHC	3,401,572	4,354,891	953,319	4,440,839	4,341,903	(98,936)	1,445,418	1,494,179	48,761	9,287,829	10,190,973	903,144
Cobra Insurance Paid	443	615	172	762	753	(9)	368	365	(3)	1,573	1,733	160
Retiree Insurance Paid	22,451	21,357	(1,094)	23,268	22,436	(832)	8,148	7,382	(766)	53,867	51,175	(2,692)
Retiree Insurance Paid- Medicare	97,695	90,301	(7,394)	84,796	89,735	4,939	36,101	34,861	(1,240)	218,592	214,897	(3,695)
Total Expenses	4,483,665	5,148,926	665,261	4,913,335	5,220,438	307,103	1,905,605	1,842,363	(63,242)	11,302,605	12,211,727	909,122
Net increase (decrease)	2,142,414	1,262,506	879,908	1,408,891	1,315,753	434,802	278,346	337,817	(59,471)	\$ 3,829,651	\$ 2,916,076	913,575
Health Claims Fund Balance - Cumulative	\$ 24,220,137	\$ 15,323,628	8,896,509	\$ 25,629,028	\$ 16,639,381	8,989,647	\$ 25,907,374	\$ 16,977,198	8,930,176			

ANALYSIS OF PROPERTY LIABILITY LOSS FUND THROUGH APRIL 30 OF FISCAL YEARS 2012, 2011 & 2010

PROPERTY LIABILITY LOSS FUND	Fiscal Year 2012	Fiscal Year 2011	Fiscal Year 2010
Claims Paid per General Ledger	\$1,069,098	\$928,030	\$712,490
Net Judgments/Damages/Attorney Fees	\$959,524	\$369,316	\$319,935
Total Expenses	\$2,028,622	\$1,297,346	\$1,032,425



SECTION 2

ECONOMIC ANALYSIS

**City of Plano
Comprehensive Monthly Financial Report**

ECONOMIC ANALYSIS

APRIL 2012

General Fund Revenue
April YTD
Figure I

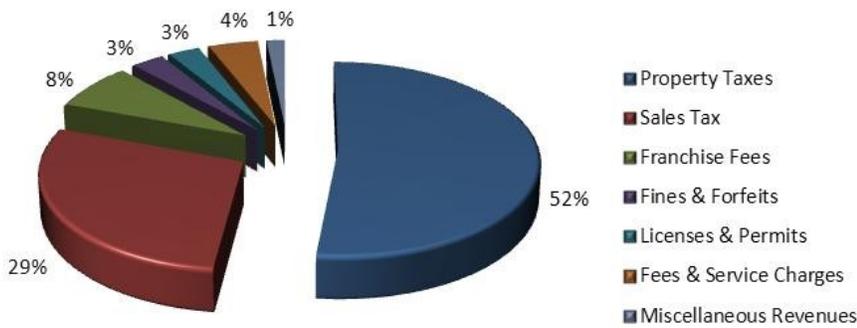


Figure I shows a breakdown of the various sources of revenues for the City's General Fund year to date through April 30, 2012. The largest category is Property Tax in the amount of \$77,233,860. Closest behind Property Tax is Sales Tax in the amount of \$42,635,500 and Franchise Fees with a total of \$11,397,561.

General Fund Expenditures and Encumbrances
April YTD
Figure II

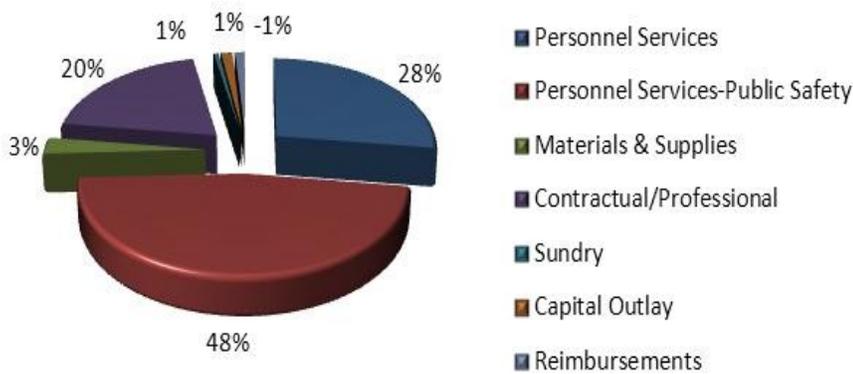


Figure II shows a breakdown of the various expenditures and encumbrances for the City's General Fund Year to Date through April 30, 2012. The largest category is Personnel Services-Public Safety in the amount of \$52,197,132 which includes the police, fire, fire-civilian and public safety communications departments. Closest behind that category are Personnel Services (for all other departments) totaling \$30,128,601 and Contractual and Professional Services totaling \$22,036,860.

ECONOMIC ANALYSIS

APRIL 2012

Sales Tax Comparisons City of Plano and Area Cities

Figure III

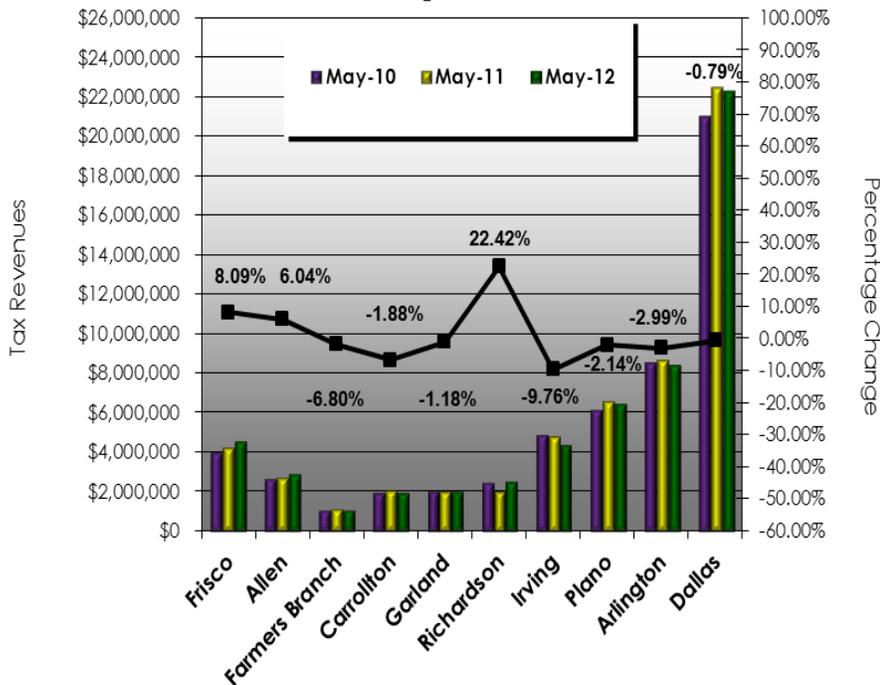
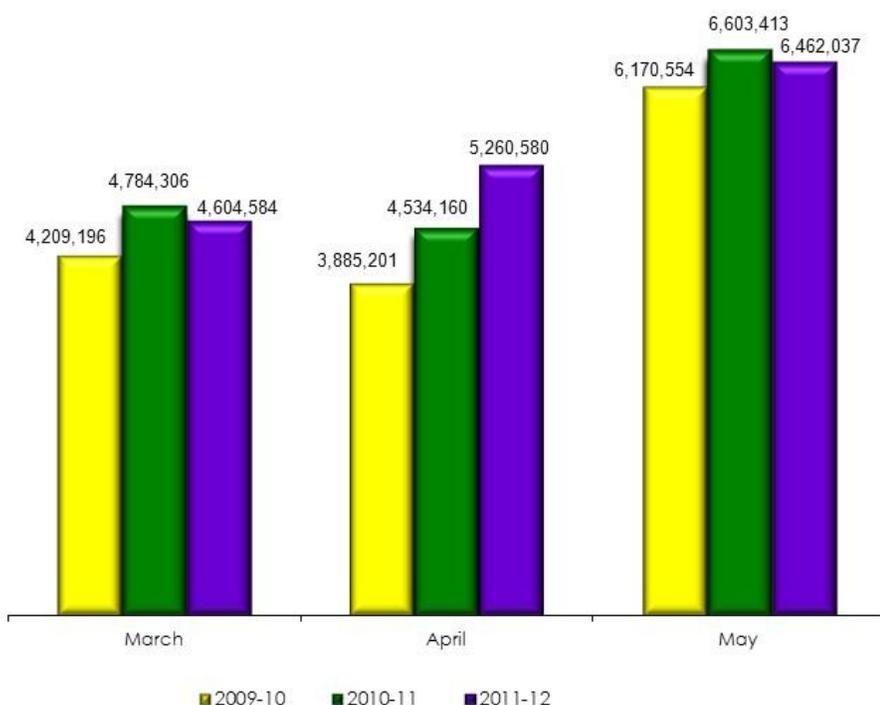


Figure III shows sales tax allocations collected in the months of May 2010, May 2011 and May 2012 for the City of Plano and nine area cities. Each of the cities shown has a sales tax rate of 1%, except for the cities of Allen and Frisco, which have a 2% rate, but distribute half of the amount shown in the graph to 4A and 4B development corporations within their respective cities, and the City of Arlington which has a 1.75% sales tax rate with .25% dedicated to road maintenance and .50% for funding of the Dallas Cowboys Complex Development Project. In the month of May the City of Plano received \$6,462,037 from this 1% tax.

The percentage change in sales tax allocations for the area cities, comparing May 2011 to May 2012, ranged from -9.76% for the City of Irving to 22.42% for the City of Richardson.

Sales Tax Actual Monthly Revenue

Figure IV



Sales tax allocation of \$6,462,037 was remitted to the City of Plano in the month of May. This amount represents a decrease of 2.14% compared to the amount received in May 2011. Sales tax revenue is generated from the 1% tax on applicable business activity within the City. These taxes were collected by businesses filing monthly returns, reported in January to the State, and received in March by the City of Plano.

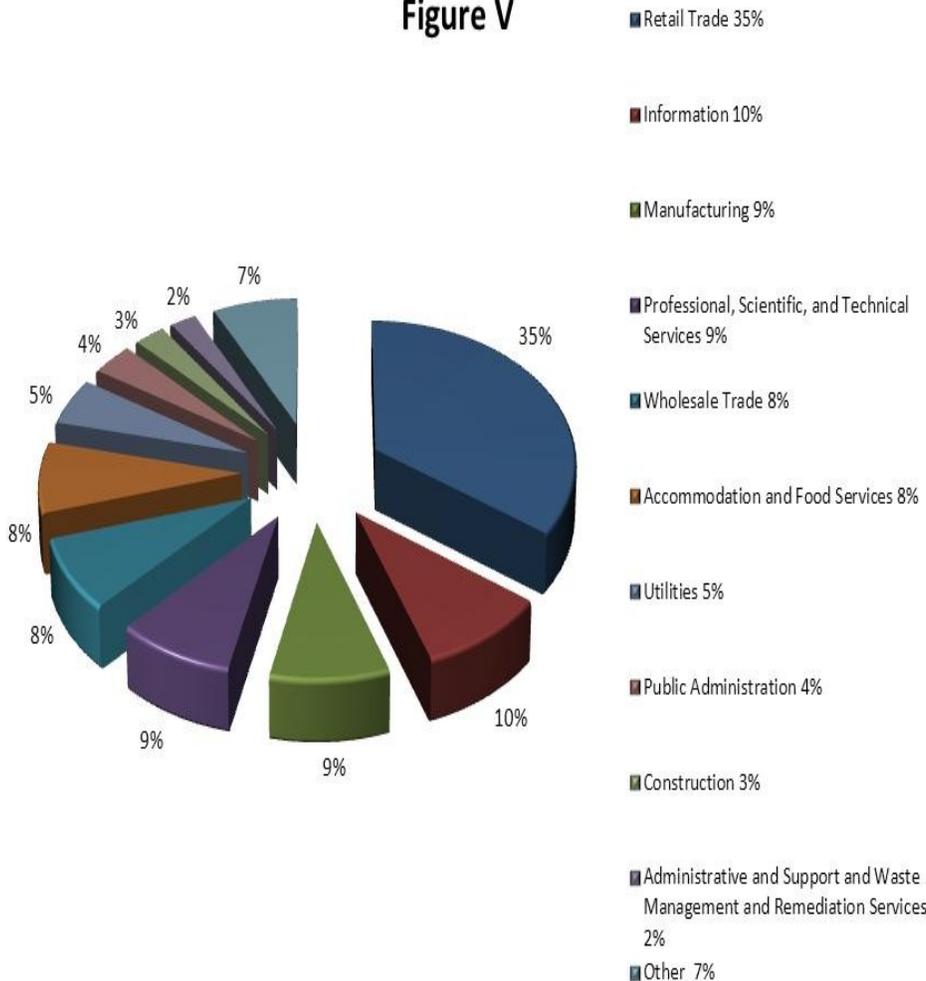
Figure IV represents actual sales and use tax receipts for the months of March, April, and May of fiscal years 2009-2010, 2010-2011, and 2011-2012.

ECONOMIC ANALYSIS

APRIL 2012

Sales and Use Tax by NAICS Code

Figure V



The North American Industry Classification System (NAICS) is the standard used by Federal statistical agencies in classifying business establishments for the purpose of collecting, analyzing, and publishing statistical data related to the U.S. business economy.

Figure V shows the percentage of sales and use tax by NAICS Code collected in May 2012.

Some examples in each code are as follows:

Retail Trade: Costco, Rainbow USA, Kroger

Information: McAfee, Telecom North America, Ericsson

Manufacturing: Pepsico, Vertex, Texas Instruments

Professional, Scientific, and Technical Services: Soflayer, Kodak, H&R Block

Wholesale Trade: Insight Direct, Fry's, General Electric

Accommodation and Food Services: Chuy's, Motel 6, Whataburger

Utilities: Green Mountain Energy, Penstar Power, Cirro Group

Public Administration: Videk, City of Allen, Ace Cash Express

Construction: Structure Solutions, Cooling Texas, Johnson Controls

Administrative, Support, Waste Management, and Remediation Services: Smith Thompson Security, Double D Fire, Allied Waste Systems

All other NAICS codes: Finance and Insurance, Other Services (except Public Administration), Real Estate and Rental and Leasing, Arts, Entertainment, and Recreation, Unknown, Management of Companies and Enterprises, Health Care and Social Assistance, Mining, Transportation and Warehousing, Educational Services, and Agriculture, Forestry, Fishing, and Hunting: US Bank NA, Aetna Life Insurance, Service King Paint and Body, Frisco ISD, Netflix, Continental Leasing Company, 24 Hour Fitness, Ticketmaster, Quiktrip, SW Elevators, DPS Holdings, Alltel Communications Wireless, Baylor Surgicare of Plano, Kindercare Learning Center, US Lime Company, Chevron, Signature Towing, Fleetmatics USA, The University of Phoenix, Triumph Learning, Plants Alive, Treeland Nursery

ECONOMIC ANALYSIS

APRIL 2012

Cumulative Jobs Created in Plano
Figure VI

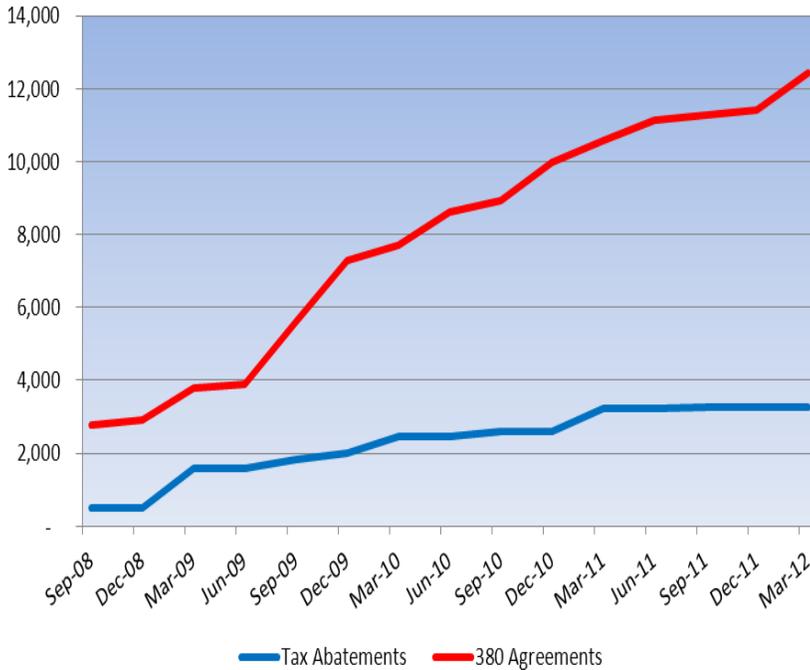


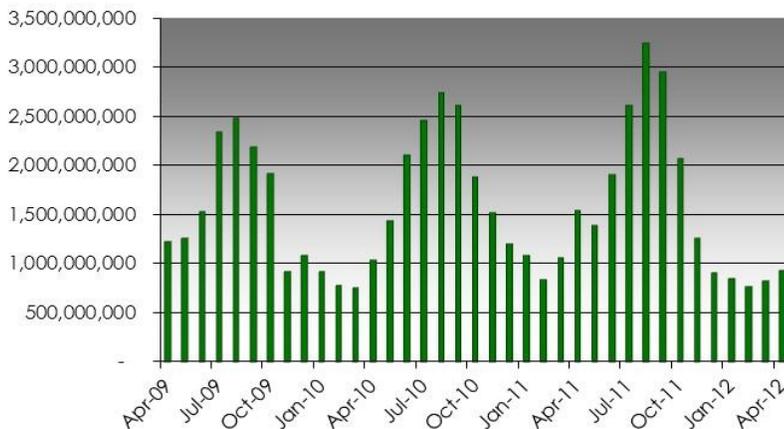
Figure VI, left, tracks the number of jobs cumulatively beginning 3rd quarter 2008 created in Plano due to the City entering into either a Property Tax Abatement Agreement or a 380 Economic Development Agreement (380 agreement).

The City of Plano often uses property tax abatements to attract new industry and commercial enterprises, and to encourage the retention and development of existing businesses. The City can limit the property taxes assessed on real property or tangible personal property located on real property due to the repairs or improvements to the property. Only property located within a reinvestment zone is eligible for a tax abatement agreement. During the 1st quarter of 2012, there were 1,600 jobs created via tax abatement agreements.

Enacted by the Texas Legislature in 1991, 380 Agreements let cities make loans and grants of public money to businesses or developers in return for building projects within the city. Cities often pay these grants from the increase in sales or property taxes generated by the project. During the 1st quarter of 2012, 1,000 jobs were created via 380 agreements.

Please note that the quarterly jobs created in this figure are based on the date the agreement was passed by City Council.

Local Water Consumption
(Gallons)
Figure VII



In April, the City of Plano pumped 1,177,012,000 gallons of water from the North Texas Municipal Water District (NTMWD). Consumption was 931,094,100 gallons among 79,976 billed water accounts while billed sewer accounts numbered 76,144. The minimum daily water pumpage was 29,502,000 gallons, which occurred on Sunday, April 15th. Maximum daily pumpage was 66,309,000 gallons and occurred on Thursday, April 26th. This month's average daily pumpage was 39,234,000 gallons.

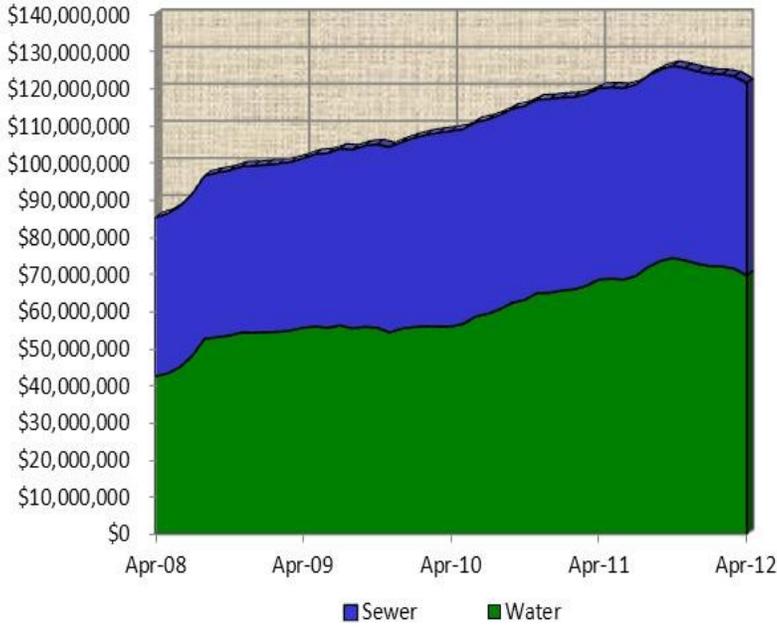
Figure VI shows the monthly actual local water consumption.

ECONOMIC ANALYSIS

APRIL 2012

Annualized Water & Sewer Billings

Figure VIII



The actual water and sewer customer billing revenues in April were \$3,550,482 and \$4,223,494 representing a decrease of 33.05% and 1.95% respectively compared to April 2010 revenues. The aggregate water and sewer accounts netted \$7,773,977 for a decrease of 19.11%.

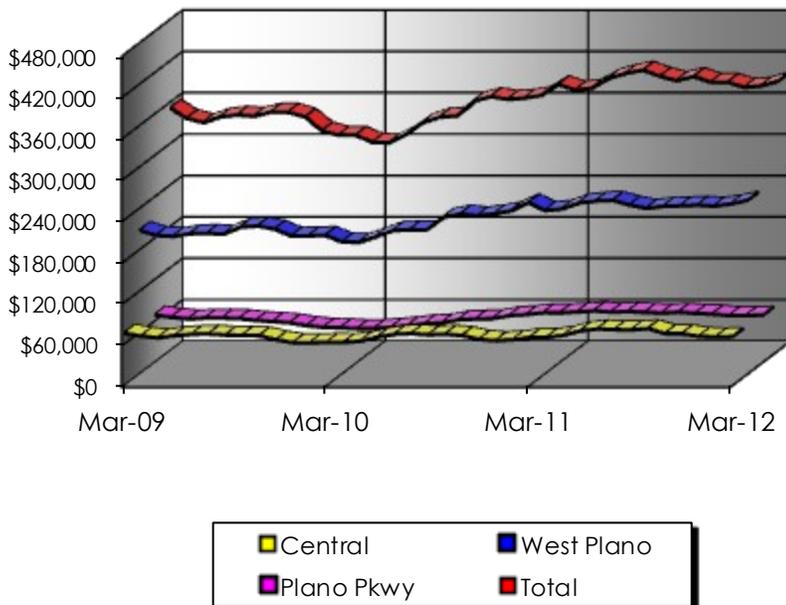
April consumption brought annualized revenue of \$69,667,517 for water and \$51,688,102 for sewer, totaling \$121,355,619. This total represents an increase of 1.08% compared to last year's annualized revenue.

Figure VIII represents the annualized billing history of water and sewer revenues for April 2008 through April 2012.

Hotel/Motel Occupancy Tax

Six Month Trend

Figure IX



March revenue from hotel/motel occupancy tax was \$400,686. This represents an increase of \$4,117 or 1.04% compared to March 2011. The average monthly revenue for the past six months was \$390,811, an increase of 3.48% from the previous year's average. The six-month average for the Central area increased to \$70,711, the West Plano average increased to \$251,719, and the Plano Pkwy average decreased to \$68,381 from the prior year.

The six month trend amount will not equal the hotel/motel taxes reported in the financial section. The economic report is based on the amount of taxes earned during a month, while the financial report indicates when the City received the tax.

*The March revenue and central average excludes Best Western. This hotel did not make their occupancy tax payment by the CMFR submission deadline.

ECONOMIC ANALYSIS

APRIL 2012

Unemployment Rates
Unadjusted Rate Comparison

Figure X

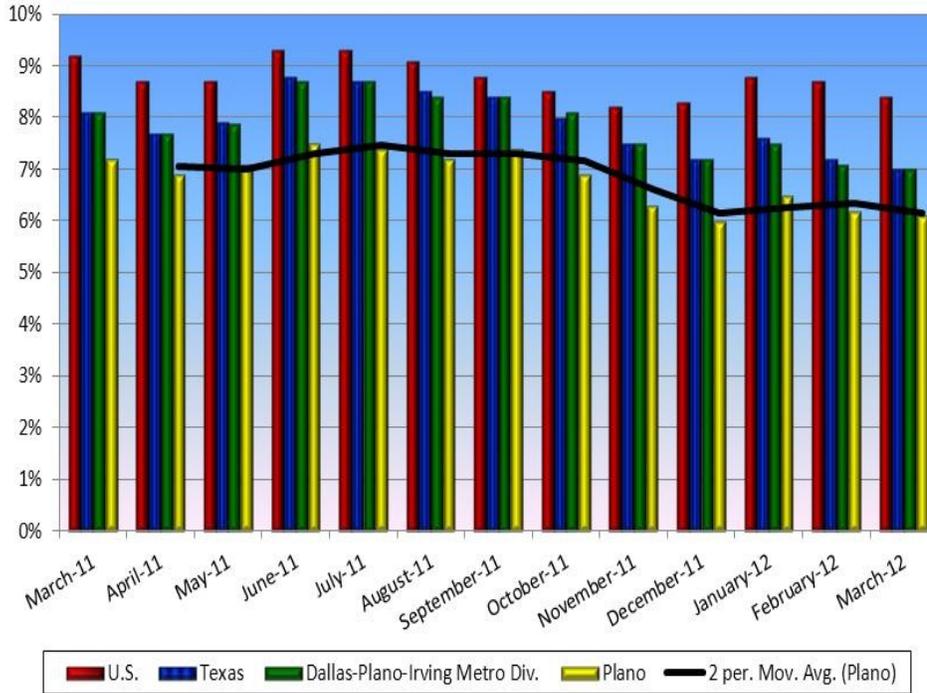


Figure X shows unadjusted unemployment rates based on the Bureau of Labor Statistics U.S. City Average, and Local Area Unemployment Statistics estimates for the State of Texas, the Dallas-Plano-Irving Metropolitan Division and the City of Plano from March 2011 to March 2012.

Average Home Selling Price By City
Figure XI

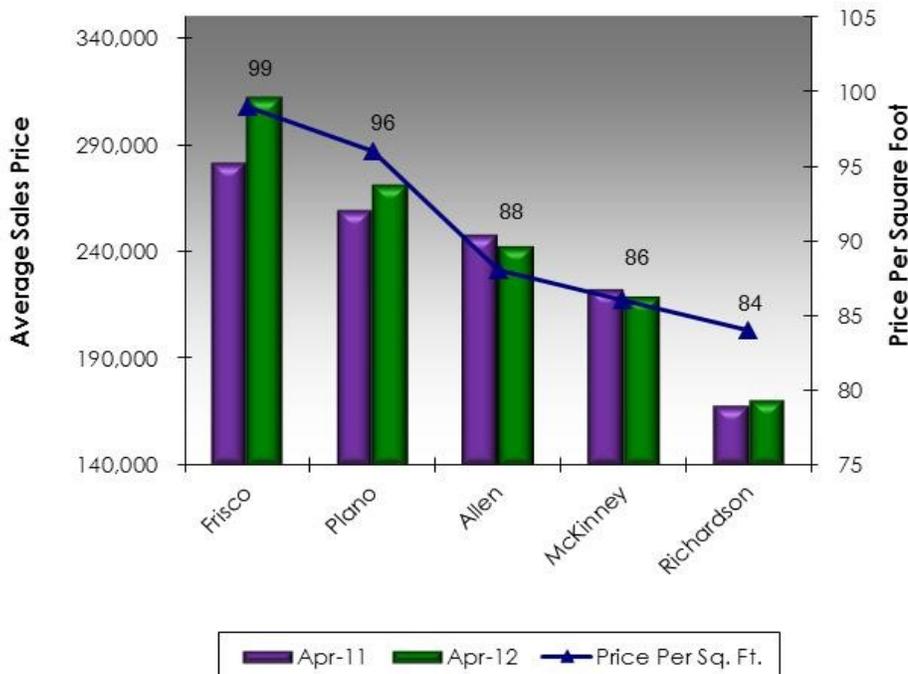


Figure XI shows the average home selling price for the months of April 2011 and April 2012 for the City of Plano and four area cities. The average price per square foot is also included for each city for the month of April 2012. The average sales price in Plano has increased \$12,443 from April 2011 at \$259,732 to April 2012 at \$272,175.

Please note that the average sales price and price per square foot can change significantly from month to month due to the location of the properties sold.

ECONOMIC ANALYSIS

APRIL 2012

Real Estate Recap
Figure XII

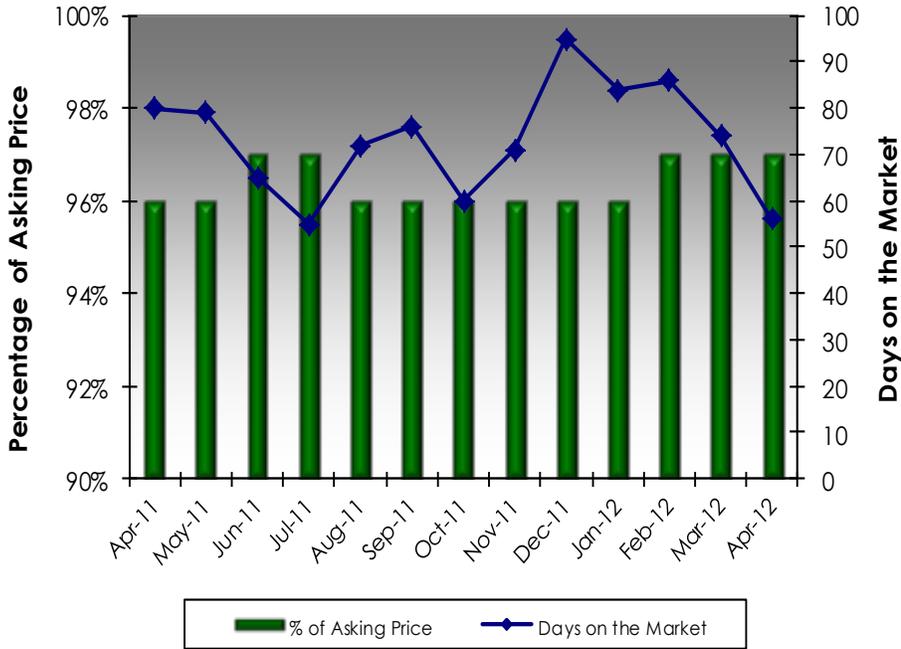


Figure XII represents the percentage of sales price to asking price for single family homes for the past year along with days on the market. The percentage of asking price increased from 96% to 97% in April 2011 and April 2012. Days on the market decreased from 80 to 56 days in April 2011 and April 2012.

Please note that the average sales price and price per square foot can change significantly from month to month due to the location of the properties sold.



SECTION 3

INVESTMENT REPORT

City of Plano Comprehensive Monthly Financial Report

Funds of the City of Plano are invested in accordance with Chapter 2256 of the "Public Funds Investment Act." The Act clearly defines allowable investment instruments for local governments. The City of Plano Investment Policy incorporates the provisions of the Act and all investment transactions are executed in compliance with the Act and the Policy.

INVESTMENT REPORT

APRIL 2012

Interest received during April totaled \$582,236 and represents interest paid on maturing investments and coupon payments on investments. Interest allocation is based on average balances within each fund during the month. The two-year Treasury note yield decreased throughout the month of March starting at 0.33% and ending at .27%.

As of April 30, a total of \$433,127,518 was invested in the Treasury Fund. Of this amount, \$49,824,535 was General Obligation Bond Funds, \$5,820,329 was Municipal Drainage Revenue Bond Funds, and \$377,482,654 was in the remaining funds.

Metrics	Current Month Actual	Fiscal YTD	Prior Fiscal YTD	Prior Fiscal Year Total
Funds Invested (1)	\$0	\$156,722,226	\$163,775,882	\$222,169,916
Interest Received (2)	\$528,236	\$3,756,564	\$3,561,036	\$6,424,799
Weighted Average Maturity (in days) (3)	502		634	
Modified Duration (4)	1.34		1.68	
Average 2-Year T-Note Yield (5)	0.29%		0.73%	

* See interest allocation footnote on Page C-3.

- (1) Does not include funds on deposit earning a "NOW" rate, and/or moneys in investment pools or cash accounts.
- (2) Cash Basis. Amount does not include purchased interest.
- (3) The length of time (expressed in days) until the average investment in the portfolio will mature. The Prior fiscal YTD column represents current month, prior year.
- (4) Expresses the measurable change in the value of the portfolio in response to a 100-basis-point (1%) change in interest.
- (5) Compares 2012 to 2011 for the current month.

Month-to-Month Comparison

Metrics	March 2012	April 2012	Difference
Portfolio Holding Period Yield	0.79%	0.78%	-0.01% (-1 Basis Points)
Average 2-Year T-Note Yield	0.34%	0.29%	-0.05% (-5 Basis Points)

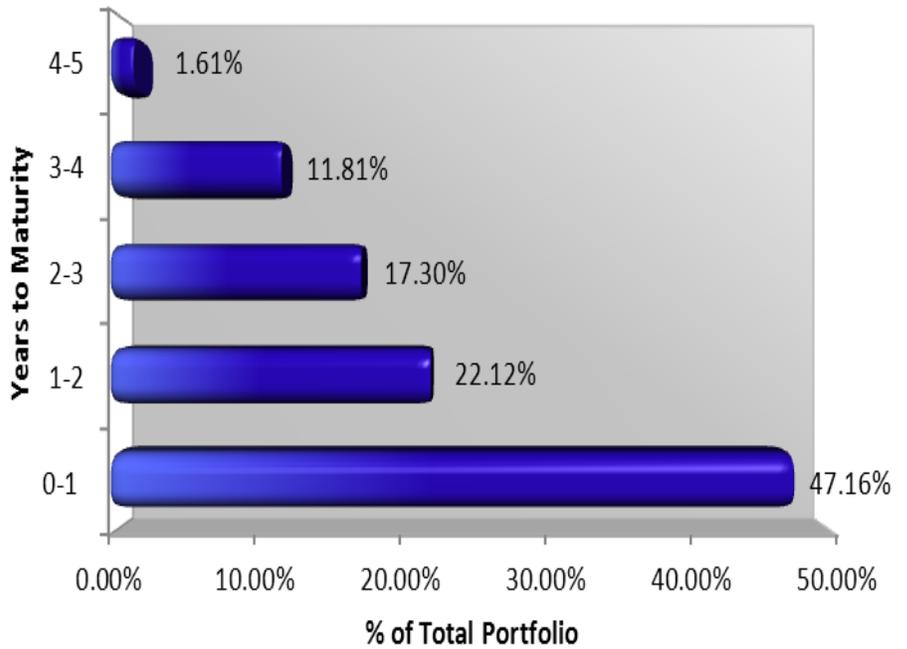
INVESTMENT REPORT MARCH 2012

Portfolio Maturity Schedule

Figure I

Years to Maturity*	Book Value	% Total
0-1	\$209,115,436	47.16%
1-2	98,044,855	22.12%
2-3	76,714,318	17.30%
3-4	52,386,740	11.81%
4-5	7,132,005	1.61%
Total	\$443,393,354	100.00%

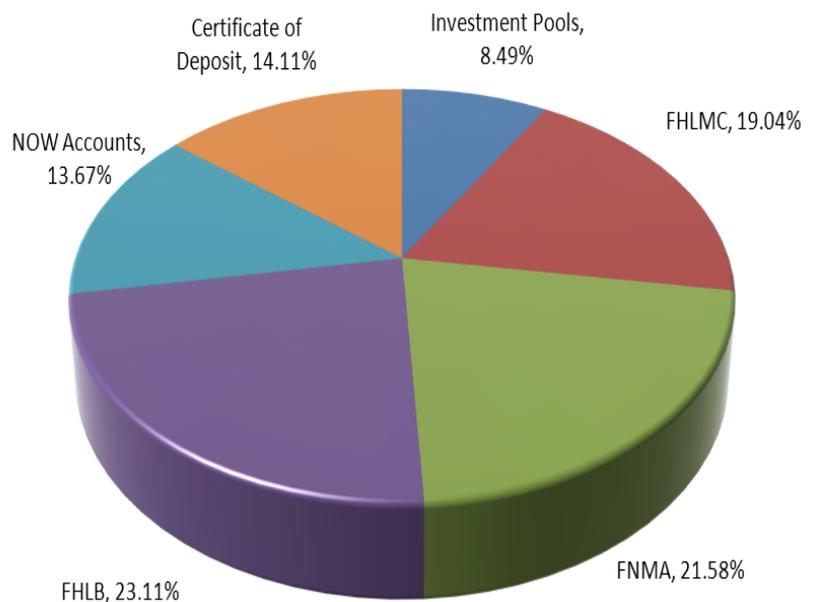
*Does not take into consideration callable issues that can, if called, significantly shorten the Weighted Average Maturity.



Portfolio Diversification

Figure II

Type	Book Value	% Total
Investment Pools	\$37,628,250	8.49%
FHLMC	84,438,341	19.04%
FNMA	95,675,688	21.58%
FHLB	102,470,507	23.11%
NOW Account	60,631,851	13.67%
Certificate of Deposit	62,548,717	14.11%
Total	\$443,393,354	100.00%



INVESTMENT REPORT

APRIL 2012

Allocated Interest/Fund Balance

Figure III

Fund	Beginning Fund Balance 4/30/2012	Allocated Interest Current Month	Fiscal Y-T-D	Ending Fund Balance 4/30/2012	% of Total
General	82,195,272	89,477	290,452	82,284,749	19.00%
G. O. Debt Services	34,429,801	35,697	91,831	34,465,498	7.96%
Street & Drainage Improvements	15,773,380	16,203	72,993	15,789,583	3.65%
Sewer CIP	14,047,056	14,377	61,861	14,061,433	3.25%
Capital Reserve	45,519,178	46,744	213,274	45,565,922	10.52%
Water & Sewer Operating	9,825,568	11,606	87,892	9,837,174	2.27%
Water & Sewer Debt Service	562,635	565	2,116	563,200	0.13%
Park Service Area Fees	5,021,325	5,189	23,620	5,026,514	1.16%
Property/ Liability Loss	3,949,226	4,180	18,836	3,953,406	0.91%
Information Services	7,621,713	8,026	37,496	7,629,739	1.76%
Equipment Replacement	18,031,905	18,353	80,229	18,050,258	4.17%
Developer's Escrow	2,473,223	2,561	11,721	2,475,784	0.57%
G. O. Bond Funds	49,772,598	51,937	195,876	49,824,535	11.50%
Municipal Drainage Bond Clearing	5,814,308	6,021	28,139	5,820,329	1.34%
Grants - TXDOT	7,768,553	8,050	47,150	7,776,603	1.80%
Econ. Dev. Incentive Fund	18,470,216	18,913	81,869	18,489,129	4.27%
Other	111,398,483	115,179	555,001	111,513,662	25.75%
Total	432,674,440	453,078	1,900,356	433,127,518	100%

Footnote: All City funds not restricted or held in trust are included in the Treasury Pool. As of April 30, 2012 allocated interest to these funds include an adjustment to fair value as required by GASB 31.

Portfolio Statistics

Figure IV

Month	Total Invested (End of Month)	Portfolio Yield	# of Securities Purchased*	Maturities/ Sold/Called*	Weighted Ave. Mat. (Days)	# of Securities
March, 2011	421,613,916	1.02%	3	4	636	76
April, 2011	407,908,065	1.04%	0	1	634	75
May, 2011	408,080,361	0.98%	3	6	577	72
June, 2011	401,666,181	0.90%	0	4	534	68
July, 2011	398,442,203	0.92%	6	3	573	71
August, 2011	397,444,451	0.89%	2	4	536	69
September, 2011	364,919,596	0.83%	1	4	497	66
October, 2011	350,553,290	0.86%	3	1	518	68
November, 2011	381,210,639	0.80%	1	1	455	68
December, 2011	404,438,432	0.78%	3	0	458	71
January, 2012	461,518,791	0.73%	3	1	430	73
February, 2012	478,704,999	0.76%	10	2	522	81
March, 2012	455,350,232	0.78%	31	32	519	80
April, 2012	443,393,354	0.78%	0	3	502	77

*Does not include investment pool purchased or changes in bank account balances.

INVESTMENT REPORT

APRIL 2012

Equity in Treasury Pool By Major Category Figure V

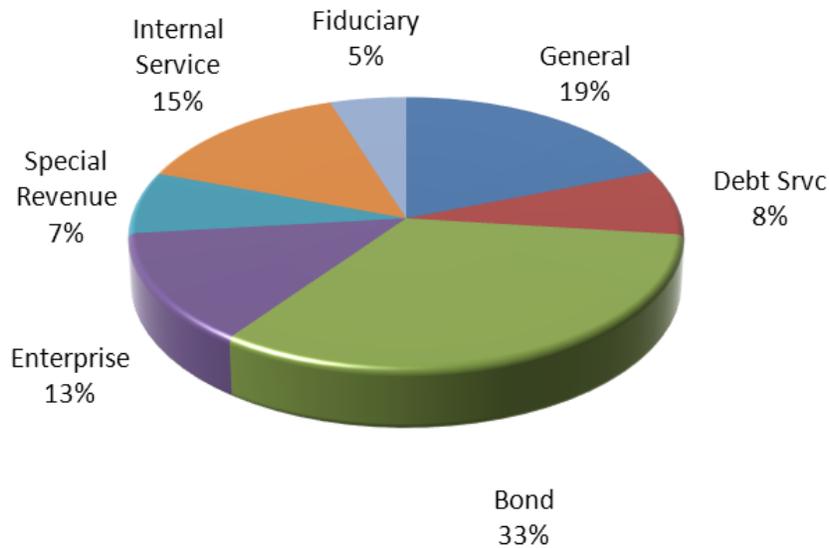
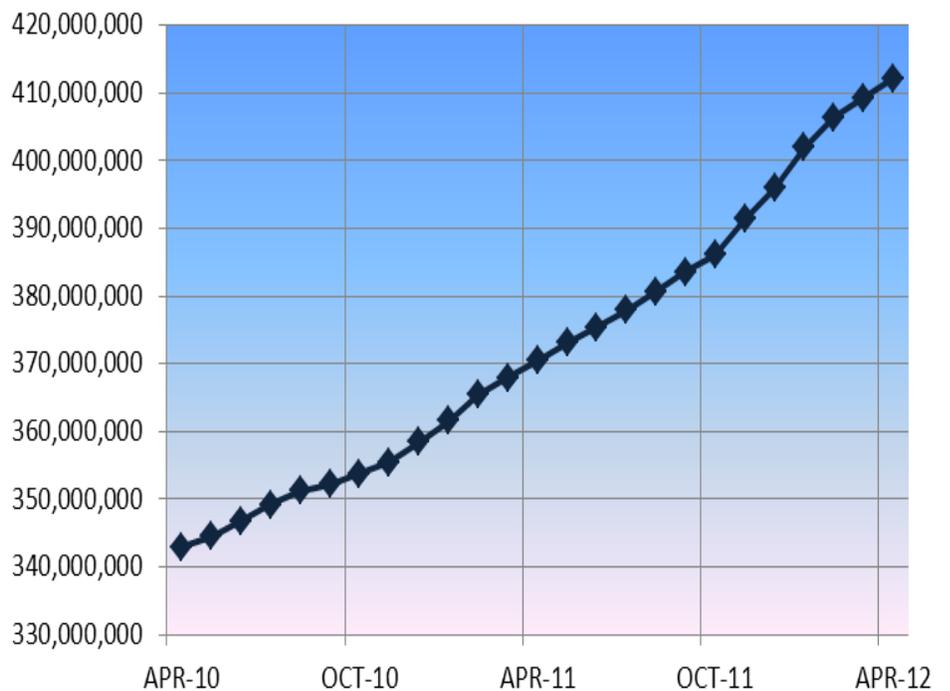


Figure V shows a breakdown of the various sources of funds for the City's Treasury Pool as of April 30, 2012. The largest category is the Bond Funds in the amount of \$147,054,340. Closest behind are the General Fund with a total of \$85,116,269 and the Internal Service Funds with a total of \$64,143,728.

Annualized Average Portfolio Figure VI



The annualized average portfolio for April 30, 2012 was \$412,160,208. This is an increase of \$41,729,860 when compared to the April 2011 average of \$370,430,349.



SECTION 4

QUARTERLY HOTEL/MOTEL REPORT

**City of Plano
Comprehensive Monthly Financial Report**

HOTEL/MOTEL OCCUPANCY TAX REVENUE REPORT

Comparative Quarterly Statistics Quarter Ending 3/31/12 Table I

	2009-10 Second	2009-10 Third	2009-10 Fourth	2010-11 First	2010-11 Second	2010-11 Third	2010-11 Fourth	2011-12 First	2011-12 Second
Quarterly Total (Actual)*	\$979,937	\$1,065,157	\$1,111,632	\$1,082,820	\$1,183,244	\$1,229,440	\$1,118,806	\$1,215,656	\$1,129,207
Number of Rooms	4,276	4,276	4,276	4,276	4,276	4,276	4,276	4,276	4,276
Average Daily Occupancy	2,059	2,287	2,403	2,327	2,255	2,535	2,381	2,131	2,082
Actual Revenue per Room	\$229	\$249	\$260	\$253	\$277	\$288	\$262	\$284	\$264
Annualized Revenue	\$3,874,768	\$3,929,880	\$4,034,499	\$4,239,545	\$4,442,853	\$4,607,135	\$4,614,310	\$4,747,146	\$4,693,109
Average Room Rate	\$82	\$76	\$78	\$76	\$84	\$79	\$78	\$95	\$91
Average Occupancy Rate	48.93%	54.43%	59.24%	57.38%	58.02%	64.49%	59.92%	52.53%	50.82%

Quarterly Hotel / Motel Tax Revenue

Total tax receipts of \$1,129,207 were received for the 3 months ending March 31, 2012. The number of rooms available in Plano remained the same this quarter. Occupancy tax revenues decreased by 4.57% when compared to the second quarter of fiscal year 2011-2012.

Table I contains the actual quarterly occupancy tax revenue and data for the second quarter of fiscal year 2009-10 through the second quarter of fiscal year 2011-12.

* Quarterly totals may be adjusted at a later date for exemption audit payments.

MEMORANDUM

DATE: May 11, 2012

TO: Honorable Mayor and City Council
City Manager Glasscock

FROM: City Secretary Zucco

RE: Board and Commission Review Committee

On Thursday, May 10, 2012, Mayor Pro Tem Miner (member of the Board and Commission Review Committee), City Secretary Zucco and Assistant City Secretary Snyder met with Staff liaisons and chairpersons of the following committees.

CULTURAL AFFAIRS COMMISSION

Chair Marilyn Mahoney spoke to the Commission's efforts to encourage groups to present a diversity of art in both style and cultural representation. She spoke to drawing audiences from inside as well as outside the City and utilization of Plano's venues. Ms. Mahoney advised that the Commission will no longer sponsor "walks or runs" and Director of Public Information Conklin spoke to the board's focus on cultural events. Ms. Mahoney advised regarding applicant workshops, quarterly reports from agencies and networking among groups. She spoke to board members serving as liaisons to the groups, reviewed the Commission calendar and spoke to the dedication of its members. With regard to membership requirements, Ms. Conklin advised that the board had mixed opinions of a waiting period prior to appointment. Ms. Mahoney spoke to members' inherent interest in the arts, their dedication, and the natural transition to the board. She spoke in support of eliminating the prior service restriction and recommended reinforcing conflict of interest requirements through training. She stated appreciation for attendance of Council liaisons at meetings and Mr. Miner thanked Ms. Mahoney and Ms. Conklin for their work.

COMMUNITY RELATIONS COMMISSION

Chair Rick Grady spoke to the Commission's progress on the Five-Year Consolidated Plan Goals and advised that efforts are on target. With regard to membership requirements, he spoke to briefings provided by legal staff, members stepping down from deliberations when they have a conflict of interest, and maintaining the current standard with no prior service restrictions. Chair Grady reviewed the board's calendar, HUD deadlines, training/assistance offered to applicants and the talented group of current board members. He spoke to the impact of the economy and projected future needs. Community Services Manager Day spoke to concerns related to the decline of federal funding and the impact on large projects. Mr. Miner thanked Ms. Day and Mr. Grady for their efforts.

HERITAGE COMMISSION

Chair Anne Quaintance-Howard spoke regarding updates to the Preservation Plan and the Heritage Preservation Grant Program. The Preservation Plan includes objectives for improving communication between the Heritage Commission and the Planning and Zoning Commission and Council regarding projects that may affect heritage resource properties. Regarding the grant program, she spoke regarding efforts to focus on maintaining properties rather than fund operations and maintenance, advising that no new O/M requests will be granted and that current recipients are capped at the 2009-10 level. She spoke regarding efforts to determine ownership of the Old City Cemetery and potential for City maintenance and ownership. Planning Manager Firgens spoke to the number of certificates of appropriateness reviewed, strengthening the criteria for heritage designation to include attributes in addition to the age of housing, and informing recipients of their responsibilities for properties. Mr. Miner thanked Ms. Quaintance-Howard and Staff for their work. With regard to membership requirements, Chair Quaintance-Howard advised that board members have always acted in an ethical manner under the current standard with no prior serve restrictions. She spoke to the positive impact of development in the Downtown area and thanked the Council for their support.

May 7, 2012

MEMO

TO: Bruce D. Glasscock, City Manager
Frank F. Turner, Deputy City Manager

FROM: Phyllis M. Jarrell, Director of Planning

SUBJECT: Qualifications for Appointment to Boards and Commissions

At its meeting on February 27, 2012 City Council discussed the qualifications for appointments to the boards and commissions which provide recommendations on various grants – the Cultural Affairs Commission, the Community Relations Commission and the Heritage Commission. The appointment criteria set forth in the Code of Ordinances for the Cultural Affairs Commission states that “...no members of the commission shall have served on the board of an affected cultural affair organization, agency or group for the previous twelve (12) months.” There is no similar requirement for appointment to the other two commissions. The practice of both groups has been for commissioners to abstain from discussion and consideration of grant requests when appropriate based on past or current affiliation with a grant recipient’s board or services.

At the February meeting the Council indicated support for the implementation of a consistent standard for all three commissions, and suggested either the existing one-year prohibition or a requirement that any Commission member having served on the board of a grant recipient within the last two years recuse himself from consideration and discussion and any application from that organization. Council asked that staff provide the following:

- Feedback from the Cultural Affairs Commission on how the one-year waiting period has worked in practice;
- Feedback from the Heritage Commission and Community Relations Commission on both the one year waiting period along with the proposed two year recusal for consideration; and
- Present the results to City Council with a recommended uniform standard for all Commissions.

Cultural Affairs Commission

Dana Conklin, Director of Public Information, polled the Cultural Affairs Commission members and found that support for extending the one-year waiting period to all three Commissions was mixed, but the Commissioners believed that the same standard should be established for all three groups. The Commission believed that enough qualified people apply for appointment and the one-year waiting period would not impact the candidate pool.

Community Relations Commission

The Community Relations Commission believed that the current standards for appointment, with no prior service restrictions, should be maintained. The Commissioners also thought that the Code of Conduct training offered by the City Attorney's office and reiterated by staff is adequate to ensure that the practices of the Commission are ethical. The Commission provided the following insight:

- The one-year waiting period does not address the full array of ethical considerations related to grant requests, such as a Commission member who may have previously served on the board of a non-profit submitting a first-time grant application.
- Limiting the applicants based on recent prior service might hinder the selection of the best quality candidate with valuable experience.
- The current practice of abstaining from discussion and voting consistent with the City's Code of Conduct is working well and there is no need to institute a new rule.

Heritage Commission

The Heritage Commission discussed the options related to appointments and reached general consensus on:

- A minimum one year separation period from serving on a board of a non-profit agency that receives grant funding from the city and being appointed to a commission is appropriate.
- In addition to the one year separation period noted above, a commissioner should also recuse themselves for a period of one year, from discussion and voting of grant funding recommendations for an agency in which they were a former board member.
- The "separation period" needs to be defined; for example, is the one year separation period measured from the date last served on the board to 1) the date the applicant applies to serve on a city commission, 2) the date the person is appointed to the commission, or 3) the date the person takes office as a commissioner (i.e. Nov 1st).
- The same appointment criteria should apply to all three commissions.

Recommendation

Each Commission had different thoughts on the existing and proposed requirements for appointment, but all agreed that the same standards should apply equally. To summarize the options:

- Apply the one year waiting period to all commissions.
- Allow applicants who have previously served on boards of grant recipients to be appointed, but require that they step down from consideration of grant applications if their service has been within the past two years.
- Consider a variation of the above options. The Heritage Commission recommended the one year waiting period followed by one year of recusal from consideration of grant applications.
- As suggested by the Community Relations Commission, do not apply a waiting period but allow the Code of Conduct to govern recusal from consideration of grant applications.

With all of the above options, the method for defining when the separation period starts and how this requirement can best be communicated to prospective applicants should be determined.

Please let me know if you have questions or need additional information.

XC: Dana Conklin, Director of Public Information
Diane Zucco, City Secretary
Christina Day, Community Services Manager
Tina Firgens, Planning Manager

MEMORANDUM

DATE: April 12, 2012

TO: Honorable Mayor and City Council
City Manager Glasscock

FROM: City Secretary Zucco

RE: Board and Commission Review Committee

On Wednesday, April 11, 2012, Mayor Pro Tem Miner and Council Member Dunlap (members of the Board and Commission Review Committee), City Manager Glasscock, City Secretary Zucco and Assistant City Secretary Snyder met to consider the following boards/commissions:

BUILDING STANDARDS COMMISSION

Council Member Dunlap recommended no revisions be made to this commission.

COMMUNITY RELATIONS COMMISSION

Sec. 2-156 - Established; composition; appointment of members

Mayor Pro Tem Miner and Council Member Dunlap recommended consistency in the membership requirements of all three grant funding commissions and the current 12-month moratorium for those appointed to the Cultural Affairs Commission. They spoke regarding Council discussion and consideration of the impact of a moratorium on the pool of applicants for commissions as well as the agencies, organizations and groups.

Sec. 2-159 - Meetings; quorum

The Committee recommended wording requiring the commission meet "at least once every three months" be retained.

Sec. 2-162 - Liaison to multi-ethnic committee

Based on information from Staff advising the PISD committee has been dissolved, the Committee recommends deletion of this section.

CULTURAL AFFAIRS COMMISSION

Sec. 2-251 - Created; purpose

(See notation above [Sec. 2-156] related to appointment of members noted for the Community Relations Commission.)

Sec. 2-253 - Officers

The Committee recommended removing language referencing the duties of the commission's secretary as these are being addressed by support staff. Revised language will read as follows: "The board shall also have a vice chairperson elected by its members for a one-year term. Staff support shall be provided as deemed necessary whose services shall include keeping minutes of the meetings."

Sec. 2-257 - Reports

The Committee recommended revising the description of reports to reflect duties cited in Sec. 2-256 as follows:

“...This report shall describe each of the *two (2) recommendations* mentioned in section 2-256(2)...”

HERITAGE COMMISSION

Sec. 16-107 – Heritage commission – Organization

(See notation above [Sec. 2-156] related to appointment of members noted for the Community Relations Commission.)

LIBRARY ADVISORY BOARD

Sec. 10-17 – Officers.

(See notation above [Sec. 2-253- Cultural Affairs Commission] related to the board secretary.)

PARKS AND RECREATION PLANNING BOARD

Sec. 15-22 – Officers.

(See notation above [Sec. 2-253- Cultural Affairs Commission] related to the board secretary.)

SELF SUFFICIENCY COMMITTEE

Based on its relationship with the Plano Housing Authority, the Committee recommended no revisions be made.

SENIOR CITIZENS ADVISORY BOARD

Sec. 2-242 – Membership.

The Committee spoke to members of the Senior Center Council attending Senior Citizen Advisory Board meetings to receive information and provide input.

Sec. 2-243 - Officers

(See notation above [Sec. 2-253- Cultural Affairs Commission] related to the board secretary.)

Multi-Cultural Outreach Roundtable

The Committee spoke to rewording the resolution to rotate the co-chairs annually to serve as chair of the committee.

Discussion/Action Items for Future Council Agendas

June 8-10 – TCMA Conference, South Padre Island

June 11

- . In-home Day Care Regulations
- . Presentation to participants in the Citizens Government Academy

June 16 – Plano Fire Department Appreciation Picnic – Arbor Hills Preserve – 12 – 4 pm

June 21 – Meet & Greet Your City Council and City Staff – Davis Library – 6-8 pm

June 25

- . Comprehensive Monthly Financial Report
- . Board/Commission Reappointments
- . Appointment - Council Liaisons

July 4th – Independence Day

July 23

- . Comprehensive Monthly Financial Report
- . DART Report

July 25 (Wednesday)

- . Budget Presentation

August 8 – City Council Budget Workshop – Grant Funding – 5 pm

August 13

- . Public Hearing on Operating Budget/Community Investment Program
- . Approval of Appraisal Roll
- . Consider Proposed Tax Rate

August 16 – Boards/Commission “Meet the Applicants” – Municipal Center - 6:30 – 8 pm

August 18 – City Council Budget Worksession – 8 am

August 23 – Boards/Commission “Meet the Applicants” – Municipal Center - 6:30 – 8 pm

August 27

- . Comprehensive Monthly Financial Report

. **September 3 – Labor Day**

September 10

- . Adoption of Operating Budget, Community Investment Program
- . Set Tax Rate
- . North Texas Municipal Water District Report

September 20 – Meet & Greet Your City Council and City Staff – Haggard Library – 6-8 pm

September 21-23 – Plano Balloon Festival

September 24

- . Comprehensive Monthly Financial Report
- . Board/Commission Appointments

September 29-October 3 IACP Conference – San Diego