

## PLANO CITY COUNCIL

**WILL OPEN THE MEETING AT 5:00 P.M. AND IMMEDIATELY THEREAFTER CONVENE INTO EXECUTIVE SESSION, FOLLOWED BY THE PRELIMINARY OPEN MEETING IN THE PLANO MUNICIPAL BUILDING, 1520 K AVENUE, JUNE 13, 2016, IN COMPLIANCE WITH VERNON'S TEXAS CODES ANNOTATED, GOVERNMENT CODE CHAPTER 551 (OPEN MEETINGS ACT), AS FOLLOWS:**

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

### CALL TO ORDER

### EXECUTIVE SESSION

- |      |  |                |         |
|------|--|----------------|---------|
| I.   | Legal Advice<br>a) Respond to questions and receive legal advice on agenda items<br>b) Legal parameters for zoning decision  | Mims           | 20 min. |
| II.  | Economic Development<br>Discuss a financial offer or other incentive to a business prospect to locate, stay, or expand in Plano and consider any commercial and financial information from the business prospect | Glasscock/Bane | 10 min. |
| III. | Real Estate<br>a) Downtown Plano<br>b) McDermott Road  | Carr/Israelson | 10 min. |

### PRELIMINARY OPEN MEETING

- |      |  |                    |         |
|------|--|--------------------|---------|
| I.   | Consideration and action resulting from Executive Session discussion | Council            | 5 min.  |
| II.  | DART Report  | Wilkins            | 15 min. |
| III. | North Texas Municipal Water District Rate Presentation               | Tom Kula,<br>NTMWD | 20 min. |

IV.	Frontier Communication Introduction and Update	Lutzke	15 min.
V.	Downtown Heritage Resource District Design Standards	McDonald	15 min.
VI.	Consideration of 2017 City Council Meeting Dates	Glasscock	5 min.
VII.	Consent and Regular Agendas	Council	5 min.
VIII.	Council items for discussion/action on future agendas	Council	5 min.

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

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



# Plano City Council Meeting June 13, 2016

# Introduction to Frontier Communications

Frontier Communications is a leader in providing communications services to residential and business customers



## COMPANY

- S&P 500
- Fortune 250



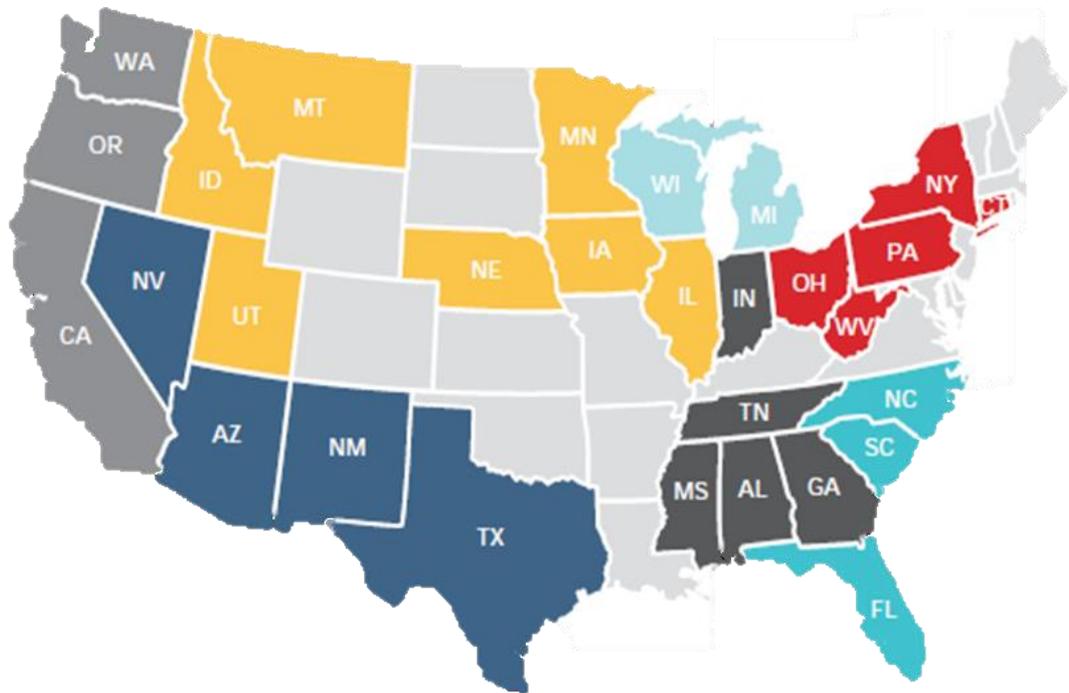
## EMPLOYEES

- 28,600

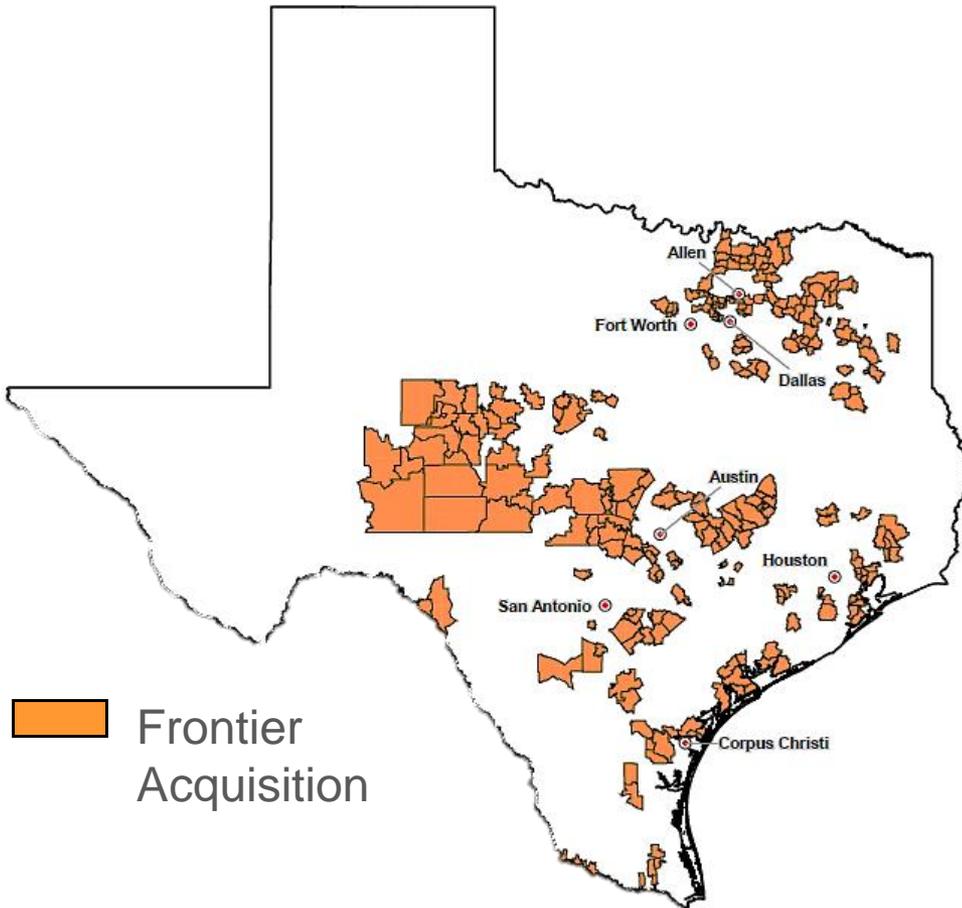


## INCORPORATED

- 1938
- Serve 29 States



# Frontier Communications - Texas



**HOUSEHOLDS**

• 1.3M



**CUSTOMERS**

• 507K

**FiOS**

**FIBER NETWORK**

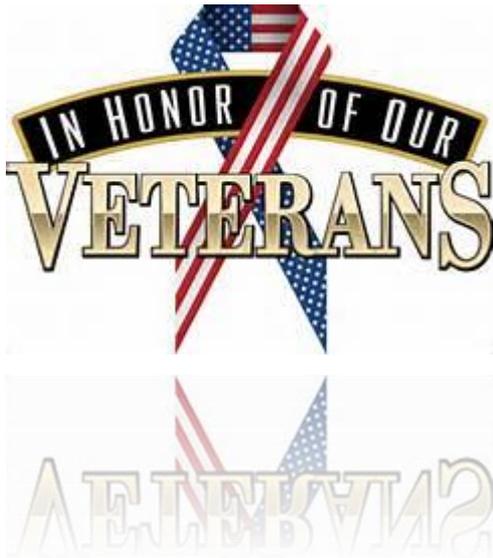
• 44%

# We Believe in...

- Putting the **Customer First**
- Keeping our **Commitments**; Being Accountable
- Being Active in our **Communities**
- Doing it Right the First Time; **Continuously Improving**



# We Support Those Who Served...



- We're an **award-winning employer of military veterans** and reservists.
- We are **committed to support those who served** – and continue to serve – our nation.
- We are a **member of the Military Spouse Employment Partnership**, the 100,000 Jobs Mission, Employer Partnership of the Armed Forces, Honor and Remember, and Joining Forces.

# We Live Our Values Everyday...



*Plano Free Concert  
May 29<sup>th</sup>*

- **We live and work in the communities we serve.** We are friends, neighbors, and subject matter experts on the best communications solutions for your home and businesses.
- **We focus on our customers** and are empowered to make the right decision - the one that suits our customers' needs.
- **We support programs and initiatives** that are important to our communities.

# Community Engagement

## *Embracing our Diversity*

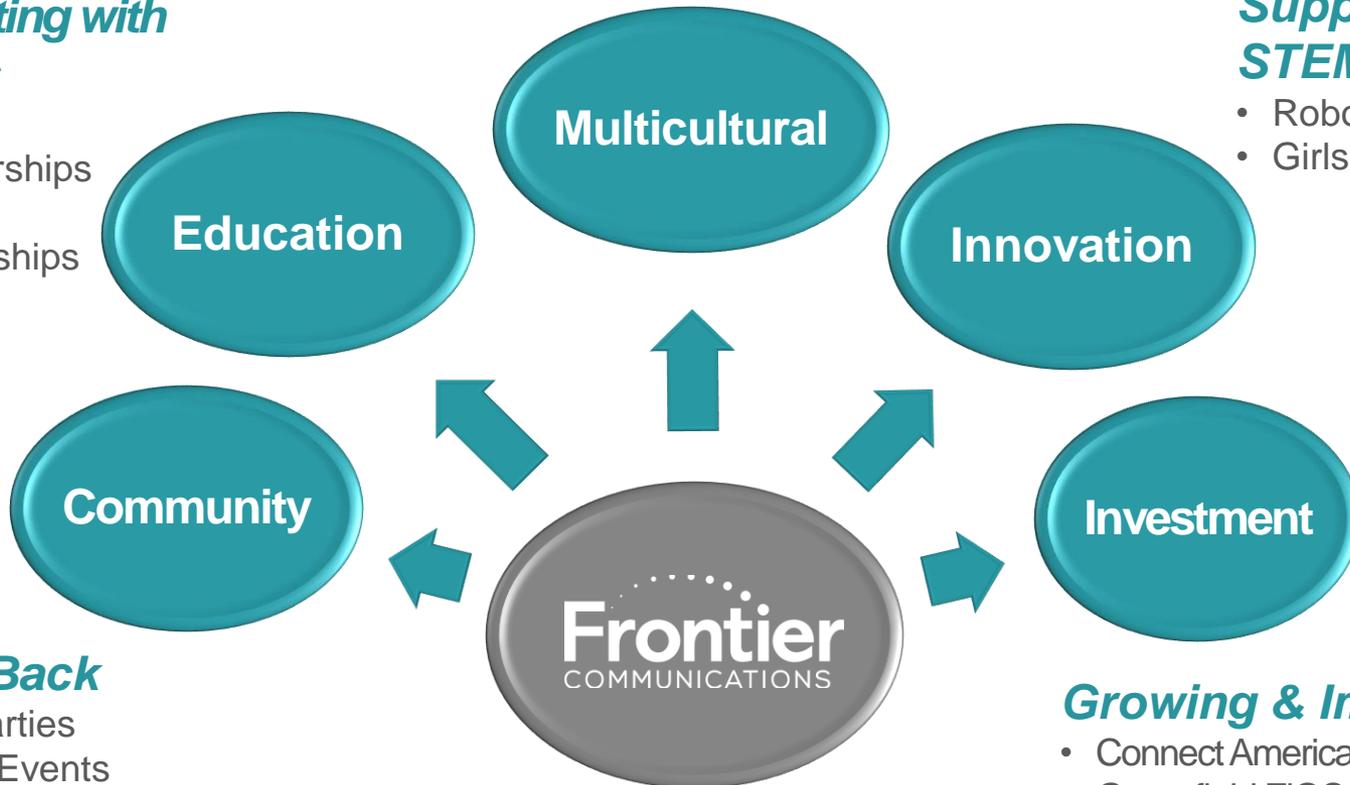
- Partner with Diverse Dallas
- Sponsorship Opportunities

## *Connecting with Schools*

- Football Sponsorships
- Senior Scholarships

## *Supporting STEM*

- Robotics
- Girls Who Code



## *Giving Back*

- Block Parties
- Veteran Events
- Habitat for Humanity

## *Growing & Improving*

- Connect America Fund II
- Greenfield FiOS Growth

# Customer Focus is our Priority

## Frontline Employees

- 450 technicians trained and helping in our communities
- Added 65 contractors to supplement technician force
- 400 call center agents trained and serving our customers

## Video on Demand Library

- Licensing and loading of titles almost complete. Adding more titles daily

## Customer Impact

- Implemented Texas SWAT Team for rapid response on escalations
- Proactive bill credits for reported outages. No action necessary by our customers

## Service Resolution

- Service issues related to conversion substantially resolved, and volume improving to normal levels

# Frontier Contacts & Escalations

## RESIDENTIAL CUSTOMERS

**800-921-8101**

Billing & Customer Service  
Technical Service & Repair

## BUSINESS CUSTOMERS

**800-921-8102**

Billing & Customer Service  
Technical Service & Repair

**Click to Chat:**  
*MeetFrontier.com*

## ESCALATIONS

Tier 1

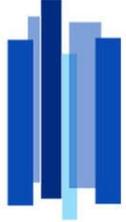
- Mike.High@ftr.com
- Sandra.Dupar@ftr.com

Tier 2

- Joel Peterson – Area GM
- Joel.Peterson@ftr.com

Tier 3

- Pedro Correa – SVP & GM
- Pedro.M.Correa@ftr.com

PLANO  CHAMBER  
one vision. one voice.

  
**Frontier**  
COMMUNICATIONS

**Date:** May 16, 2016  
**To:** Mayor and Members of Council  
**From:** Bruce D. Glasscock, City Manager  
**Subject:** Consideration of 2017 City Council Meeting Dates

---

The attached draft 2017 Council Meeting calendar is submitted for your consideration. One Council Meeting date has a direct conflict with the Christmas holiday and as such, the alternative date of December 19th is recommended for consideration. Another potential conflict of note surrounds the NLC Congressional City Conference in March. If the Spring NLC Conference warrants the Council Meeting date is rescheduled it should be noted PISD Spring Break occurs the week prior and thus, the first Council Meeting in March may require scheduling on March 21<sup>st</sup>.

In addition, please note that P&Z Meetings are routinely scheduled in Council Chambers on 1<sup>st</sup> and 3<sup>rd</sup> Mondays and thus, historically, rescheduled City Council Meetings have been placed on Tuesday evenings to avoid further conflicts.

Specifics are outlined below and on the attached draft calendar:

### **Dates for Rescheduling Consideration**

#### March 13<sup>th</sup>

The NLC Congressional City Conference will be held March 11–15, 2017.

PISD Spring Break is scheduled March 6–10, 2017.

Optional City Council Meeting Reschedule Date: **Tuesday, March 21<sup>st</sup>**

#### December 25<sup>th</sup>

The City will observe the 2017 Christmas & Winter Holidays on December 25<sup>th</sup> and 26<sup>th</sup>.

Recommended Reschedule Date: **Tuesday, December 19<sup>th</sup>**

Attachment



**Plano  
 City  
 Council  
 &  
 Executive  
 Team  
 Calendar**

City Manager's Office  
 1520 Avenue K, #300  
 Plano, TX 75074

P. O. Box 860358  
 Plano, TX 75086

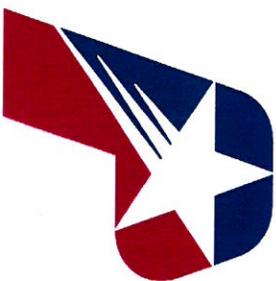
T: 972-941-7121

F: 972-423-9587

cindyp@plano.gov

# January 2017

SUN	MON	TUE	WED	THU	FRI	SAT
1 New Year's Day	2 New Year's Day Observance	3	4	5	6	7
8	9 City Council Meeting	10	11	12	13	14
15	16 MLK Day	17 USCM Winter Meeting—DC	18	19	20	21
22	23 City Council Meeting	24	25	26	27	28
29	30	31				



**Plano  
 City  
 Council  
 &  
 Executive  
 Team  
 Calendar**

City Manager's Office  
 1520 Avenue K, #300  
 Plano, TX 75074

P. O. Box 860358  
 Plano, TX 75086

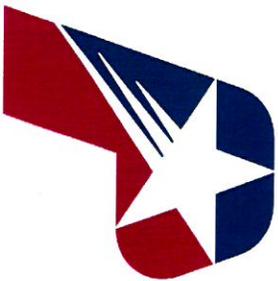
T: 972-941-7121

F: 972-423-9587

cindyp@plano.gov

# February 2017

SUN	MON	TUE	WED	THU	FRI	SAT
			1	2	3	4
5	6	7	8	9	10	11
12	13 City Council Meeting	14	15	16	17	18
19	20	21	22	23	24	25
26	27 City Council Meeting	28				



**Plano  
 City  
 Council  
 &**

**Executive  
 Team  
 Calendar**

City Manager's Office  
 1520 Avenue K, #300  
 Plano, TX 75074  
 P. O. Box 860358  
 Plano, TX 75086  
 T: 972-941-7121  
 F: 972-423-9587  
 cindyp@plano.gov

# March 2017

SUN	MON	TUE	WED	THU	FRI	SAT	
			1	2	3	4	
5	6	7	8	9	10	11	
		PISD Spring Break					NLC
12	13	14	15	16	17	18	
NLC Congressional City Conference - DC							
	City Council Meeting						
19	20	21	22	23	24	25	
		↙	Optional City Council Meeting				
26	27	28	29	30	31		
	City Council Meeting						



Agenda Review - 2 pm Conf Call      Executive Team — 9 am @ Various Locations      Exec Session & Prelim - 5 pm & Regular Council Meeting - 7 pm  
 Management Team — Council Chambers (unless notified otherwise)      City Hosted Community Engagement Events - Various Times

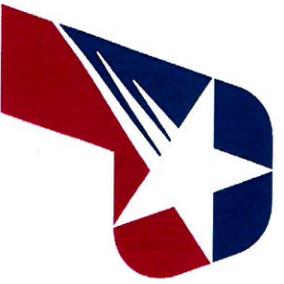
# April 2017

## Plano City Council & Executive Team Calendar

### Executive Team Calendar

City Manager's Office  
 1520 Avenue K, #300  
 Plano, TX 75074  
 P. O. Box 860358  
 Plano, TX 75086  
 T: 972-941-7121  
 F: 972-423-9587  
 cindyp@plano.gov

SUN	MON	TUE	WED	THU	FRI	SAT
						1
2	3	4	5	6	7	8
9	10 City Council Meeting	11	12	13	14	15
16 Easter	17	18	19	20	21	22
23	24 City Council Meeting	25	26	27	28	29
30						



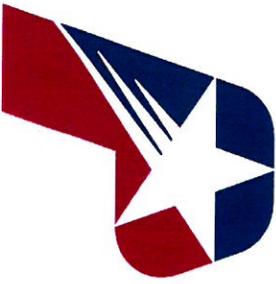
**Plano  
City  
Council  
&  
Executive  
Team  
Calendar**

City Manager's Office  
1520 Avenue K, #300  
Plano, TX 75074  
P. O. Box 860358  
Plano, TX 75086  
T: 972-941-7121  
F: 972-423-9587  
cindyp@plano.gov

Agenda Review - 2 pm Conf Call      Executive Team - 9 am @ Various Locations      Exec Session & Prelim - 5 pm & Regular Council Meeting - 7 pm  
Management Team - Council Chambers (unless notified otherwise)      City Hosted Community Engagement Events - Various Times

# May 2017

SUN	MON	TUE	WED	THU	FRI	SAT
	1	2	3	4	5	6
	8	9	10	11	12	13
7	City Council Meeting					
14	15	16	17	18	19	20
21	22	23	24	25	26	27
	City Council Meeting					
28	29	30	31			
	Memorial Day					



**Plano  
 City  
 Council  
 &  
 Executive  
 Team  
 Calendar**

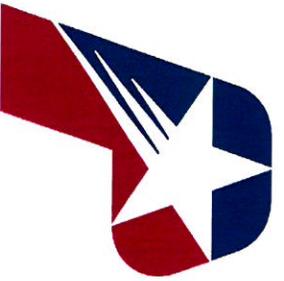
City Manager's Office  
 1520 Avenue K, #300  
 Plano, TX 75074

P. O. Box 860358  
 Plano, TX 75086  
 T: 972-941-7121  
 F: 972-423-9587

cindyp@plano.gov

# June 2017

SUN	MON	TUE	WED	THU	FRI	SAT
				1	2	3
4	5	6	7	8	9	10
11	12 City Council Meeting	13	14	15	16	17
18	19	20	21	22	23 TCMA (staff)—Austin	24
25 TCMA	26 City Council Meeting	27	28	29	30	



# July 2017

SUN	MON	TUE	WED	THU	FRI	SAT
						1
2	3	4 Independence Day	5	6	7	8
9	10	11	12	13 TML—Newly Elected Officials	14	15
16	17	18	19	20	21	22
23	24 City Council Meeting	25	26 City Council Meeting — Budget	27	28	29
30	31					

## Plano City Council & Executive Team Calendar

City Manager's Office

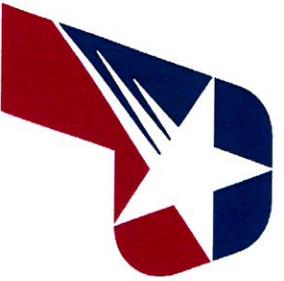
1520 Avenue K, #300  
 Plano, TX 75074

P. O. Box 860358  
 Plano, TX 75086

T: 972-941-7121

F: 972-423-9587

cindyp@plano.gov



# August 2017

## Plano City Council & Executive Team Calendar

City Manager's Office  
 1520 Avenue K, #300  
 Plano, TX 75074

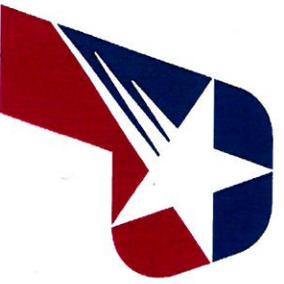
P. O. Box 860358  
 Plano, TX 75086

T: 972-941-7121

F: 972-423-9587

cindyp@plano.gov

SUN	MON	TUE	WED	THU	FRI	SAT
		1	2	3	4	5
				TML—Newly Elected Officials		
6	7	8	9	10	11	12
13	14	15	16	17	18	19
	City Council Meeting					
20	21	22	23	24	25	26
27	28	29	30	31		
	City Council Meeting					



**Plano  
 City  
 Council  
 &  
 Executive  
 Team  
 Calendar**

City Manager's Office  
 1520 Avenue K, #300  
 Plano, TX 75074

P. O. Box 860358  
 Plano, TX 75086

T: 972-941-7121

F: 972-423-9587

cindyp@plano.gov

# September 2017

SUN	MON	TUE	WED	THU	FRI	SAT
					1	2
3	4 Labor Day	5	6	7	8	9
10	11 City Council Meeting	12	13	14	15	16
17	18	19	20	21	22	23
24	25 City Council Meeting	26	27	28	29	30



**Plano  
 City  
 Council  
 &  
 Executive  
 Team  
 Calendar**

City Manager's Office  
 1520 Avenue K, #300  
 Plano, TX 75074

P. O. Box 860358  
 Plano, TX 75086

T: 972-941-7121

F: 972-423-9587

cindyp@plano.gov

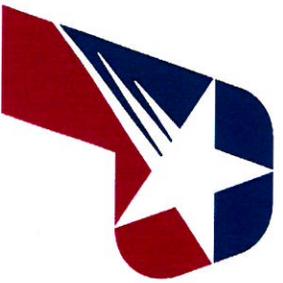
# October 2017

SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

ICMA (staff) - San Antonio

City Council Meeting

TML-Houston



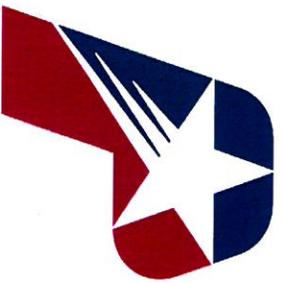
**Plano  
 City  
 Council  
 &**

**Executive  
 Team  
 Calendar**

City Manager's Office  
 1520 Avenue K, #300  
 Plano, TX 75074  
 P. O. Box 860358  
 Plano, TX 75086  
 T: 972-941-7121  
 F: 972-423-9587  
 cindyp@plano.gov

# November 2017

SUN	MON	TUE	WED	THU	FRI	SAT
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
	City Council Meeting		NLC City Summit—Charlotte			
19	20	21	22	23	24	25
				Thanksgiving Holidays		
26	27	28	29	30		
	City Council Meeting					



Agenda Review - 2 pm Conf Call      Executive Team — 9 am @ Various Locations      Exec Session & Prelim - 5 pm & Regular Council Meeting - 7 pm  
 Management Team — Council Chambers (unless notified otherwise)      City Hosted Community Engagement Events - Various Times

# December 2017

SUN	MON	TUE	WED	THU	FRI	SAT
					1	2
3	4	5	6	7	8	9
10	11 City Council Meeting	12	13	14	15	16
17	18	19 Recommended City Council Meeting	20	21	22	23
24	25 Christmas & Winter Holidays	26	27	28	29	30
31						

## Plano City Council & Executive Team Calendar

City Manager's Office  
 1520 Avenue K, #300  
 Plano, TX 75074  
 P. O. Box 860358  
 Plano, TX 75086  
 T: 972-941-7121  
 F: 972-423-9587  
 cindyp@plano.gov

---

## 2016 - Discussion/Action Items for Future Council Agendas

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

**June 28 (Tuesday)**

**July 4 – Independence Day**

**July 25**

- Comprehensive Monthly Financial Report – June 2016

**July 27 (Wednesday)**

- Budget Presentation

**August 3 (Wednesday)**

- Grant Work Session

**August 8**

- Public Hearing on Operating Budget and Community Investment Program
- Community Investment Program Work Session
- Evaluation – City Attorney
- Collinwood House

***August 11 – Telephone Town Hall – 7:00 pm***

**August 13 (Saturday)**

- Budget Work Session

**August 22**

- 1<sup>st</sup> Public Hearing on Tax Rate

- Evaluation – Municipal Judge

### **August 25**

- Board & Commission Reception, Haggard Library, 6:00 p.m. – 7:30 p.m.

### **August 31 (Wednesday)**

- 2<sup>nd</sup> Public Hearing on Tax Rate

### **September 5 – Labor Day**

### **September 12**

- Adoption of Budget
- Evaluation – City Manager

***September 23-25 – Plano Balloon Festival – Oak Point Park & Nature Preserve***

***September 25 – 28– ICMA Conference – Kansas City, MO***

### **September 26**

- Deliberations – Evaluation of Council Appointees
- DART Report

***October 4-7 – TML Conference – Austin, TX***

***October 14– Neighborhood Leadership Council–7:30 am***

### **October 10**

***October 24-27 - IACP Conference – Chicago, IL***

### **October 24**

- Comprehensive Monthly Financial Report – September 2016

***November 10 – Town Hall Meeting – Municipal Center – 7-8 pm***

**November 14**

***November 16-19 – National League of Cities, Pittsburgh, PA***

***November 24-25 – Thanksgiving Holidays***

**November 28**

**December 12**

**December 20 (Tuesday)**

- DART Report

***December 23 & 26 – Christmas/Winter Holidays***