

CITY OF PLANO MUNICIPAL ORGANIZATION

The City of Plano is a home rule city and operates under the Council-Manager form of government. The Council-Manager form of government offers a unique blend of politics and administration consisting of an elected City Council responsible for policy making and a team of professional administrators under the supervision of a City Manager. The City Manager is appointed by and responsible to the City Council. The City Council also appoints the City Attorney, the Municipal Court Judge, and all Boards and Commissions members.

From its inception, the Council-Manager plan of municipal government has emphasized the unification of powers in a single legislative body - the City Council. In recent years, the importance of the City Council has increased significantly in reviewing proposals, judging what the community wants and needs, and in representing policies after adoption. The research and fact-finding is assumed by the City Manager and the management team in order to provide the City Council with more time to study, determine, review, revise, and promote community policy.

CITY COUNCIL

As a body of elected officials, the eight-member City Council establishes local laws, sets policy, approves programs, appropriates funds, and generally supervises the operation of city government. As elected representatives of the citizens, the City Council is responsible to all of the people and as such devotes its energies to making decisions that are in the best interest of the public. Each City Council member, including the Mayor, serves a four-year term; however, no member may serve more than two consecutive terms.

BOARDS & COMMISSIONS

The Boards & Commissions Program consists of citizen volunteers who collectively provide information and recommendations to the City Council and Mayor. Boards and Commissions include: Animal Shelter Advisory Committee, Board of Adjustment, Building Standards Commission, Civil Service Commission, Collin County Appraisal District, Community Relations Commission, Cultural Affairs Commission, DART Board, Denton Central Appraisal District, Heritage Commission, Library Advisory Board, Multicultural Outreach Roundtable, North Texas Municipal Water District, Parks and Recreation Planning Board, Photographic Traffic Signal Advisory Committee, Planning and Zoning Commission, Plano Housing Authority, Retirement Security Plan Committee, Senior Citizens Advisory Board, and Tax Increment Financing Reinvestment Zone No. 2 Board.

CITY ATTORNEY

The City Attorney is responsible for all legal affairs of the City. The duties of this office include review and/or preparation of all contracts, resolutions, and ordinances; representation of the City in all litigation including prosecution in municipal court; and, acquisition of property, etc. The City Attorney's Office provides legal advice to the City Council, City Boards and Commissions, and all City departments, as well as provides training on a variety of topics to City departments and outside organizations.

MUNICIPAL JUDGE

Municipal judges preside over trials and hearings, assess fines, approve bonds, issue arrest warrants, and certify cases for appeal to the Collin County Courts at Law. The judges may order the inspection of properties for compliance with the City Code and the seizure of abandoned property. As magistrates, the judges issue arrest warrants on felony and misdemeanor charges, issue search warrants, administer magistrate warnings for adult and juvenile offenders, issue mental health warrants, determine the right to possession of seized property, and issue Orders for Emergency Protection and DWI Interlock Orders. The Chief Municipal Judge establishes the policies, procedures, and schedules for the Municipal Court.

CITY MANAGER

CITY MANAGER

As the chief administrative and executive officer of the City, the City Manager is responsible for the daily operations of the City. Some of the formal duties of the City Manager include (but are not limited to) the following:

- Enforcement of all City laws and ordinances.
- Appointment and removal of department heads and employees.
- Supervision of the operation of all City departments and other agencies providing service to the City on a contractual basis.
- Making recommendations to the City Council concerning the affairs of the City.
- Keeping the City Council advised of the financial conditions and future needs of the City.
- Preparing and submitting the annual Budget to the City Council.
- Preparing and submitting to the City Council reports that have been requested.
- Keeping the public informed through reports to the City Council regarding the operations of the City government.

CITY SECRETARY

The City Secretary is responsible for receiving, monitoring, and previewing Council agenda items; for timely disbursement of the agenda packet; for the recording and accurate composition of the official minutes of all City Council meetings; for maintaining the official ordinances, resolutions, and minutes adopted by the City Council; processing of legal publications; for the timely and accurate posting of all City Council meetings and those applicable Boards and Commissions; for the processing and monitoring of the Boards and Commissions; for conducting along with Collin/Denton County Elections Administrators municipal elections; and the processing and issuing of liquor permits. The City Secretary's Office is also responsible for the City's Records Management Division which coordinates and responds to open records requests and manages Mail Services and the Action Center (responsible for the City's main switchboard, assisting visitors to the Municipal Center and responding to citizen requests for general information).

ECONOMIC DEVELOPMENT

The Economic Development Department works closely with the City Manager's Office and offers an integrated approach of programs and services to support the creation of new businesses, the expansion and retention of existing businesses within the city of Plano, and the attraction of companies that offer high impact jobs and share the community's values.

In Plano, economic development usually takes three forms:

- Business attraction
- Business retention and expansion
- Redevelopment

POLICY AND GOVERNMENT RELATIONS

Primary functions of this office include studies on organizational efficiency and productivity, research and administrative policy development, studies on policy compliance, legislative coordination, performance measurement, governmental relations and other duties that may be assigned. This office will work collaboratively with City departments to coordinate efforts and assure organizational goals are achieved. As such, this office has oversight of the below areas: Government Relations, Franchise Management and Legislation.

FRANCHISE MANAGEMENT

This segment of Policy and Government Relations provides for right-of-way and franchise management services related to electric, telecom, and natural gas; monitors and works with regulatory and legislative issues related to electric, telecommunications, and natural gas; coordinates the City's activities in preparation for electric deregulation; and educates residential and business communities on regulatory/utility issues affecting them.

LEGISLATION

This function supports tracking, monitoring and research of local, regional, state and federal legislation affecting the City.

GOVERNMENT RELATIONS

Acts as a liaison with all levels of government, elected or appointed officials, and outside organizations. Assists in development of governmental policy and acts as a resource for outside agencies.

COMMUNITY SERVICES

Community Services has the overall responsibility for the management and coordination of four Public Safety Departments (Emergency Management, Fire-Rescue, Police and Public Safety Communications), Animal Services, Environmental Health & Sustainability, Library Services and Parks & Recreation/Convention & Tourism Departments.

ANIMAL SERVICES

The Animal Services Department protects and promotes quality of life by enforcing local and state laws that regulate the ownership of all animals. This is accomplished by rescuing at-large pets, investigating animal cruelty complaints, monitoring reservoir wildlife species, and enforcing rabies vaccination requirements for pets to prevent zoonotic disease outbreaks. The Department's main focus areas are educating the public and increasing pet owner responsibility to protect and promote the health, well-being and enjoyment of all Plano citizens. Partnerships with local non-profit agencies are also established to help make reduced-cost services available to all members of the community at no cost to tax payers. The Department receives a great deal of community support as evidenced by donations that help support public/private projects benefiting animals in our care and by being one of the most successful animal placement programs in the country resulting in more than 90% of all pets being returned home or placed with new families. All of the above is accomplished through the efforts of staff and our volunteers who work tirelessly to make the City's program a model for other agencies to follow.

EMERGENCY MANAGEMENT

Emergency Management is responsible for planning, integrating, and implementing an all-hazards approach to community resilience. Through emergency planning, training, exercising, and community outreach efforts, Emergency Management works with all sectors of the community to promote emergency preparedness and disaster readiness. In the event of a large-scale disaster or crisis situation, Emergency Management coordinates with federal, state, local, public, and private sector partners to ensure quick and effective response and recovery efforts. The main areas of focus include planning and policy, grant administration, public preparedness and education, citywide training and exercises, and enhancements of City response and recovery capabilities.

ENVIRONMENTAL HEALTH & SUSTAINABILITY

Environmental Health and Sustainability consists of two divisions promoting community health, safety, and sustainable lifestyles through education and compliance with applicable laws and ordinances.

The Environmental Health Division provides proactive control measures and surveillance for food and waterborne diseases, as well as communicable illnesses. Health Specialists ensure compliance with ordinances related to food and consumer health, public pool safety, vector control and environmental nuisances through inspections and response to requests for service. Storm Water Management and Industrial Pre-treatment programs are federally and state mandated programs administered by the Division. The Division is responsible for enforcing ordinances and laws which reduce pollutants and illicit discharges from entering the City's storm and sanitary sewer system.

The Sustainability & Environmental Education Division educates and engages the community in sustainable practices and environmental stewardship. The Division is responsible for implementation of the STAR Community program, a benchmarking of sustainability practices within and external to the COP

organization. The Division oversees implementation of a strategic plan for sustainability initiatives, based on outcomes of the STAR assessment. The Division also oversees management, operation and programming at the Environmental Education Center, which consists of a LEED Platinum certified building, Texas Smartscape garden, backyard compost demonstration site, and Nature Explore Classroom, as well as manages and maintains the Plano Community Garden, its volunteers, and the volunteers who staff the Household Chemical Reuse Center. This broad spectrum of programs and information addresses environmental considerations of day-to-day living, including transportation, lifestyle, recreation, energy, green building and remodeling, waste reduction, yard and garden, water conservation, air quality, and food and agriculture.

FIRE-RESCUE

Plano Fire-Rescue (PFR) is an Insurance Services Office (ISO) Class 1, Commission on Fire Accreditation International (CFAI), and Commission on Accreditation of Ambulance Services (CAAS) public safety department protecting citizens' lives and property through a comprehensive program of emergency and non-emergency services. These include the all-hazard disciplines of Fire Suppression, Emergency Medical Services (EMS) at an Advanced Life Support (ALS) level - including patient transport, Hazardous Material (Technician level) response, Heavy and Technical Rescue, Wildland firefighting, Fire Prevention/Inspection/Investigation, and Emergency Management.

It accomplishes this through the Office of the Fire Chief, two (2) major Divisions, six (6) Sections, and other offices within the Department:

- **Emergency Operations Division** consists of the Sections of:
 - 1) Emergency Operations – all emergent and non-emergency response and personnel associated with Fire-line (station) operations
 - 2) EMS – administrative oversight to all Emergency Medical Service related operations, including medical protocols, SOPs, basic and advanced life support cohorts, and ambulance compliance
 - 3) Training – provides and manages all employee training related to organizational disciplines of service
- **Support Services Division** consists of the Sections of:
 - 1) Administrative Services – provides oversight to Budget, Personnel, Recruiting, Hiring, Community Outreach/Education, Open Records, and GIS
 - 2) Logistics – composed of all material purchasing, inventory, and specifications for Station operations, Apparatus, Equipment, and Uniforms
 - 3) Fire Prevention – provides for the mitigation and prevention of fire and environmental hazards through building Plans Review, Inspections, fire and arson Investigations, and Code enforcement
- **Office of the Medical Director** – administrative oversight and authority in the proper delivery of all emergent and non-emergent medical care services

Fire-Rescue's public safety services are provided to the community through 382 Civil Service Firefighters, 11 full-time Civilian positions, and 1 part-time Civilian position.

These services are delivered through and in cooperation with thirteen (13) fire stations located approximately every 5.5 miles throughout the city; thirteen (13) Fire Engines; five (5) Ladder Trucks; eight (8) Medic Units (ambulances) – with a ninth (9th) unit in operation during the peak hours of 10:30 AM and 6:30 PM, M-F; a Hazardous Material's Unit, a Brush Truck, and a Technical Rescue Truck. Firefighters work during three (3) shifts (A, B, and C); each shift working 24 hours on and 48 hours off. Two (2) Battalion Chiefs work each shift.

LIBRARY SERVICES

Plano Public Library System is made up of five full-service libraries that span the city of Plano, strategically located within five miles of every residence. The Genealogy Center at Haggard Library offers specialty services to the public and a Municipal Reference Librarian is assigned to be available for staff research. The library system is accredited annually by the Texas State Library and Archives Commission, and has won the Achievement of Excellence in Libraries Award from the Texas Municipal Library Directors Association in each of the years in which it has applied. It is also nationally ranked in the top 25% of libraries.

Almost 800,000 items are available for checkout, including books, DVDs, CDs, audiobooks, playaways, launchpads, and STEAM kits. The eLibrary is available 24/7 and includes eBooks, eAudiobooks, and eMagazines. The library website provides access to premium resources for job search assistance, ESL and foreign language learning, test practice, study guides, and tutoring for students of all ages, business and investment research, and more. Free Wi-Fi is available in all libraries.

Approximately 120,000 people attend the 3,000+ free programs offered each year. Parents learn the importance of early literacy and their children are helped to become school-ready during almost 40 storytimes offered each week. Educational and entertaining events for all ages bring families to the library to learn about science, animals, culture, music, and other topics. Teen workshops include SAT/ACT test tutorials, college application preparation, and an annual job fair featuring local employers and sessions on resume writing and interviewing skills. Adult offerings include job search workshops, genealogy seminars, five different genre book clubs, and technology training classes including computer software, basic and advanced internet, online research skills, and use of mobile devices to download digital content, like eBooks, eAudiobooks, and eMagazines.

STEAM (science, technology, engineering, arts, and math) related materials and programs are available in the library. Hands-on science kits on more than 52 different topics are available for check out. Robotics workshops are offered for all ages at many different skill levels using LEGO WeDo and Mindstorms EV3 kits. Dozens of science programs offer families the opportunity to experiment together with hands-on activities. Coding and programming classes introduce students to mobile app creation, programs like Scratch, 3D printing and more. Digital Creation Spaces at Haggard and Parr libraries feature computers with Adobe Creative Suite and tools to create and edit music, videos, photography, and more.

Services to assist new Americans include ESL classes, citizenship workshops and study guides, online language learning and weekly “Small Talk” sessions at each library where participants practice speaking English in a small group setting.

Partnerships with local schools, universities, and community organizations, as well as other City of Plano departments, allow the libraries to offer informative and educational programs and services to residents at no cost. Robotics, coding, programming, mobile app development, elementary reading practice, college application testing, math tutoring for grades 1-12, fire and safety education, tax preparation assistance, culturally diverse programs, environmental education, mental health resource workshops and more are all currently offered through partnerships.

PARKS & RECREATION /CONVENTION & TOURISM

The Parks & Recreation Department is a nationally accredited department and a four-time winner of the National Gold Medal for Excellence in Parks and Recreation Management. Founded in 1968, the Department operates and maintains 84 public parks, 73 miles of recreational trails, and two nature preserves. Athletic opportunities are available both through the Department and partnerships with several non-profit youth sports groups on the 106 soccer/football fields, 71 softball/baseball fields, and seven cricket pitches. In addition to maintaining more than 4,241 acres of park land, the Parks & Recreation Department maintains more than 900 acres of medians, rights-of-way, and other public grounds. The community has been designated a Tree City USA for more than two decades.

A multitude of programs are available to residents through our *Leisure* catalog with classes held at the four recreation centers, eight swimming pools, 21 court lighted tennis center, two municipal golf courses, and the nationally accredited senior recreation center. Outdoor programs allow residents to enjoy the urban wilderness and venture to other areas of the region for high adventure fun. Adapted Recreation Programs are available for residents of all abilities. The Department produces a variety of special events during the year including the Fourth of July Fireworks, Memorial Day Observance, Dickens in Historic Downtown, Haunt Jaunt, and the Daddy's Little Sweetheart Dance to name a few. Special event permitting for non-City sponsored events is coordinated by the Department to ensure that outside events are safe and enjoyable for the citizens.

Our Arts, Culture and Heritage Division oversees the development of the Downtown Plano Arts District and works in conjunction with the Historic Downtown Plano Association, local nonprofit arts and heritage groups, artists and citizens. Through events, marketing and venue management, this Division brings art and culture to the community in a variety of ways. Plano Stages manages two theaters, two outdoor venues, and an art gallery. The Interurban Railway Museum, located in Haggard Park, serves as a welcome center to the Downtown Plano Arts District. While at the Interurban Museum, visitors view the exhibit which tells the story of how the railway changed a once rural farming community to a thriving urban center.

The work of the City is enhanced by the participation of a vibrant volunteer base coordinated by the VIP (Volunteers in Plano) group. They match volunteers with departments who have a need for supplemental workers. Volunteers donate more than 80,000 hours of service at a value exceeding \$1,500,000 annually.

Visit Plano along with our special events venue, Plano Centre, expands the economic base of the city by attracting business and leisure travel to Plano. Funded by the hotel/motel tax, they advertise, promote, and recruit groups to Plano as a destination for conventions, meetings, sporting events, and general tourism.

POLICE

The Mission of the Plano Police Department is: To Provide Outstanding Police Services, in Partnership with the Community, to Maintain a Safe Environment that Contributes to the Quality of Life.

The Plano Police Department is an accredited police agency protecting citizens' lives and property through a comprehensive program of law enforcement and public safety services. These include proactive patrols, emergency and non-emergency response, traffic enforcement, criminal investigations, criminal intelligence, crime prevention, warrant services, detention services, and homeland security. The Department is accredited by the Commission on Accreditation for Law Enforcement Agencies (CALEA). In 2012, the Department received CALEA Accreditation with Excellence Award, designating Plano as an extraordinary example of excellence in law enforcement. The Department's Crime Scene Investigation Unit is also accredited by ANSI-ASQ National Accreditation Board (ANAB).

The Department accomplishes its mission through the Office of The Chief of Police and three (3) Bureaus: Field Operations Bureau, Criminal Investigative and Support Services Bureau, and Administrative Services Bureau.

- **Field Operations Bureau** is commanded and managed by an Assistant Chief of Police, and provides patrol services including response to emergency and non-emergency calls, renders emergency aid and services, suppresses and prevents crime, conducts preliminary investigation, enforces traffic statutes, handles traffic direction, and serves warrants of arrest. Within the Division are the following Units: Uniformed Beat Officers, Neighborhood Police Officers, High Visibility Enforcement Officers, Police Canine Officers, Field Training Program, and Public Safety Officers.

- **Criminal Investigation and Support Services Bureau** is commanded and managed by an Assistant Chief of Police.
 - 1) **Criminal Investigative Services Division** – provides support to the overall law enforcement function by providing follow-up investigation on criminal offenses in order to identify, arrest, and seek prosecution of criminal offenders. In certain offenses, such as narcotic trafficking, prostitution, human trafficking, and gambling offenses, the Division will initiate the criminal investigations. Within the Division are the following Units: Crimes Against Persons, Sex Crimes, Family Violence, Burglary, Fraud, Vehicle Crimes, General Assignment, Juvenile, Intelligence, and Narcotics.
 - 2) **Support Services Division** - provides support to the Bureaus, Divisions, and Units of the Department and to citizens. Within the Division are the following Units: Traffic Enforcement, Red Light Camera, Crime Prevention, Warrants/Court Security, School Resource Officers, Training Academy, Homeland Security, Special Events, Technology, and Emergency Services
- **Administrative Services Bureau** – provides for non-enforcement activities related to administrative aspects of department operations. The Administrative Services Bureau is under the command of a civilian Administrative Manager. Within the Administrative Services Bureau are the following Units: Records, Alarms and Permits, Crime Scene, Property/Evidence, Detention Services, Quartermaster, Compliance, Planning and Research, Crime Analysis, and Fiscal Affairs.

The Police Department is staffed with 364 sworn, 158 non-sworn full-time and 90 non-sworn part-time employees.

PUBLIC SAFETY COMMUNICATIONS

The Public Safety Communications (PSC) Department is the 9-1-1 answering point for the city of Plano. The mission of the PSC Department is to provide professional, courteous, and timely assistance to the citizens and emergency responders of the city of Plano. The Department's vision is to be the recognized leader in emergency communications, to be the standard by which others measure their progress and success. From their facility at the City of Plano Municipal Center, emergency and non-emergency phone calls for Police, Fire-Rescue, and Emergency Medical Services are answered and first responders are dispatched. The PSC Department has been accredited by the Commission on Accreditation for Law Enforcement Agencies (CALEA) since 2005 and its Training Academy was the first 9-1-1 center to receive accredited status by CALEA in November of 2015. In addition to providing 9-1-1 and emergency communication services, PSC also operates the City's Emergency Warning System, comprised of 37 outdoor emergency warning sirens, initiates the Plano CityCall citizen callback notification system when necessary, handles after hours calls for Animal Control and the Environmental Health Department, and dispatches for the Parker and Lucas volunteer Fire Departments. The City of Plano Public Safety Communications Department is staffed 24/7/365 by a dedicated staff of emergency communication professionals who always strive to provide the best service possible to our citizens and emergency responders.

ADMINISTRATIVE SERVICES

Administrative Services has the overall responsibility for the management and coordination of the Budget & Research, Finance, Human Resources, Internal Audit, Marketing & Community Engagement, Media Relations, Procurement & Project Management and Technology Services Departments.

BUDGET & RESEARCH

The Budget and Research Department develops, coordinates, and monitors the City's spending plans. This includes the development and administration of the operating and community investment budgets and Cultural Arts. This Department prepares regular analyses of the City's revenues and expenditures and addresses financial and management issues. Budget and Research is also in charge of the property tax function for the City and serves as the liaison to the Cultural Affairs Commission.

FINANCE

The Finance Department is responsible for cash management, investing City funds, maintaining the accounting system, payroll and financial and economic analysis. This Department is the City's primary contact with bond counsel, bond advisors and the bond rating agencies. The Finance Department oversees Municipal Court Administration and Customer and Utility Services as well.

HUMAN RESOURCES/RISK MANAGEMENT

The Human Resources Department is responsible for planning and coordinating the City's personnel functions, including recruitment, compensation and benefits administration, employee classification, employee relations and professional development. A primary goal of this Department is to develop, monitor, and revise procedures and processes that promote the most rewarding employment experiences for all City staff. This goal requires the encouragement and development of partnerships within the organization, as well as with citizens and business associates. Goals are accomplished by promoting open and effective communication and through compliance with local, state, and federal legislation.

The Risk Management Division is responsible for protecting the City's financial and tangible assets from loss by managing workers' compensation, insurance and loss control and recovery/subrogation programs. This Division ensures that claims are processed in a timely fashion and the claim management process is fair and just. Goals are accomplished by proactively addressing workers compensation/safety strategies and determining appropriate responses, future preventive measures or training support activities.

INTERNAL AUDIT

Internal Audit is an independent function established to examine and evaluate the activities of the City with the objective of assisting management in the effective discharge of responsibilities. Internal Audit provides support for internal controls, policy compliance, process improvement, research, management studies, franchised utilities, and investigations.

MARKETING AND COMMUNITY ENGAGEMENT

The Marketing and Community Engagement Department is comprised of two major segments: Marketing and Communication and Community Engagement as described below.

MARKETING AND COMMUNICATION

Marketing and Communication is responsible for telling the City of Plano story, in order to position Plano as the preferred city to live, work and play in the North Texas region. We do this by sharing the many stories found within our City of Excellence and ensuring the city brand is consistently represented in all communications. We represent the City to media outlets, citizens, visitors, employees and other interested parties.

Our multi-media communication efforts include the City Cable TV Channel programming (PTN), with programming that supports city and community events and programs. PTN videos are also posted on the City's YouTube channel, website (plano.gov) and social media. We also manage other interactive notification systems, including FixIt and CityCall. Multiple newsletters, including Plano City News, are written and distributed to educate constituents on topics of interest. We support and generate content for internal communication efforts, such as TeamPlano, an internal employee newsletter and internal employee information sharing site. Our team also supports the city overall through special event planning and execution, graphic design, photography, and special event and program marketing.

COMMUNITY ENGAGEMENT

Our Community Engagement efforts are focused on providing meaningful ways for every citizen to engage with the City. Through relevant two-way communication, citizens can become active participants in their government's process. These efforts include Multicultural Outreach meetings, City Council Meet and Greets, Neighborhood Leadership Council meetings, Virtual Town Hall meetings, Plano Citizens Academy and Explore Plano.

Multicultural Outreach meetings are generally held one evening per month and are open to the public. These meetings provide networking opportunities for our diverse residents to learn about and participate in the government process.

City Council Meet and Greets provide an opportunity for citizens to share specific interests and concerns through one-on-one discussion with City Council and staff. Open to all, the meet and greets are held at different locations across the city.

Neighborhood Leadership Council Meetings are quarterly meetings with the City Council, City Manager, Executive Staff members, and HOA Neighborhood Association, and Crime Watch Presidents. The meetings are designed to increase communication with the representatives of the city's neighborhoods, providing information about programs and projects the City has underway. As well, the meetings allow neighborhood representatives to ask questions, share ideas and voice concerns.

Virtual Town Hall meetings allow citizens to listen and pose questions to the City Council regarding the topics being discussed. The meetings are held at Plano Municipal Center in the Senator Florence Shapiro Council Chambers and also stream live. Citizens can participate via telephone, social media, online or in person. The Virtual Town Hall format provides another opportunity for citizens to interact with the City Council and City staff, making it more convenient for those who are unable to participate in a meeting in person.

The Plano Citizens Academy allows residents to experience a year within the life cycle of the City. The twelve month program highlights a variety of programs, facilities and services at the actual times they are happening. The Plano Citizens Academy teaches the basic roles and functions of municipal government through in-person simulations, tours and activities, as well as, online lectures of selected departments to educate and engage residents on City Council and City staff's responsibilities throughout the year.

Explore Plano encourages residents to spend a summer learning more about the City while also sharing their experiences with the community at large. Another aspect of this program is to further the transparency of the City to build community trust and to be seen as a brand, not just a government entity.

MEDIA RELATIONS

The Media Relations Department's function is to cultivate and manage relationships with the media. The director of the Department is responsible for creating effective communication channels, provide media training to City staff and assist the City in protecting and promoting its image in a coordinated and consistent manner. Media Relations also manages the City's response in critical/crisis incidents. The Department is also responsible for detecting public relations issues as they emerge and advise staff on how best to respond.

PROCUREMENT AND PROJECT MANAGEMENT

The Procurement and Project Management Department is responsible for the coordination of all supplies, materials and equipment necessary for the delivery of municipal services, as well as for contracting minor construction and professional or personal services. Procurement and Project Management is also in place to expedite, coordinate, and manage projects across the City's portfolio. Additional responsibilities include the inventory control and asset disposal functions of the City.

TECHNOLOGY SERVICES

The IT professionals in the Technology Services Department are committed to providing outstanding service to the customers, businesses, and constituents they serve. Led by the Chief Information Officer (CIO), the Department is working to become a leading provider of IT services to all City departments. In addition, by partnering with other local governments, counties, and school districts, the Technology Services Department expects to increase productivity, decrease cost, and leverage the City's cooperative buying/operation power.

The Technology Services Department provides oversight of cyber security, business relationship strategies, technology partnerships, enterprise-class applications, storage, and infrastructure architecture.

The Department's services include hosting, network, telecommunications, desktop computing, application support/development, multi-agency radio services, and unified communications, including email and calendaring. Support is offered to staff 24/7 and the Department is adopting ITIL® for the Service Desk and IT Service Support teams.

DEVELOPMENT SERVICES

Development Services has the overall responsibility for the management and coordination of the Building Inspections, Engineering, Neighborhood Services, Planning, Public Works and Special Projects Departments.

BUILDING INSPECTIONS

The Department's mission is to protect the life, health, and property of the public through responsible administration and enforcement of building regulatory codes. To accomplish this we perform plan review and inspections for construction on private development, commercial buildings, and residential homes verifying compliance within recognized standards for quality of life and building safety for the City of Plano. The Department is also one of only 24 accredited Building Departments in the nation through the International Accreditation Service of the International Code Council.

ENGINEERING

The Engineering Department is comprised of five divisions: Engineering Compliance, Development Engineering, CIP Engineering, Transportation Engineering and Facility Management.

Engineering Compliance Division is responsible for the compliance with rules and regulations related to the Engineering Department's activities. This team monitors utility permitting, federal/local regulations, ADA Coordination, and ROW Acquisition.

Development Engineering Division administers the Engineering portion of the development activity, including the review of plats, site plans, construction plans as well as the inspection of the infrastructure as it is constructed by developers. This Division also administers the drainage regulations, including the floodplain management program, and ensures the water system capacity and the wastewater system capacity is sufficient to meet the needs of our utility customers.

CIP Engineering is responsible for the management of the Community Investment Program. This team administers contracts related to the design and construction of infrastructure such as streets, drainage, water, and sanitary sewer lines.

Transportation Engineering is responsible for transportation-related issues including traffic studies, traffic signage, signalization, speed limits, parking studies, coordination with agencies such as TxDOT, NTTA, DART, school districts, operation of the Traffic Management Center and traffic management programs.

Facilities Management Division administers contracts related to the design and construction of municipal buildings as well as supervises the required maintenance and custodial services for those facilities.

NEIGHBORHOOD SERVICES

The Neighborhood Services Department is charged with improving and developing new strategies and tools for strengthening Plano's neighborhoods as well as addressing the issues of a maturing community. The Department consists of three Divisions: BEST Neighborhoods, Community Services and Property Standards.

The BEST Neighborhoods Division coordinates engagement with Plano neighborhoods to improve communication and enhance quality of life for citizens. Through innovative, award-winning programs such as Love Where You Live, the BEST neighborhoods staff work with local partners and various City departments to coordinate services, guide revitalization and protect neighborhood residences and existing businesses from decline.

The Community Services Division administers federal grant programs for housing rehabilitation and first time homebuyer assistance for low and moderate income households. In addition, Community Services staff manage the general fund grant program to support local social service providers and the Great Update Rebate program that provides financial assistance to owners improving older homes within the city. The Day Labor Center, which is staffed by the Community Services Division, provides an organized, safe venue for contractors and homeowners to engage temporary labor placement.

The Property Standards Division educates residents while implementing City codes and ordinances that improve, enhance and promote property values and supports a level of health and safety essential to the well-being of our community. Compliance action for conformance with zoning ordinances and property maintenance codes relating to public nuisance and structural integrity matters is a primary role of the Division.

PLANNING

The Planning Department manages zoning and development review activities, maintains and updates the Comprehensive Plan for the City's long term growth and development, does mapping and data analysis largely through the City's Geographic Information System, and oversees historic preservation activities. The Department supports two Commissions, Planning & Zoning and Heritage Preservation. Additionally, the Department supports special projects as requested, including the Census Complete Count Committee and Transition & Revitalization Commission in years past.

PUBLIC WORKS

The Public Works Department is comprised of three Divisions: Public Works Operations, Environmental Waste Services and Fleet Services. Public Works Operations has the responsibility for the operation and maintenance of the City's water and sewer systems, streets and alleys, traffic signals, signage, and drainage. The Environmental Waste Services Division oversees the collection of residential solid waste, recyclables, yard trimmings and household chemicals; operation of a regional compost processing facility (including four additional Cities: Allen, Frisco, McKinney and Richardson) and marketing the finished *Texas Pure Products*; sorting and stocking of the Household Chemical Reuse Center, and the Commercial Recycling Program, which includes organic recycling collection. It also manages the City's Solid Waste Agreement with North Texas Municipal Water District and Commercial Solid Waste Collection franchise. Fleet Services provides service, maintenance and repairs to ensure a safe, dependable and cost effective City fleet. It also purchases new equipment and manages the fuel contracts.

SPECIAL PROJECTS

Special Projects is tasked with coordinating staff resources within multiple departments to facilitate major development and redevelopment projects with an emphasis on fostering quality urban design. Special Projects is instrumental in guiding projects, such as the Toyota North American Headquarters, Legacy West Mixed Use, JP Morgan Chase, Liberty Mutual Regional Headquarters, Municipal Center South Redevelopment, Junction 15 and Rice Field, through the various phases of development.

Additionally, Special Projects oversees development investment and reinvestment funding associated with the City's Tax Increment Finance (TIF) District, Downtown Public Improvement District (PID) and Neighborhood Empowerment Zone (NEZ). These funding sources, along with expedited plan review and inspections, have been the drivers of successful Downtown Public-Private Partnerships, resulting in over 70,000 square feet of new shops, restaurants and office space, and more than \$100 Million in construction and renovation projects since 1999.

Special Projects continues to be the liaison between DART, Downtown Plano, the Cotton Belt Line and Parker Road Station. We promote the City's vision for transit-oriented development and the need for multiple transportation choices.

Furthermore, the Department works closely with Planning and other departments on updating visionary documents such as Downtown Plano Vision and Strategy Update and pertinent sections of Plano Tomorrow.