2018 City of Plano Business Survey

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Open Ended Comments

Submitted to the City of Plano by:
ETC Institute
725 W. Frontier Lane,
Olathe, Kansas
66061

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Q1a. If you indicated that you are dissatisfied with any of the areas listed in Question 1, please provide a brief explanation for your dissatisfaction.

- Access to our parking lot is blocked.
- Also, Plano services are world class.
- Backflow test and water conversation.
- Both are inconsistent.
- Building inspections, very slow business and personal, one lady held us up weeks.
- Central Expressway has been torn up for years.
- City is not picking up our recycling, we don't have any bins.
- Cost of meter is very expensive per month.
- Council seems not to care about input.
- Current provider offers poor service.
- Do not have that service. Want it.
- Doesn't seem to have sufficient capacity for heavy rains.
- East/west streets are always torn up.
- Get rid of red-light cameras, fix Commerce Dr.
- Had a visibility problem that needs to be addressed on Parker. Never received call back.
- Hydrant leak that hasn't been fixed going on 1 month.
- I had to spend several thousand dollars to move a monument sign because it was a few feet too close to a road.
- Inspector seemed very put out that we had a hard date to move into the property and was disgruntled.
- Issues, dumpster not completely emptied or missed. Republic did not return to address the problems.
- Issues with city public works. Received a violation notice, given minimal time to comply.
- Length of time on approval.
- Many potholes, slow repair.
- Not picked up on schedule and they have skipped a couple of weeks.
- P&Z: Cumbersome process, redundant paperwork, have to submit multiple plans to answer questions that cost us more money when all questions could have been resolved in a consolidated document, have to follow up to extreme to get plans approved, city seems to overlook smaller operations in favor of larger companies.
- Parker road is extremely bumpy, a virtual patchwork. Every time it rains hard, our drains back up.
- Parking for businesses, abandoned vehicles are not being towed. The city sets regulations for zoning, but doesn't enforce them.
- People who pickup tree branches/yard waste are awful.
- Planning and zoning, communication lacks, false information, inexperienced employees.
- Police took a while to come out.
- Police traffic enforcement, complaint of frequent accidents at Parker and Silverstone, no change, no trash services, multiple missed pickup days, no credits given.
- Potholes in streets.
- Potholes/construction.
- Schedule not respected while I was billed. Still waiting on my final inspection.
- Street construction is tying up our parking lot.
- Street maintenance, careless with maintenance affecting other utilities.
- Street maintenance in Plano more often that not seems to be temporary. The same stretches of the same roads are fixed over and over again. Aren't there more durable materials we could be using? Superpave, for example, seems to be both robust and cost-effective.
- The amount of time to complete work. 2 years is a long time.

- The fire fighters were very courteous, the ambulance charge was $800 to take the individual 4 miles. It was excessive.
- The idiotic bureaucracy in this city is staggering business.
- The trash service company is impossible to talk with, account and pickup.
- They are not resolving the issues involving our sprinkler system.
- They are terrible to try to work with.
- They have a drainage problem that causes a bad smell.
- They have a street drainage problem in the back-parking lot. During heavy rains, it backs up into the building.
- They make up whatever charges they want, most crooked company ever, “Republic.”
- Trash and recycling trucks run over grass.
- Trash services should be more frequently during the summer time. Once a week is not enough for the high temperature.
- Water backup on street.
- We could use some sort of recycling services.
- We have an ongoing drainage/street problem. No resolution.
- We have had a hole in the end of the driveway entrance that we have called on multiple times and it is still not fixed.
- We were overcharged for trash pick up a few times. They say the trash was overloaded but they missed the service the previous day.
- While we understand rules and regulations have a purpose, their application without considering individual situation, does not serve the overall city goal.

Q6. What two or three issues in Plano which impact your business are you most concerned about today?

- Zoning and traffic management.
- During elections the candidates have signs everywhere and I do mean everywhere yet, citizens are not allowed to have garage sale sign.
- 1) Overestimate the value of my property, which leads us to pay more property tax.
  2) The city needs to attract more young people to Plano because many young people move to Frisco and McKinney.
- 1. Engineering of new roads right near us has caused an accessibility problem for our customers to be able to reach the city and for potential customers to access our business property. Plans implemented were not as discussed in city planning meetings.
  2. There is a new city ordinance to necessitate another, extra inspection on top of the inspections I already receive, sometimes doubling up on the same code violation through different departments, seems like just another money avenue for the City. For example, if I have a fire inspector come out, I do not need another inspector coming out and pointing out the same problems at the same time, but charging me another fee for the inspection.
- 1. Rising cost of property values.
  2. Property taxes.
- 1. The Legacy development has shifted a sizable amount of consumer traffic north, away from established retail in the south. Additional development along 121 has shifted consumer spending northward. This is harming businesses in the south half of Plano.
  2. Shoplifting was very bad for us in the first half of 2018. One store was burglarized. The Plano Police detective worked with surrounding cities and solved the crime, which is exceptionally great work. But organized criminal activity continues to burglarize optical stores like ours all over the metroplex. We need to ensure that they stay away from Plano unless they want to be caught and prosecuted. Gang activity has decreased around us, or at least they are leaving our stores alone for now. Criminals entering our stores is the number one reason employees leave us.
  3. Poverty appears to be increasing. This doesn't have to be a problem, but it can cause problems if the poor are unable to access educational and career opportunities. I think Plano and PISD does a good job of dealing with this now, but it is a concern that rising home values and interest rates are causing housing to be far less affordable for middle class families. Housing affordability and great neighborhoods are so important to a great city and Plano community.
- A lot of loitering.
- Adopt a street program requires that we have to drive over to the east side, pick up a vest, drive back, etc. Inconvenient.
- Aging of the population/less kids.
- Animal control, not walking dogs on leashes.
- Availability of quality workers.
- Build a new office. Length of time for permits to building.
- Building permits. Code enforcement.
- Burglary, property damage, break-ins.
- Bushes on the left northbound going to Parker Road.
- Cell signals at 75 and Legacy are terrible.
- Central Expressway.
- City could do a better job of keeping us posted on the progress and ETA of local street repair and construction.
- City planning.
- City should have data and regulation for approving new businesses to make sure existing businesses are not encroached upon.

- City's knowledge and incorporation of professional design services in permitting and design of buildings.
- Clear communication and speed of resolution.
- Codes in planning and building (failure), City of Plano not representing its citizens' desires.
- Communication about road closure and construction regarding when they will be finished.
- Communication with business owner on construction.
- Congestion, lack of coordinated signals.
- Construction of apartment buildings, minimum standards and materials used for flooring and walls. They will not last.
- Construction on Highway 75 is a big problem. Missing a ramp to our business.
- Construction on roads is slow.
- Cost of rising rent, property taxes, and utility services.
- Cost to do business in Plano.
- Coyote population and animal control.
- Crime and drugs. Education.
- Crime rate, taxes, amount of rent.
- Destruction of single-family homes in favor of Airbnb. Also, going from three houses per acre to six houses per acre, Plano will end up looking like Houston.
- Economic development.
- Fire inspection.
- Growth. Traffic management.
- Growth.
- Having enough water for all the people moving in, and traffic.
- Higher amount of crime in my area of Plano. More than previously experienced at other locations.
- Highway 75 construction and traffic is a major issue with my business. Old buildings and road repair are another issue with my business location. Also, empty lots or empty business suites, etc. which has gotten better in the last two years, especially my complex.
- Homeless loitering, broken liquor bottles, drug trafficking and sex trafficking.
- Homeless people hanging around behind our building can give the wrong impression.
- Homelessness.
- I feel better about the area compared to a couple of years ago. There was a bad odor in the area that no one could explain, but it is not here anymore.
- I haven't been here long enough to form an opinion.
- I pay taxes in Plano to underwrite a facility that competes with my business. The animal shelter directly competes and undermines my business. Please care for homeless pets, but refrain from other activities. If the city wants to offer cut-rate veterinary services, I would like to suggest they offer cut-rate accounting, legal, and services I could utilize. Sadly, they don't choose to.
- I travel to customer sites to do my work or work remotely from my home, so the only city services that impact me are the streets and services I use in my home and home office.
- I videotape youth sport events at local parks, and I was advised I could not videotape in the parks. Parks and recreation advised I could not get a yearly permit. Only per event. Don't like senior high where you go to senior high for just two years.
- Illegals working in construction.
- In my location, the city needs to fix the sidewalks and address the lack of public parking for the public.
- Increase in traffic. Difficult for employees and clients to be on time due to traffic, and limited parking for our businesses.
- Increasing delays in the building permit process.
- Increasing prices and taxes, unnecessarily.

- Increasing property values, aging demographics, closing of competition swimming pool.
- Infrastructure, roads. Lack of reasonable housing. Real estate taxes.
- Infrastructure. First responder. Parks green space.
- Interstate 75.
- Keep up the good work. I appreciate their efforts. Keep people informed on road construction and finish date.
- Keeping downtown Plano clean and maintained.
- Lack of county hospital for the indigent. Inadequate highways for the population.
- Lane closings due to perpetual street maintenance make for longer commutes to my clients' places of businesses.
- Large pothole in front of store. Three feet in diameter/one foot deep. City has failed to make repairs.
- Lease prices of office buildings. Road maintenance. Revitalization of area.
- Level of taxation, highway design is bad.
- Mail does not get delivered correctly.
- Making sales.
- New relocation residence.
- No concerns. Going in right direction.
- No local issues impact my virtual business.
- Offer a senior rate for water and sewer billing.
- Orange cones.
- Over-permit everything. Over-inspection on everything. The water department is full of idiots. Charge a fee yearly for everything.
- Overall rental rates becoming excessive for small business and especially small industrial spaces.
- Parking issue, local businesses and restaurants use our parking lot, which causes problems in regard to our children.
- Parking. People parking in my lot and I called the police and they said they can't help me.
- Planning and zoning, street maintenance, street drainage.
- Planning, zoning.
- Plano's rush to and threaten to file suit on small business; instead of guiding and mediating any potential issues.
- Police protection; mail service in my business area is terrible for my business. I have to send business mail from my hours or another post office.
- Potholes and street maintenance needs work.
- Potholes in roads on Jupiter; railroad track roads.
- Power to the building is a problem. Property management has been aware and done nothing.
- Preston between Park and Parker traffic light is not working.
- Property maintenance. Some neighborhoods are looking poor.
- Property tax.
- Property tax, zoning/planning.
- Property taxes are too high. Difficulty in finding qualified employees.
- Property taxes going up.
- Property taxes. We have tried for the economic development incentive fund and were not qualified, even though we are not big.
- Public trails.
- Quality of homeowner's lifestyle.
- Quality of labor and competitive wages.
- Quality of roads.
- Recycling for business. Need to put in bike lanes.

- Recycling services are costly, and service is poor. Quit the city sponsored sources.
- Road construction is never ending.
- Road maintenance (potholes).
- Road situation, needs more organization. They never seem to finish what they start.
- Roads under constant repair, glad they are fixing them. However, it seems like all roads at times are under repair.
- Traffic in general is much more congested.
- Roads/traffic.
- Safety, traffic.
- Sales, more customers.
- See homeless people in the creeks. Through today, no theft or security concerns, however, it will be for future is concerned. This not being absent of compassion, it is a concern for children and women.
- Shady people wandering around.
- Signage regulations.
- Signage, lack of curb appeal.
- Street blockages due to construction which creates traffic jams.
- Street construction in front of bank makes it hard for customers to get into our parking lot.
- Street construction issues causing problems.
- Street lighting is poor.
- Street maintenance.
- Street maintenance, drainage system.
- Street maintenance, they repair potholes with a butter knife and never stay fixed.
- Street maintenance, too much high-density housing.
- Street maintenance/water and sewer billing.
- Street median looks bad on Los Rios and bridge weeds painting (only partially done years ago).
- Street repair.
- Street repair & 75.
- Street repairs and fire services.
- Street safety on Custer between Legacy and Spring Creek.
- Streets; accessibility; community development.
- Tax and heavy traffic and overpopulation.
- Taxes.
- Taxes. There are multiple commercial gyms than the city places, recreation centers, and staff. Very excessive on money. Expanding government.
- Taxes, multi-family housing. City Hall not being responsible to its businesses and home/property owners.
- The city government will not work with me. They are intent on getting me to move so they can build multifamily housing where my business now stands.
- The city needs to sweep the neighborhood streets at least twice a year. New development is all on west side, east side is ignored.
- The construction on 14th, 15th, K, and Municipal really slows down the dispatch of my service people.
- The continued hiking the taxes even though we have 1000's of new taxpayers moving into the area. Lower my frigging taxes and quit pissing away my money. This year, I saw the sign division of Plano relocate signs from one side of the street to the other. Waste of money since the signs had been fine for 14 years on the other side of the street. I see money wasted on putting down reflective lane dividers on all of the streets vs. painting lines. The street reflective bumps come loose within a year or 18 months. Very costly to put down and do not stay in place. You could restripe the roads for less cost every year.
- The efforts by some to exclude and discriminate against some in our community.

- The homeless people in our area need assistance.
- The intersection at Spring Creek and Coit was not straightened out. Lower cost solution was implemented, and it has not fixed the congestion there.
- The lights go out a lot and parking.
- The number of restaurants, its getting harder to find people to work in the industry.
- The revitalization of dead areas is important to keep Plano desirable, road construction delays are causing accidents and cause people to not want to drive here for retail and commerce.
- The traffic.
- The well-being of my employees and customers are at the top of the list. Having very quick access to an AED in case of a cardiac arrest is essential. Is it possible for the city's 911 and emergency medical system to have an accurate database of where all the AEDs are located in the city (via PulsePoint and PulsePoint AED apps the City of Plano utilizes?). The city only knows about maybe 10% of the AEDs located in the city. Can city inspectors and/or fire inspectors add that as a line item when they inspect a business in Plano? I personally added over 25 AEDs that were not listed with Plano's 911 system, and that only scratched the surface.
  Here is a news story about how AEDs and training at Plano Senior High School saved someone's life: https://photos.app.goo.gl/GfznmYRpF31i6oFi6 Registering all AEDs in the city will save lives.
  Let me know if there is something I can do to help with this. Greg Coon, Business Owner and Resident of Plano (and husband of wife whose life was saved)
- The yearly increase of property taxes. The increase of traffic.
- They focus on large new business, giving them tax breaks and giving them infrastructure breaks that harm local small business and raise property taxes for residents.
- They have a problem with customers being directed to the back entrance by apps that direct people around traffic. It is dangerous for employees because it causes people to drive too fast in the parking lot.
- Too many apartments being constructed, this overcrowds school, etc.
- Too many apartments.
- Too much development. Overcrowding of public spaces (roads, parks).
- Too many bars and restaurants, it's oversaturated and no one can make a living.
- Torn up streets, both residential and business. You cater to new development, not small. Traffic light timing is terrible.
- Traffic. (Mentioned twelve times.)
- Traffic, future traffic because of growth.
- Traffic and road conditions.
- Traffic and roads deteriorating (especially Coit). Cost of living increases, keep taxes competitive but realistic.
- Traffic apartment density.
- Traffic congestion, planning and zoning.
- Traffic congestion, road maintenance (they start but don't work every day) and traffic congestion (yes, I know I already listed it).
- Traffic congestion.
- Traffic construction, it never is finished. The city is investing in the Legacy side of town, but old Plano is ignored.
- Traffic enforcement and street maintenance.
- Traffic flow.
- Traffic flow. My house has been robbed or vandalized three times. Concerned that my business may be affected. Too many tollways around us.
- Traffic from construction.
- Traffic improving Old Plano. Social and health services for the community.

- Traffic is terrible, cannot even get out of parking lot in reasonable time. Too many cars making U-turns on Coit.
- Traffic management is poor, traffic lights are not synchronized.
- Traffic, no improvement on east side.
- Traffic, potholes, and property taxes.
- Traffic. Open space.
- Traffic. How many roads are under construction? Property taxes.
- Traffic, older areas left out and not cared about.
- Traffic, overcrowding, population increase.
- Traffic, rising property value (and taxes), rising cost of living.
- Traffic, signals are poorly timed, for example, going west on Park between Parkwood and Midway and east same problem.
- Traffic, street repair.
- Traffic, taxes, availability of skilled workers.
- Traffic, tax rate.
- Traffic, traffic patterns, too many apartments, too much overcrowding.
- Traffic, water cost.
- Traffic. Because of Legacy West and explosive growth in that area, traffic is much heavier and much more dangerous. Business along or near the Tollway are feeling the impact. Repair/expansion of infrastructure for west Plano.
- Traffic. Building apartments anywhere there is available land.
- Transportation.
- Transportation, infrastructure, water, and education.
- Trash can service.
- Trash issues.
- Trash service.
- Trash services are difficult to deal with. Having no ability to choose is a problem at times.
- Trashy look permitted for alcohol retailers.
- Trucks stolen from business and people breaking into trucks.
- Ungodly amount of traffic and people.
- Very concerned about people who speed through the parking lot.
- Water quality is an issue. We filter our water and need to change filters every two weeks. This is a lot more than our other stores.
- Water supply.
- We are near Plano and Central Expressway. We have a homeless population problem.
- We could use a recycling program for our building.
- We have significant numbers of break-ins and automobiles.
- We need a greater police presence in my area.
- We need a larger police presence in this area after the bars close.
- We need recycling services for businesses.
- We still don’t have safe access and solid horse trails. This is Texas and we love our horses.
- When is 15/75 construction going to be done?
- Younger people are moving to Frisco.
- Zoning and safety.
- Zoning and street maintenance.
- Zoning changes, heavy traffic.
- Zoning, property standards, street maintenance.

Q19a. If your business is dissatisfied with any of the items listed in Question 19, briefly explain the reason your business is dissatisfied.

- 01: Zoning codes in downtown Plano will kill all businesses that built in this community. 05: Parking is a disaster and the city is exacerbating this situation. It's all about increasing revenue dollars at the expense of existing residents and businesses.
- 3-Even though I am on a first name basis with the codes officer, I feel that he doesn't communicate with us until too late. For example, we were walking the property adjoining our building and instead of mentioning to me right then that certain things need to be taken care of, he waited three months to send a written communication that this concern should be addressed immediately. Why could he not communicate that concern earlier, either in person or via phone?
- Again, overpaid employees that quite frankly are a joke. Yearly permits, yearly inspections, yearly fees.
- Again, trying to work with the city departments involved has been a ten-year trial.
- At Los Rios and Park, one building took years to paint the roof.
- Business signage too restrictive and expensive to change. More handicap spaces than needed, often abused by handicapped drivers.
- Conserving water.
- Current trash operator is terrible. Business recycling is lacking.
- Do not know what the environmental regulations are.
- Don't know enough.
- For me, there's not an easy way to recycle.
- Future changes related to DART.
- Get rid of bikes and scooters. They are an eyesore.
- Having to spend too much money on street signs.
- I am upset by the disgusting lighting permitted for alcohol sales.
- I had to move a monument sign after the plan had been approved. We learned after the fact that there was a separate department for monument signs.
- I would like to see a recycling container and more trash containers for our business complex because people throw so much trash it is too full and blows all over the place.
- It should be easier to recycle old computers, printers, and equipment. We had to pay a private firm to dispose of our old computers.
- My business cannot have an exposed road sign with current regulations.
- Nearby Starbucks and nail shop take all the parking spaces.
- Need more parking. Businesses look old, not kept up.
- Need more signs for our businesses. (Not over kill), but relaxed a little on square footage.
- Need recycling for businesses.
- Need to know how that is maintained.
- No prior notice at the moment. Not willing to coach on issues.
- No recycle program.
- Our business deals with restricted parking that was determined decades ago. It is not relative to current business usage in the area.
- Overly aggressive on parking regulations and sign requirements. Keep signs way too small for commercial sights on 75-mile tollways.
- Pizza Hut corporate sends signage for us to put in windows, Plano does not allow that signage to be put up.
- Problems with customers from surrounding businesses using our parking lot.
- Reasons center around clear communications and understanding changing needs of businesses and working together on solutions.
- Recycling program needs to be more comprehensive.

- Recycling should be easier. A smaller recycling container should come with every garbage container, or one for every business complex.
- Restaurants need more inspections. Bathroom vents, windows, walls, ceilings need inspections. Signage review on windows or walls permit.
- Some areas of the city are stuck in a "old code". One of my customers was told he could only have a 4' high fence, while on his street were 9', 12', and many 8' fences.
- Some businesses do not enforce parking and Plano police doesn't either, i.e. Cheer Athletics and Mad Frog Volleyball.
- Some restaurants are unsanitary. Others, don't know if they have a permit.
- Surrounding businesses do not dispose of trash properly
- The codes and regulations are getting out of hand. We're trying to move to a larger building, but will most likely move out of Plano.
- The provider of this service offers poor service.
- There are a lot of restaurants in town that are dirty.
- There is no recycling disposal at our location.
- Too restrictive on both.
- Too long of a wait to get approval.
- Too many apartments, city caters too much to developers.
- Too many apartments/condos. Homeowners pay very high taxes for children living in apartments.
- Too many rules only enforced when a realtor wants to see a neighboring property.
- Too many to list.
- Too much high-density housing.
- Trash. (Mentioned twice.)
- Trash disposal needs to be covered in some way.
- Very difficult to get information; not comprehensive enough, e.g. battery disposal, CF light disposal, electronics disposal/recycling.
- Want bigger signs and something above the roof to make viewable for consumers.
- We cannot put a sign out front.
- We don't have any recycling service available to business in Plano.
- We have people complain often about parking. Not enough spaces, traffic inside the garage.
- We maintain our place, but surrounding areas look terrible, especially empty business buildings.
- When I work from home, clients have to negotiate a wide chasm of sediment right in front of my house because the street in front of my house is the low point and there's no drainage. I find it interesting because I've been warned by the city that I have to solve the erosion problem causing dirt from my lawn to settle on the sidewalk (which I did), but they have abdicated responsibility for the street. I would simply like the city to be held to the same standard as I am.
- When we visit to file for work, it takes an unusual amount of time for approval. We give paperwork to one employee who gives to another where it sits on a desk until we call, then it gets shuffled to someone else. Frustrating.
- Wy doesn't the city recycle plastic bags?
- Zoning, why does every square inch of land in Plano need to be developed? Not enough green spaces.
- Zoning has changed to build more apartments where there is already too much traffic.