



CITY COUNCIL

**1520 K Avenue, Plano TX 75074 and via
videoconference**

DATE: April 14, 2025

TIME: 7:00 PM

This City Council Meeting will be held in person in the Senator Florence Shapiro Council Chambers and via videoconference. A quorum of the City Council, including the presiding officer, will participate in person. The facility will be open to members of the public.

For those wanting to watch the meeting but not address the Council, the meeting will be live-streamed on Plano's website at www.planotv.org, [YouTube.com/cityofplanotexas](https://www.youtube.com/c/cityofplanotexas) and [Facebook.com/cityofplanotx](https://www.facebook.com/cityofplanotx).

To speak at the meeting, register at Plano.gov/SpeakerRegistration. Online registration opens at 5:00 p.m. on the Wednesday prior to the meeting and **closes at 4:00 p.m.** on the day of the meeting. **ONSITE REGISTRATION IS NOT AVAILABLE.**

Emails regarding agenda items and other comments on City business may be submitted to: councilcomments@plano.gov.

CALL TO ORDER

INVOCATION:

PLEDGE OF ALLEGIANCE / TEXAS PLEDGE:

OUR VISION - PLANO IS A GLOBAL ECONOMIC LEADER BONDED BY A SHARED SENSE OF COMMUNITY WHERE RESIDENTS EXPERIENCE UNPARALLELED QUALITY OF LIFE.

The City Council may convene into Executive Session to discuss posted items in the regular meeting as allowed by law.

PROCLAMATIONS AND SPECIAL RECOGNITIONS

Presentation: 2025 Spring Plano Citizens Government Academy Graduates will be honored **Presented**

Proclamation: April is National Child Abuse Prevention Month **Presented**

COMMENTS OF PUBLIC INTEREST

This portion of the meeting is to allow up to three (3) minutes per speaker with thirty (30) total minutes on items of interest or concern and not on items that are on the current agenda. The Council may not discuss these items, but may respond with factual or policy information. The Council may choose to place the item on a future agenda.

CONSENT AGENDA

The Consent Agenda will be acted upon in one motion and contains items which are routine and typically noncontroversial. Items may be removed from this agenda for individual discussion by a Council Member, the City Manager or any citizen. The Presiding Officer will establish time limits based upon the number of speaker requests.

Approval of Minutes

- (a) March 24, 2025
Approved

Approval of Expenditures

Award/Rejection of Bid/Proposal: (Purchase of products/services through formal procurement process by this agency)

- (b) RFB No. 2025-0220-B for Arterial Concrete Repair McDermott Road-Preston Road to Coit Road, Project No. PW-S-00065, for the Public Works Department to V A Construction, Inc. in the amount of \$765,558; and authorizing the City Manager to execute all necessary documents. **Approved**
- (c) RFB No. 2025-0167-B for Residential Concrete Pavement Repair Zones K8 and L8 South, Project No. PW-S-00063, for the Public Works Department to Garret Shields Infrastructure, LLC in the amount of \$4,583,750; and authorizing the City Manager to execute all necessary documents. **Approved**
- (d) RFB No. 2025-0156-AC for a one (1) year contract with four (4) automatic one-year renewals for Professional Food Service Staffing for the Plano Event Center to SMB Staffing LLC in the estimated annual amount of \$408,000; and authorizing the City Manager to execute all necessary documents. **Approved**

Purchase from an Existing Contract

- (e) To approve the purchase of one (1) Pothole Patcher Truck for the Public Works Department - Streets Division in the amount of \$309,639 from Rush Truck Centers of Texas, LP through an existing contract; and authorizing the City Manager to execute all necessary documents. (BuyBoard No. 723-23) **Approved**
- (f) To approve the purchase of five (5) Tractor Trucks for the Public Works Department -

Compost Marketing & Operations in the amount of \$888,212 from Rush Truck Centers of Texas, LP through an existing contract; and authorizing the City Manager to execute all necessary documents. (BuyBoard Contract No. 723-23) **Approved**

- (g) To approve the purchase of Horizontal Saw Cutting Requirements Contract – 2025, Project No. PW-S-00073, for the initial term of \$620,000 or one (1) year, whichever occurs first, with two (2) City optional renewals for the Public Works Department in the estimated total amount of \$1,860,000 if the City exercises its option for both renewals from Precision Sidewalks LLC dba Precision Concrete Cutting through an existing contract; and authorizing the City Manager to execute all necessary documents. (BuyBoard Contract No. 756-24) **Approved**
- (h) To approve the purchase of six (6) Ford F-550 Ambulance Chassis in the amount of \$354,085 from Sam Pack's Five Star Ford and eleven (11) Ford F-550 Ambulance Bodies in the amount of \$4,083,211 from Professional Ambulance Sales & Service LLC for a total estimated amount of \$4,437,296 through an existing contract; and authorizing the City Manager to execute all necessary documents. (BuyBoard Contract No. 724-23 and Sourcewell Contract No. 122123-RVG) **Approved**
- (i) To approve the purchase of 364 Cradlepoint mobile routers with six (6) years of support and licensing, antennas, and installation services for Technology Solutions in the total estimated amount of \$1,173,631 from GTS Technology Solutions, Inc. through an existing contract; and authorizing the City Manager to execute all necessary documents. (DIR Contract No. DIR-CPO-4751) **Approved**

Approval of Change Order

- (j) To approve a decrease to the current awarded contract amount of \$2,892,900 by \$580,182 for a total contract amount of \$2,312,718 from Garret Shields Infrastructure, LLC for the Public Works Department; and authorizing the City Manager to execute all necessary documents. (2023-0331-B; Change Order No. 1) **Approved**

Approval of Expenditure

- (k) To approve an expenditure for franchise utility relocation services for the Oak Point Park Maintenance Facility in the estimated amount of \$227,700 from Frontier Communications for the Engineering Department - Facilities Division; and authorizing the City Manager to execute all necessary documents. **Approved**

Approval of Contract / Agreement

- (l) To approve an Interlocal Agreement between the University of Texas at Dallas and the City of Plano, Texas, to allow three (3) air quality monitors to remain in place on city buildings for UTD's use in performing air quality-monitoring research; and authorizing the City Manager to execute all necessary documents. **Approved**

Adoption of Resolutions

- (m) To repeal and replace Resolution No. 2003-2-19(R) to establish minimum requirements for all organizations that seek funding from the City through the Community Relations Commission, Cultural Arts Commission (formerly known as the Cultural Affairs Commission) and the Heritage Commission to expand and clarify minimum eligibility requirements for non-profit organizations and to provide a reporting exemption for certain organizations and providing an effective date. **Adopted Resolution No. 2025-4-1(R)**

Adoption of Ordinances

- (n) To change the name of Mendomi Drive, a dedicated street within the City of Plano, Collin County, Texas, to be named Gemba Place, and to change the name of Loom Lane, a dedicated street within the City of Plano, Collin County, Texas, to be named Kaizan Way; providing for a change in the official records to reflect such action; and providing an effective date. **Adopted Ordinance No. 2025-4-3**
- (o) To repeal Ordinance No. 2018-4-6 and 2019-9-16, codified as Chapter 9, Food Code, of the City of Plano Code of Ordinances, and replace it with a new Chapter 9, Food Code; establishing a new Plano Food Code based on the U.S. Food and Drug Administration 2022 Food Code, as amended, and the 2022 Texas Food Establishment Rules; and providing a repealer clause, a severability clause, a savings clause, a penalty clause, a publication clause, and an effective date. **Adopted Ordinance No. 2025-4-2**

ITEMS FOR INDIVIDUAL CONSIDERATION:

Public Hearing Items:

Applicants are limited to fifteen (15) minutes presentation time with a five (5) minute rebuttal, if needed. Remaining speakers are limited to thirty (30) total minutes of testimony time, with three (3) minutes assigned per speaker. The Presiding Officer may amend these times as deemed necessary.

Non-Public Hearing Items:

The Presiding Officer will permit public comment for items on the agenda not posted for a Public Hearing. The Presiding Officer will establish time limits based upon the number of speaker requests, length of the agenda, and to ensure meeting efficiency, and may include a cumulative time limit. Speakers will be called in the order requests are received until the cumulative time is exhausted.

- (1) Public Hearing and consideration of an Ordinance as requested in Zoning Case 2024-026 to amend Planned Development-65-Central Business-1 to modify open space and signage development standards on 275.1 acres of land located at the northeast corner of Legacy Drive and Communications Parkway and within the Dallas North Tollway Overlay District in the City of Plano, Collin County, Texas; directing a change accordingly in the official zoning map of the City; and providing a penalty clause, a repealer clause, a savings clause, a severability clause, a publication clause, and an

effective date. Petitioner: Legacy West Investors LP **Conducted and Adopted Ordinance No. 2025-4-4**

- (2) Public Hearing and consideration of a resolution of the City of Plano, Texas, adopting the 2025-2029 Consolidated Housing and Community Development Plan, outlining the use of Community Development Block Grant and HOME Investment Partnerships Program funds provided by the U.S. Department of Housing and Urban Development; and providing an effective date. **Conducted and adopted Resolution No. 2025-4-5(R) with amendments.**

The City of Plano encourages participation from all citizens. The Plano Municipal Center has accessible restroom facilities, drinking fountains, and power assist entrance doors. The facility is easily accessed from public sidewalks and parking areas. Designated accessible parking is available on the north and south sides of the building. The Senator Florence Shapiro Council Chambers is accessible by elevator to the lower level. If you require additional assistance or reasonable accommodations under the Americans with Disabilities Act for this meeting or facility, including ASL interpreters, you should submit an ADA Reasonable Accommodation Request Form to the ADA Coordinator at least 48 hours in advance. If you need assistance completing the form, please call 972-941-7152. Complete or download the ADA Reasonable Accommodation Request Form at <https://www.plano.gov/395/Accessibility-Accommodations>.



CITY COUNCIL AGENDA MEMO

MEETING DATE: 4/14/2025

DEPARTMENT: City Secretary

DIRECTOR: Lisa Henderson, City Secretary

This City Council Meeting will be held in person in the Senator Florence Shapiro Council Chambers and via videoconference. A quorum of the City Council, including the presiding officer, will participate in person. The facility will be open to members of the public.

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AGENDA ITEM: To speak at the meeting, register at Plano.gov/SpeakerRegistration. Online registration opens at 5:00 p.m. on the Wednesday prior to the meeting and **closes at 4:00 p.m.** on the day of the meeting. **ONSITE REGISTRATION IS NOT AVAILABLE.**

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RECOMMENDED ACTION: Location Link



CITY COUNCIL AGENDA MEMO

MEETING DATE: 4/14/2025
DEPARTMENT: City Manager
DIRECTOR: Andrew Fortune, Director of Policy & Government Relations
AGENDA ITEM: 2025 Spring Plano Citizens Government Academy Graduates will be honored
RECOMMENDED ACTION: Proclamations and Special Recognition

ITEM SUMMARY

Presentation: 2025 Spring Plano Citizens Government Academy Graduates will be honored **Presented**



CITY COUNCIL AGENDA MEMO

MEETING DATE: 4/14/2025
DEPARTMENT: Proclamations
DIRECTOR: Andrew Fortune, Director of Policy & Government Relations
AGENDA ITEM: April is National Child Abuse Prevention Month
RECOMMENDED ACTION: Proclamations and Special Recognition

ITEM SUMMARY

Proclamation: April is National Child Abuse Prevention Month **Presented**



CITY COUNCIL AGENDA MEMO

MEETING DATE: 4/14/2025
DEPARTMENT: City Secretary
DIRECTOR: Lisa Henderson, City Secretary
AGENDA ITEM: Approval of Minutes
RECOMMENDED ACTION: Approval of Minutes

ITEM SUMMARY

March 24, 2025

Approved

ATTACHMENTS:

Description	Upload Date	Type
Preliminary Open Meeting Minutes	3/28/2025	Minutes
Regular Meeting Minutes	3/28/2025	Minutes

**PLANO CITY COUNCIL
PRELIMINARY OPEN MEETING
March 24, 2025**

COUNCIL MEMBERS PRESENT

John B. Muns, Mayor
Maria Tu, Mayor Pro Tem
Julie Holmer, Deputy Mayor Pro Tem
Anthony Ricciardelli
Rick Horne
Kayci Prince
Shelby Williams
Rick Smith

STAFF PRESENT

Mark Israelson, City Manager
Jack Carr, Deputy City Manager
Shelli Siemer, Deputy City Manager
Sam Greif, Deputy City Manager
LaShon Ross, Deputy City Manager
Paige Mims, City Attorney
Lisa C. Henderson, City Secretary

Mayor Muns called the meeting to order at 5:00 p.m., Monday, March 24, 2025, in the Senator Florence Shapiro Council Chambers of the Plano Municipal Center, 1520 K Avenue and via videoconference. A quorum was present. Mayor Muns stated the Council would retire into Executive Session, in Training Room A, in compliance with Chapter 551, Government Code, Vernon's Texas Codes Annotated in order to consult with an attorney to receive Legal Advice, Section 551.071; and discuss Economic Development, Section 551.087; for which a certified agenda will be kept in the office of the City Secretary for a period of two years as required. The Council convened into Executive Session at 5:01 p.m.

Mayor Muns reconvened the meeting back into the Preliminary Open Meeting at 6:30 p.m.

- **Consideration and action resulting from Executive Session discussion**
Direction to initiate rezoning of the city owned property at Los Rios & Jupiter to agriculture.
(Ricciardelli/Holmer)
- **Food Code Ordinance Update**
- **Consent and Regular Agendas**
- **Council items for discussion/action on future agendas**

With no further discussion, the Preliminary Open Meeting adjourned at 7:00 p.m.

John B. Muns, MAYOR

ATTEST:

Lisa C. Henderson, CITY SECRETARY

**PLANO CITY COUNCIL
REGULAR SESSION
March 24, 2025**

COUNCIL MEMBERS PRESENT

John B. Muns, Mayor
Maria Tu, Mayor Pro Tem
Julie Holmer, Deputy Mayor Pro Tem
Anthony Ricciardelli
Rick Horne
Kayci Prince
Shelby Williams
Rick Smith

STAFF PRESENT

Mark Israelson, City Manager
Jack Carr, Deputy City Manager
Shelli Siemer, Deputy City Manager
Sam Greif, Deputy City Manager
LaShon Ross, Deputy City Manager
Paige Mims, City Attorney
Lisa C. Henderson, City Secretary

Mayor Muns convened the Council into the Regular Session on Monday, March 24, 2025, at 7:00 p.m. in the Senator Florence Shapiro Council Chambers of the Plano Municipal Center, 1520 K Avenue and via videoconference. A quorum was present.

Invocation and Pledge

Dr. Craig Curry with First Baptist Church Plano led the invocation and Girl Scout Troops 5894 and 6584 led the Pledge of Allegiance and Texas Pledge.

Proclamations and Special Recognitions

Proclamation: March is Theatre in Our Schools Month, and we recognize the value of theatre education.

Proclamation: April is National Volunteer Month, and we celebrate and acknowledge the generous contributions of our volunteers.

Oaths of Office

Parks and Recreation Planning Board
Katherine Fitch

Certificates of Appreciation

DART Board of Directors
Paul N. Wageman

Comments of Public Interest

Jessica Boerner spoke to the importance of DART funding.

Lindsey Scribner spoke in support changing to a 48/96 schedule for the fire department and requested placing the topic on a future agenda for discussion.

Daniel Rodriguez spoke to the need for DART funding and increased ridership.

Marc Palasciano spoke to issues with T-Mobile, his former employer.

Raquel Blades spoke in support changing to a 48/96 schedule for the fire department and requested placing the topic on a future agenda for discussion.

William Peters and Danielle Rotman, representing Politics for Teens Club at Plano West Senior High School, spoke to their mission of increasing political participation among the youth and implementing measures within the organization to increase voter turnout.

Renee Floyd spoke in support changing to a 48/96 schedule for the fire department and requested placing the topic on a future agenda for discussion.

Dan McCabe spoke in support changing to a 48/96 schedule for the fire department and requested placing the topic on a future agenda for discussion.

Pam Floyd spoke in support of DART and working through issues locally, not in Austin.

Sahara Khan spoke to the use of DART by students and the need of continued funding.

Ryan McKelvy-Gonzales spoke in support of DART funding and accessibility.

Tyler Wright, representing Dallas Area Transit Alliance, spoke to the importance DART funding and thanked staff for assistance with the press conference prior to the meeting.

David Yaqubian spoke to the need for DART for college students and increased safety with fewer cars on the road.

Brittany Cuba spoke in support changing to a 48/96 schedule for the fire department and requested placing the topic on a future agenda for discussion.

Cody Dryden spoke in support changing to a 48/96 schedule for the fire department.

Consent Agenda

MOTION: Upon a motion made by Mayor Pro Tem Tu and seconded by Councilmember Horne, the Council voted 8-0 to approve all items on the Consent Agenda, as follows:

Approval of Minutes

February 24, 2025 Work Session

February 24, 2025

March 4, 2025

March 14, 2025 Special Session

(Consent Agenda Item "A")

Approval of Expenditures

Award/Rejection of Bid/Proposal: (Purchase of products/services through formal procurement process by this agency)

RFP No. 2025-0016-BR for a five (5) year subscription, and three (3) year hardware/software maintenance support and manage services for 9-1-1 CPE-CHE Refresh for Public Safety Communications to AT&T, Inc. in the estimated amount of \$1,806,667; and authorizing the City Manager to execute all necessary documents. (Consent Agenda Item “B”)

RFB No. 2025-0168-B for Median Renovation - Parkwood Boulevard, Project No. PKR-P-00043, for the Parks and Recreation Department to Central North Construction, LLC in the amount of \$347,953; and authorizing the City Manager to execute all necessary documents. (Consent Agenda Item “C”)

RFB No. 2025-0117-B for High Point Park North Restroom Building Replacement, Project No. PKR-P-7506, for the Parks and Recreation Department to RoeschCo Construction, LLC in the amount of \$2,004,115; and authorizing the City Manager to execute all necessary documents. (Consent Agenda Item “D”)

Purchase from an Existing Contract

To approve the purchase of office supplies and related products for the City, for a contract with a term ending February 3, 2029, in the estimated annual amount of \$175,000 from Staples, Inc. through an existing contract; and authorizing the City Manager to execute all necessary documents. (Sourcewell Contract No. 070924-SCC) (Consent Agenda Item “E”)

To approve the purchase of Building No. 016 Fire Station No. 2 Concrete Replacement, Project No. FAC-F-00118, for the Engineering Department – Facilities Division in the amount of \$232,713 from RS Commercial Construction, LLC through an existing contract; and authorizing the City Manager to execute all necessary documents. (Equalis Group, Job Order Contract No. R10-1166C) (Consent Agenda Item “F”)

To approve the purchase of Monday.com licenses for a one (1) year agreement for Technology Solutions in the amount of \$156,864 from STONS, Inc. through an existing contract; and authorizing the City Manager to execute all necessary documents. (GSA Contract No. GS-35F-153GA) (Consent Agenda Item “G”)

Approval of Change Order

To approve an increase to the current awarded contract amount of \$6,581,735 by \$171,493, for a total amount of \$6,753,228, for Water Rehab - River Bend Phase 1, Project No. 7466, from DDM Construction Corporation for the Engineering Department; and authorizing the City Manager to execute all necessary documents. (Contract No. 2024-0411-B; Change Order No. 1) (Consent Agenda Item “H”)

To approve a decrease to the current awarded contract amount of \$3,012,243 by \$192,473, for a total contract amount of \$2,819,770, for Intersection Improvements Parker Road Corridor at Coit Road and Alma Drive, Project No. 5926.1, from Jim Bowman Construction Company, L.P. for the Engineering Department; and authorizing the City Manager to execute all necessary documents. (Contract No. 2023-0263-B; Change Order No. 3) (Consent Agenda Item “I”)

Approval of Expenditure

To approve an expenditure for engineering professional services for Mendum Park Improvements, Project No. ENG-S-00020, in the amount of \$204,600 from Teague Nall and Perkins, Inc. for the Engineering Department; and authorizing the City Manager to execute all necessary documents. (Consent Agenda Item “J”)

Approval of Contract / Agreement

To approve an Economic Development Incentive Agreement between the City of Plano, Texas, and Simpson Strong-Tie Company, Inc., a California corporation (“Company”), providing an economic development grant to the Company; and authorizing the City Manager to execute all necessary documents. (Consent Agenda Item “K”)

Adoption of Resolutions

Resolution No. 2025-3-5(R): To approve Amendment No. 4 extending the obligation deadline to the contract with the Texas Commission on State Emergency Communications in a total contract amount not to exceed \$2,121,341.74 from the Coronavirus State and Local Fiscal Recovery Funds (“CSFRF”) in the Next Generation 9-1-1 Fund (“NG9-1-1 Fund”) for the deployment and reliable operation of Next Generation 9-1-1 Service, including equipment and administration costs; designating the City Manager as the authorized representative of the City for the purpose of executing Amendment No. 4 consistent with this resolution, acting in connection with the contract, and providing required information; authorizing the City Manager to execute all necessary documents; and providing an effective date. (Consent Agenda Item “L”)

Adoption of Ordinances

Ordinance No. 2025-3-6: To amend Ordinance No. 2020-10-2 codified as Section 8-3, City Ambulance Service, of Article I, Chapter 8, Fire Prevention and Protection, of the Code of Ordinances of the City of Plano to adopt increased user fees for City Ambulance Services; and providing a repealer clause, a severability clause, a savings clause, and an effective date. (Consent Agenda Item “M”)

Ordinance No. 2025-3-7: To approve the terms and conditions of a Boundary Adjustment Agreement between the City of Plano, the City of Carrollton, and the Town of Hebron, Texas; authorizing the City Manager to execute the Agreement on behalf of the City of Plano; and providing an effective date. (Consent Agenda Item “N”)

Ordinance No. 2025-3-8: To amend Section 12-102 (e), Prohibited on certain streets on school days during certain hours, of Article V, Stopping, Standing and Parking, of Chapter 12, Motor Vehicles and Traffic, of the City of Plano Code of Ordinances to establish no parking zones along Marsalis Lane and Mosswood Drive, within the city limits of the City of Plano; and providing a penalty clause, a repealer clause, a severability clause, a savings clause, a publication clause, and an effective date. (Consent Agenda Item “O”)

End of Consent

Public Hearing and consideration of Appeals of the Planning & Zoning Commission's denials of Zoning Case 2024-023 and Preliminary Site Plan 2024-036. Request to rezone 6.6 acres located on the west side of K Avenue, 2,240 feet south of Spring Creek Parkway from Corridor Commercial to Single-Family Residence Attached. 49 Single-Family Residence Attached lots on 6 acres located on the west side of K Avenue, 2,240 feet south of Spring Creek Parkway. Petitioner: Shahid Rasul. (The petitioner is requesting to table the appeals to the April 28, 2025, meeting.) ((Regular Item “1”)

Christina Day, Director of Planning stated the applicant requested the item be tabled to the April 28, 2025, meeting. Mayor Muns opened the public hearing. No one requested to speak. Mayor Muns closed the public hearing.

MOTION: Upon a motion made by Councilmember Horne and seconded by Deputy Mayor Pro Tem Holmer, the Council voted 8-0 to table the item to the April 28, 2025, meeting.

Public Hearing and adoption of Ordinance No. 2025-3-9 as requested in Zoning Case 2025-001 to amend the Comprehensive Zoning Ordinance of the City, Ordinance No. 2015-5-2, as heretofore amended, granting Specific Use Permit No. 81 for Trade School on 0.1 acre of land located on the south side of Dexter Drive, 710 feet east of Preston Road, in the City of Plano, Collin County, Texas, presently zoned Planned Development-194-General Office, directing a change accordingly in the official zoning map of the City; and providing a penalty clause, a repealer clause, a savings clause, a severability clause, a publication clause, and an effective date. Petitioner: Lokre Enterprise, Inc. (Regular Item “2”)

Mayor Muns opened the public hearing. No one requested to speak. Mayor Muns closed the public hearing.

MOTION: Upon a motion made by Councilmember Prince and seconded by Councilmember Smith, the Council voted 8-0 to amend the Comprehensive Zoning Ordinance of the City, Ordinance No. 2015-5-2, as heretofore amended, granting Specific Use Permit No. 81 for Trade School on 0.1 acre of land located on the south side of Dexter Drive, 710 feet east of Preston Road, in the City of Plano, Collin County, Texas, presently zoned Planned Development-194-General Office, directing a change accordingly in the official zoning map of the City; as requested in Zoning Case 2025-001; and further to adopt Ordinance No. 2025-3-9.

Ordinance No. 2025-3-10: To transfer the sum of \$1,200,000 from the Convention & Tourism Fund balance to the Capital Maintenance Fund for fiscal year 2024-25 to replace two (2) generators at the Plano Event Center, amending the Budget of the City adopted by Ordinance No. 2024-9-5, specifically Section 1, Item "J", to reflect the actions taken herein; declaring this action to be in the public interest; and providing an effective date. (Regular Item "3")

MOTION: Upon a motion made by Councilmember Prince and seconded by Councilmember Ricciardelli, the Council voted 8-0 to transfer the sum of \$1,200,000 from the Convention & Tourism Fund balance to the Capital Maintenance Fund for fiscal year 2024-25 to replace two (2) generators at the Plano Event Center, amending the Budget of the City adopted by Ordinance No. 2024-9-5, specifically Section 1, Item "J", to reflect the actions taken herein; declaring this action to be in the public interest; and providing an effective date; and further to adopt Ordinance No. 2025-3-10.

FY 2024-25 Status Report and 5-Year Financial Summary (Regular Item "4")

Presented by Matthew Garrett, Partner and Managing Director and Steve Doogue, Manager, with NewGen Strategies.

Councilmember Prince left the meeting at 8:31 p.m.

With no further discussion, the Regular City Council Meeting adjourned at 8:37 p.m.

John B. Muns, MAYOR

ATTEST:

Lisa C. Henderson, CITY SECRETARY

CITY COUNCIL AGENDA MEMO

MEETING DATE: 4/14/2025

DEPARTMENT: Public Works

DIRECTOR: Abby Owens, Director of Public Works

AGENDA ITEM: Award of bid in the amount of \$765,558 for Arterial Concrete Repair McDermott Road-Preston Road to Coit Road, Project No. PW-S-00065.

RECOMMENDED ACTION: Award/Rejection of Bid/Proposal

ITEM SUMMARY

RFB No. 2025-0220-B for Arterial Concrete Repair McDermott Road-Preston Road to Coit Road, Project No. PW-S-00065, for the Public Works Department to V A Construction, Inc. in the amount of \$765,558; and authorizing the City Manager to execute all necessary documents. **Approved**

BACKGROUND

Public Works recommends the bid for the Arterial Concrete Repair McDermott Road – Preston Road to Coit Road project be awarded to V A Construction, Inc., in the amount of \$765,558; to be accepted as the lowest responsive and responsible bid for the project, conditioned upon timely execution of all necessary documents. A total of 2,332 vendors were notified of the bid, eight (8) submitted a “No Bid”, and twelve (12) bids were submitted.

This project involves the repair of approximately 2,000 square yards of arterial concrete, 11,000 square feet of sidewalk and 48 barrier free ramps located on McDermott Road between Preston Road and Coit Road.

Public Works employs three options for different types of pavement repair needs. City staff typically handle smaller isolated repairs of significantly damaged streets, sidewalks, and alleys. Utilizing city crews for these areas is more cost-effective than a third party due to costs of mobilization and economy of scale. Next, the Department utilizes Requirements Projects that are location-based work orders to address moderate sized areas of needing repair. Staff create work orders for these areas with higher quantities of concrete repair and traffic control than city crews can address. Staff also inspect the third-party construction activities to ensure the work is performed to city specifications. Finally, larger areas of repair, such as this project, are bid as separate contracts for arterial rehabilitation projects that cover several miles of infrastructure.

Public Works staff evaluate both the effectiveness of our street projects and feasibility to do more work with Public Works staff. At this time, sufficient yard/storage space, staff space, and equipment are not available for city staff to perform larger pavement rehabilitation projects, such as this arterial rehabilitation project, and still address isolated areas for repair that cost the city more for contractors to complete.

If this project is not awarded, the areas located on McDermott Road between Preston Road and Coit Road, will not be repaired. This will result in elevated maintenance and replacement costs in the future. In addition, existing ADA compliance issues will not be repaired, leaving pedestrian facilities in an unsafe condition.

Engineer's estimate for this project is \$1,100,000.

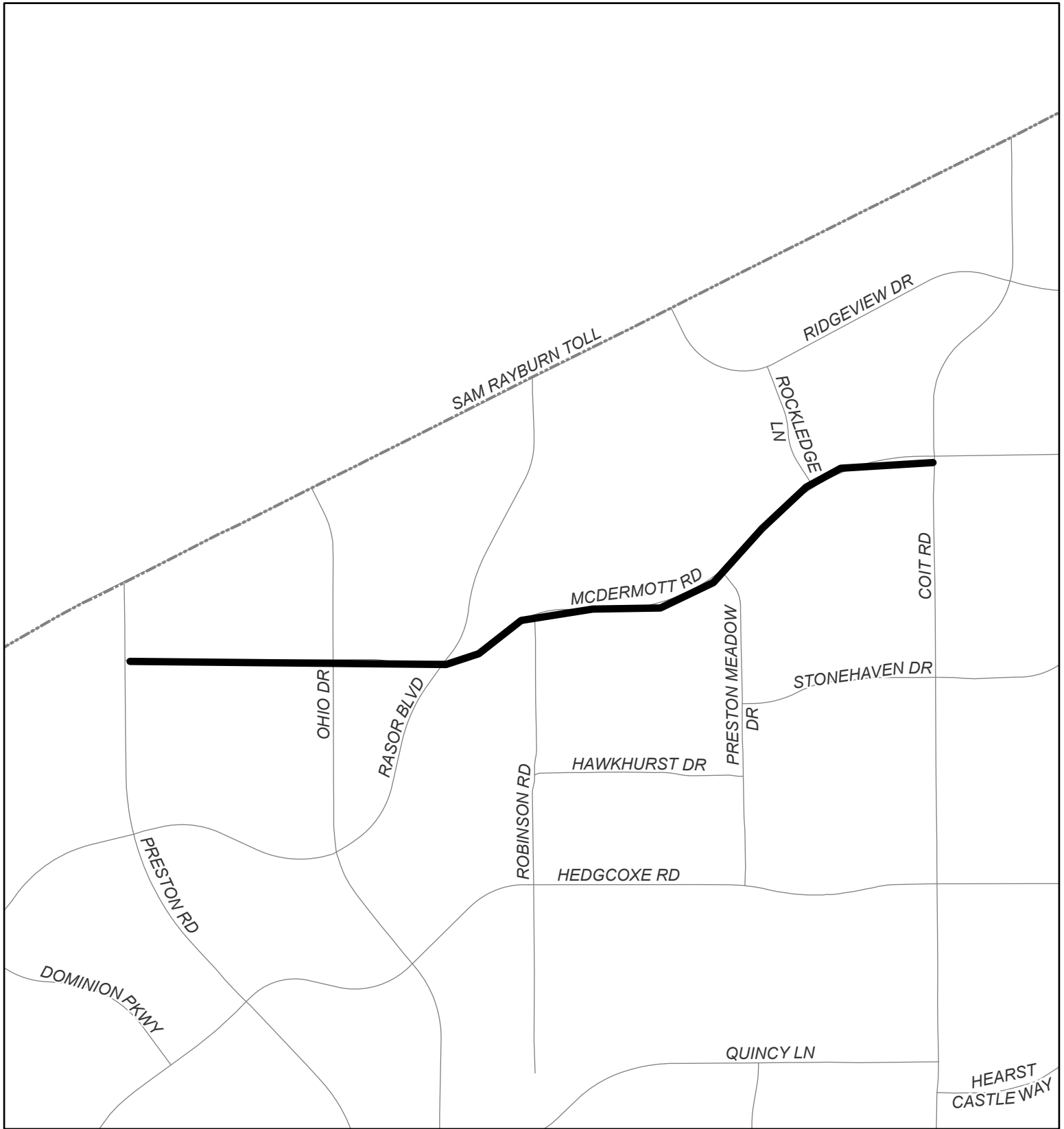
FINANCIAL SUMMARY/STRATEGIC GOALS

Funding for this item is budgeted in the 2024-25 Street Improvements CIP and is planned for future years, as well. Construction services for the Arterial Concrete Repair McDermott Road - Preston Road to Coit Road project, in the total amount of \$765,558, will leave a balance of \$1,273,832 for future expenditures.

Approval of this item will support the City's Strategic Plan Critical Success Factor of being an Excellent, Innovative, and Accountable City Government.

ATTACHMENTS:

Description	Upload Date	Type
Location Map	3/24/2025	Map
Bid Recap	3/25/2025	Bid Recap



0 500 1,000
Feet

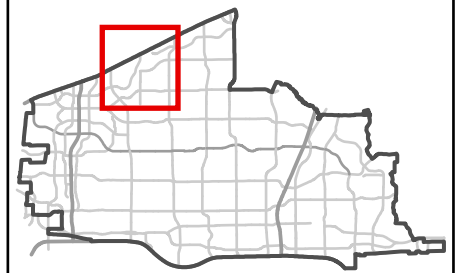


City of Plano BI-GIS Division
March 2025

Arterial Concrete Repair McDermott Road - Preston Road to Coit Road

Project No. PW-S-00065

Project Location



CITY OF PLANO

RFB CIP

Bid No. 2025-0220-B

Arterial Concrete Repair McDermott Road - Preston Road to Coit
Road

Project No. PW-S-00065

Bid Recap

<u>Bid Opening Date/Time:</u>	Wednesday, February 26, 2025@ 2:00PM
<u>Number of Vendors Notified:</u>	2,332
<u>Vendors Submitting "No Bids":</u>	8
<u>Number of Non-Responsive Bids Submitted:</u>	1
<u>Number of Responsive Bids Submitted:</u>	12

<u>Vendor:</u>	<u>Total Bid:</u>
V A Construction, Inc.	\$ 765,557.50
R&A Legacy Construction, LLC	\$ 766,500.00
Garret Shields Infrastructure	\$ 777,750.00
Jim Bowman Construction Company, L.P.	\$ 898,089.50
VLEX Construction LLC	\$ 929,594.00
VesCorp Construction LLC	\$ 945,250.00
Ratliff Hardscape, Ltd.	\$ 974,800.00
Elite Paving Group, LLC	\$ 983,761.51
J&L Construction, LLC	\$ 1,010,320.64
Onyx Paving & Utility, LLC	\$ 1,018,320.00
TI-Zack Concrete, Inc.	\$ 1,144,813.54
HQS Construction, LLC	\$ 1,220,600.00

Recommended Vendor:

V A Construction, Inc.	\$ 765,557.50
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Stephanie Shaffer

Stephanie Shaffer, Contract Administrator

3/24/2025

Date

CITY COUNCIL AGENDA MEMO

MEETING DATE: 4/14/2025

DEPARTMENT: Public Works

DIRECTOR: Abby Owens, Director of Public Works

AGENDA ITEM: Award a bid in the amount of \$4,583,750, for Residential Concrete Pavement Repair Zones K8 and L8 South, Project No. PW-S-00063.

RECOMMENDED ACTION: Award/Rejection of Bid/Proposal

ITEM SUMMARY

RFB No. 2025-0167-B for Residential Concrete Pavement Repair Zones K8 and L8 South, Project No. PW-S-00063, for the Public Works Department to Garret Shields Infrastructure, LLC in the amount of \$4,583,750; and authorizing the City Manager to execute all necessary documents. **Approved**

BACKGROUND

Public Works recommends the bid for the Residential Concrete Pavement Repair Zones K8 and L8 South be awarded to Garret Shields Infrastructure, LLC, in the amount of \$4,583,750; to be accepted as the lowest responsive and responsible bid for this project, conditioned upon timely execution of all necessary documents. A total of 1,743 vendors were notified of the bid, five (5) submitted a “no bid” and seven (7) bids were submitted.

This project involves the repair of approximately 36,000 square yards of residential concrete street and alley, 40,000 square feet of sidewalk and 144 barrier free ramps located in Residential Zones K8 and L8 South.

Public Works employs three (3) options for different types of pavement repair needs. City staff typically handle smaller isolated repairs of significantly damaged streets, sidewalks, and alleys. Utilizing City crews for these areas is more cost-effective than a third party due to costs of mobilization and economy of scale. Next, the Department utilizes requirements projects that are location-based work orders to address moderately sized areas needing repair. Staff creates work orders for these areas with higher quantities of concrete repair and traffic control than city crews can address. Staff also inspect the third-party construction activities to ensure the work is performed to City specifications. Finally, larger areas of repair, such as this project, are bid as separate contracts for neighborhood zone rehabilitation projects that cover several miles of infrastructure.

Public Works staff evaluate both the effectiveness of our street projects and feasibility to do more work with Public Works staff. At this time, sufficient yard/storage space, staff space, and equipment are not available for City staff to perform larger pavement rehabilitation projects, such as this neighborhood zone rehabilitation project, and still address isolated areas for repair that cost the City more for contractors to complete.

If this project is not awarded, the areas located inside of Residential Zones K8 and L8 South, will not be repaired. This will result in elevated maintenance and replacement costs in the future. In addition, existing ADA compliance issues will not be repaired, leaving pedestrian facilities in an unsafe condition.

The engineer's estimate for this project is \$5,700,000.

FINANCIAL SUMMARY/STRATEGIC GOALS

Funding for this item is budgeted in the 2024-25 Street Improvements CIP and is planned for future years, as well. Construction services for the Residential Concrete Pavement Repair Zones K8 and L8 South project, in the total amount of \$4,583,750, will leave a current year balance of \$499,400 for future expenditures.

Approval of this item will support the City's Strategic Plan Critical Success Factor of being an Excellent, Innovative, and Accountable City Government.

ATTACHMENTS:

Description	Upload Date	Type
Bid Recap Form	3/3/2025	Bid Recap
Location Map	3/3/2025	Map

CITY OF PLANO

RFB CIP

Bid No. 2025-0167-B

Residential Concrete Pavement Repair Zones K8 and L8 South

Project No. PW-S-00063

Bid Recap

Bid Opening Date/Time: Thursday, January 30, 2025 at 2:00 PM

Number of Vendors Notified: 1743

Vendors Submitting “No Bids”: 5

Number of Non-Responsive Bids Submitted: 0

Number of Responsive Bids Submitted: 7

<u>Vendor:</u>	<u>Total Bid</u>
Garret Shields Infrastructure, LLC	\$4,583,750.00
ICOS Management, LLC	\$4,684,650.00
Jim Bowman Construction Company, L.P.	\$4,896,150.00
Cam-Crete Contracting Inc	\$5,060,888.00
J&L Construction, LLC	\$5,432,364.70
VesCorp Construction, LLC	\$5,677,750.00
Ratliff Hardscape, Ltd	\$6,623,100.00

Recommended Vendor:

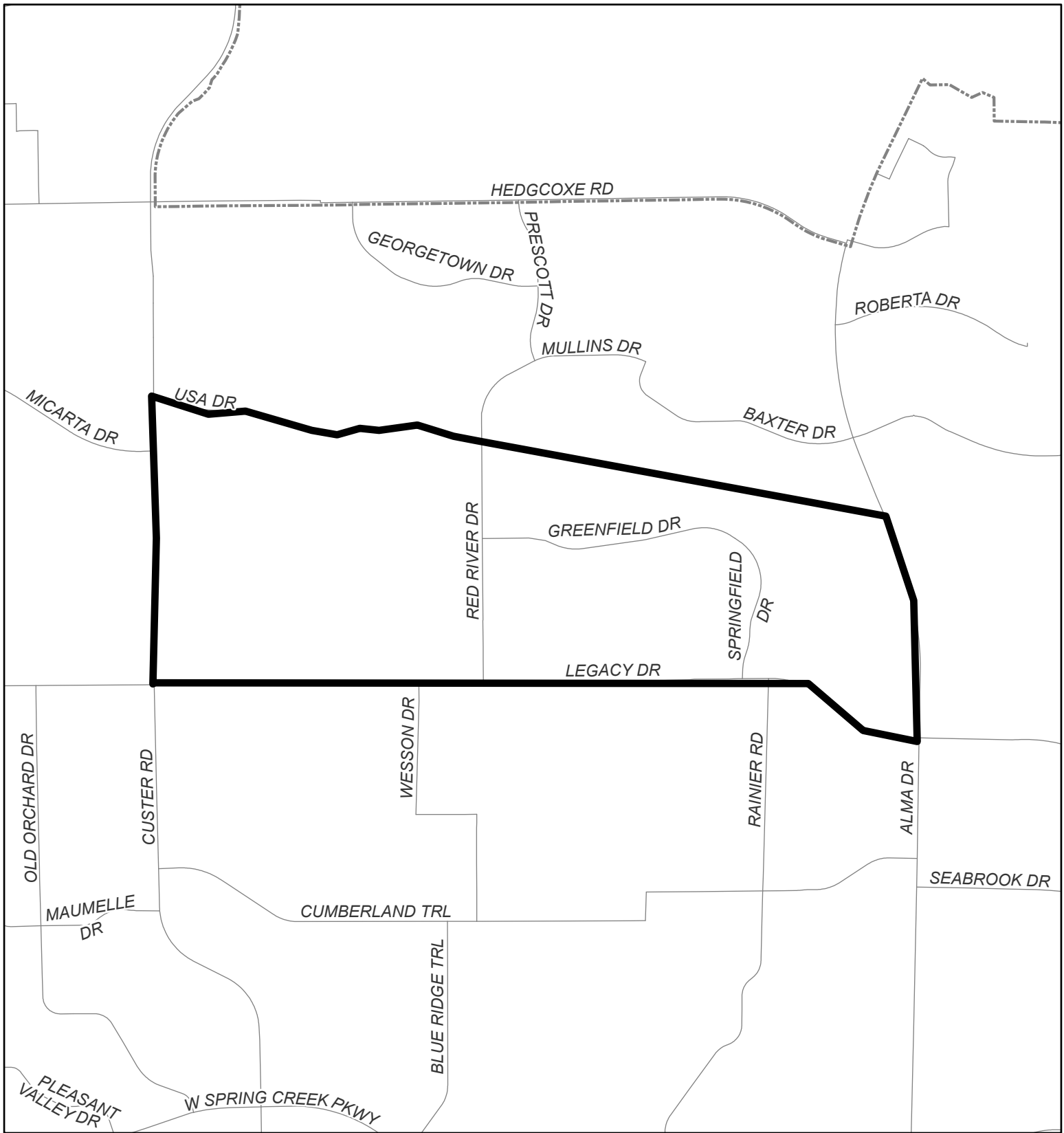
Garret Shields Infrastructure, LLC	\$4,583,750.00
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Christle Brungardt

Christle Brungardt, Buyer II

3/24/2025

Date



0 500 1,000
Feet

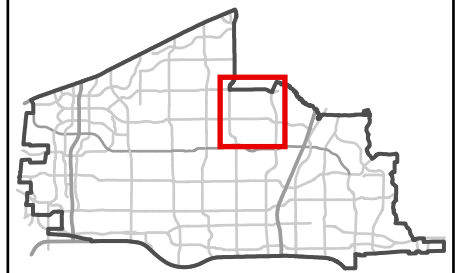


City of Plano BI-GIS Division
February 2025

Residential Concrete Pavement Repair Zones K8 and L8 South

Project No. PW-S-00063

Project Location





CITY COUNCIL AGENDA MEMO

MEETING DATE: 4/14/2025
DEPARTMENT: Parks
DIRECTOR: Ron Smith, Director of Parks and Recreation
AGENDA ITEM: Professional Food Service Staffing for the Plano Event Center.
RECOMMENDED ACTION: Award/Rejection of Bid/Proposal

ITEM SUMMARY

RFB No. 2025-0156-AC for a one (1) year contract with four (4) automatic one-year renewals for Professional Food Service Staffing for the Plano Event Center to SMB Staffing LLC in the estimated annual amount of \$408,000; and authorizing the City Manager to execute all necessary documents. **Approved**

BACKGROUND

The Plano Event Center services catered functions with contracted professional food service personnel labor including waiters, bartenders, stewards, and concession workers.

The Plano Event Center recommends awarding the 2025-0156-AC Professional Food Service Staffing contract to SMB Staffing LLC. SMB Staffing LLC is the lowest responsive, responsible bidder. The Department believes they are capable of fully meeting the requirements of the contract as specified in the bid documentation.

The contract term is one year with four automatic renewals at the City's discretion for a maximum of five years. The total award of this contract, estimated at \$2,040,000, anticipates exercising all contract option years for a full five-year term. FY 24-25 estimated at six months for \$204,000 anticipates the contract beginning April 14, 2025. FY 25-26, estimated at \$408,000, will be the first full year of the contract. FY 26-27, FY 27-28 and FY 28-29 are also estimated at \$408,000 each, and FY29-30 (based on six remaining months) is estimated at \$204,000. Utilization of contract labor instead of in-house staff for these specific services is a savings of approximately \$250,000 annually.

Should approval be denied, it would not be possible for Plano Event Center to service large catered events and there would be a loss of food and ancillary services revenues.

FINANCIAL SUMMARY/STRATEGIC GOALS

Approval of this item will provide contracted professional food service personnel labor for Plano Event Center. The term for this contract is one (1) year with four (4) optional renewals. Expenditures will be made within the approved budget appropriations for each year of the contract. The estimated total amount to be spent, if all optional renewals are used, is \$204,000 for 2024-25, \$408,000 per year for 2025-26 through 2028-29, and \$204,000 for 2029-30.

Approval of this agreement will support the City's Strategic Plan of a Welcoming and Engaged Community and Residential and Commercial Economic Vitality.

ATTACHMENTS:

Description	Upload Date	Type
Bid Recap	4/4/2025	Bid Recap

CITY OF PLANO

Bid No. 2025-0156-AC

Professional Food Service Staffing

Bid Recap

Bid opening Date/Time: February 26, 2025 at 2:00 P.M. CDT

Number of Vendors Notified: 587

Vendors Submitting “No Bids”: 9

Number of Bids Non-Responsive: 0

Number of Bids Submitted: 1

<u>Vendor Name</u>	<u>Total Amount Bid</u>
SMB Staffing LLC	\$408,000

<u>Recommended Vendor</u>	
SMB Staffing LLC	\$408,000

CITY COUNCIL AGENDA MEMO

MEETING DATE: 4/14/2025
DEPARTMENT: Fleet Services
DIRECTOR: Abby Owens, Director of Public Works
AGENDA ITEM: Purchase of one (1) Pothole Patcher Truck.
RECOMMENDED ACTION: Purchase from Existing Contract

ITEM SUMMARY

To approve the purchase of one (1) Pothole Patcher Truck for the Public Works Department - Streets Division in the amount of \$309,639 from Rush Truck Centers of Texas, LP through an existing contract; and authorizing the City Manager to execute all necessary documents. (BuyBoard No. 723-23) **Approved**

BACKGROUND

It is the recommendation of Fleet Services to purchase one (1) Pothole Patcher Truck in the amount of \$309,639 from Rush Truck Centers of Texas, LP through BuyBoard Contract No. 723-23.

This unit is a scheduled replacement from Capital Outlay FY22-23 in Streets. This truck will be used in the maintenance and repair of potholes on City streets.

The purchase of this unit is necessary for the following reasons:

1. This unit is essential to this department's daily operations and is required to maintain current service levels.
2. The old unit is in need of replacement. The determination for the need of replacement is based on age, usage, maintenance cost, and re-sale value. Based on these criteria, Fleet Services recommends the replacement of the above unit.
3. If this unit is not replaced, we will incur additional maintenance costs, and the salvage value will be greatly depreciated. In addition, the older, aging unit will limit the users' ability to perform their duties because of increased breakdowns and additional downtime for repairs.

The City is authorized to purchase from a cooperative purchasing program with another local government or a local cooperative organization pursuant to Chapter 271 Subchapter F of the Texas Local Government Code and by doing so satisfies any State Law requiring local governments to seek competitive bids for items. (BuyBoard Contract No. 723-23 and the City of Plano Contract No. 2025-0242-O)

FINANCIAL SUMMARY/STRATEGIC GOALS

Funds are available in the FY 2024-25 Equipment Replacement Fund budget to purchase one (1) Pothole Patcher Truck in the amount of \$309,639 from Rush Truck Centers of Texas, LP. This unit is a scheduled replacement for units 14724 Asphalt Recycler and 15326 Truck Pickup 1 1/2 Ton, Dump in the Public Works Department - Streets Division.

Approval of this item relates to the City's Strategic Plan Critical Success Factor of Excellent, Innovative, and Accountable City Government.

ATTACHMENTS:

Description	Upload Date	Type
Picture	3/20/2025	Attachment
Cooperative Quote Recap	3/20/2025	Cooperative Quote Recap



Pothole Patcher Truck

**CITY OF PLANO
SOLICITATION NO. 2025-0242-O
ONE (1) POTHOLE PATCHER TRUCK
COOPERATIVE QUOTE RECAP**

Number of Vendors Contacted: 3

Number of Quotes Received: 3

Rush Truck Centers of Texas, LP., via BuyBoard Contract No. 723-23

One (1) Pothole Patcher Truck	\$309,639.12
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MHC Texas Kenworth Co, LLC., via BuyBoard Contract No. 723-23

One (1) Pothole Patcher Truck	\$311,074.59
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Doggett Freight Liner of South Texas, LLC, via TIPS Contract No. 230802

One (1) Pothole Patcher Truck	\$326,164.09
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Recommended Vendor:

Rush Truck Centers of Texas, LP., via BuyBoard Contract No. 723-23

Total \$309,639.12

CITY COUNCIL AGENDA MEMO

MEETING DATE: 4/14/2025
DEPARTMENT: Fleet Services
DIRECTOR: Abby Owens, Director of Public Works
AGENDA ITEM: Purchase of five (5) Tractor Trucks.
RECOMMENDED ACTION: Purchase from Existing Contract

ITEM SUMMARY

To approve the purchase of five (5) Tractor Trucks for the Public Works Department - Compost Marketing & Operations in the amount of \$888,212 from Rush Truck Centers of Texas, LP through an existing contract; and authorizing the City Manager to execute all necessary documents. (BuyBoard Contract No. 723-23) **Approved**

PREVIOUS ACTION/PRESENTATION

BACKGROUND

It is the recommendation of Fleet Services to purchase five (5) Tractor Trucks in the amount of \$888,212 from Rush Truck Centers of Texas, LP through BuyBoard Contract No. 723-23.

Three (3) units are scheduled replacements from Capital Outlay FY2024-25 and two (2) units are early orders from Capital Outlay FY2025-26 in Compost Marketing and Operations. These units are being purchased now due to extended lead times. The Tractor Trucks pull Transport Trailers that haul ground yard trimmings from the Custer Transfer Station to the 121 Regional Composting Facility and finished compost and mulches to commercial customers.

The purchase of these units is necessary for the following reasons:

1. These units are essential to this department's daily operations and are required to maintain current service levels.
2. The old units are in need of replacement. The determination for the need of replacement is based on age, usage, maintenance cost, and re-sale value. Based on these criteria, Fleet Services recommends the replacement of the above units.
3. If these units are not replaced, we will incur additional maintenance costs and the salvage values will be greatly depreciated. In addition, the older, aging units will limit the users' ability to perform their duties because of increased breakdowns and additional downtime for repairs.

The City is authorized to purchase from a cooperative purchasing program with another local government or a local cooperative organization pursuant to Chapter 271 Subchapter F of the Texas Local Government Code and by doing so satisfies any State Law requiring local governments to seek competitive bids for items. (BuyBoard Contract No. 723-23 and the City of Plano Contract No. 2025-0243-O)

FINANCIAL SUMMARY/STRATEGIC GOALS

Funds are available in the FY 2024-25 Equipment Replacement Fund budget to purchase five (5) Tractor Trucks in the amount of \$888,212 from Rush Truck Centers of Texas, LP. Three (3) Tractor Trucks are scheduled replacements for units 18804, 18806, and 18808 Truck-Tractor over 33,000 GVW in Compost Marketing & Operations. Two (2) of the Tractor Trucks are pre-orders for FY 2025-26 for units 18805 and 18807 Truck-Tractor over 33,000 GVW in Compost Marketing & Operations and are being purchased now due to extended lead times.

Approval of this item relates to the City's Strategic Plan Critical Success Factor of Excellent, Innovative, and Accountable City Government.

ATTACHMENTS:

Description	Upload Date	Type
Picture	3/20/2025	Attachment
Cooperative Quote Recap	3/20/2025	Cooperative Quote Recap



Tractor Truck

**CITY OF PLANO
SOLICITATION NO. 2025-0243-O
FIVE (5) TRACTOR TRUCKS
COOPERATIVE QUOTE RECAP**

Number of Vendors Contacted: 3

Number of Quotes Received: 2

Rush Truck Centers of Texas, LP via BuyBoard Contract No. 723-23

Five (5) Tractor Trucks

\$888,211.65

MHC Texas Kenworth Co, LLC via BuyBoard Contract No.723-23

Five (5) Tractor Trucks

\$927,529.75

Recommended Vendor:

Rush Truck Center of Texas, LP via BuyBoard Contract No. 723-23

Total \$888,211.65

CITY COUNCIL AGENDA MEMO

MEETING DATE: 4/14/2025

DEPARTMENT: Public Works

DIRECTOR: Abby Owens, Director of Public Works

AGENDA ITEM: Approve the use of BuyBoard Contract No. 756-24 for an initial term of \$620,000 or one (1) year, whichever occurs first, with two (2) City optional renewals for an estimated total amount of \$1,860,000 for Horizontal Saw Cutting Requirements Contract – 2025 Project No. PW-S-00073

RECOMMENDED ACTION: Purchase from Existing Contract

ITEM SUMMARY

To approve the purchase of Horizontal Saw Cutting Requirements Contract – 2025, Project No. PW-S-00073, for the initial term of \$620,000 or one (1) year, whichever occurs first, with two (2) City optional renewals for the Public Works Department in the estimated total amount of \$1,860,000 if the City exercises its option for both renewals from Precision Sidewalks LLC dba Precision Concrete Cutting through an existing contract; and authorizing the City Manager to execute all necessary documents. (BuyBoard Contract No. 756-24) **Approved**

PREVIOUS ACTION/PRESENTATION

BACKGROUND

Public Works recommends the approval of the Horizontal Saw Cutting Requirements Contract – 2025 Project No. PW-S-00073 for the initial term of \$620,000 or one (1) year, whichever occurs first, with two (2) City optional renewals in the estimated total amount of \$1,860,000 if the City exercises its option for both renewals.

Due to the volume of service requests Public Works receives for trip hazards on sidewalks in the City of Plano, staff researched an alternative to full sidewalk concrete replacement to remove trip hazards and reduce repair time. Public Works selected Precision Sidewalk LLC dba Precision Concrete Cutting in April 2022 to pilot a patented approach. During the pilot over 26,000 locations were removed at an average cost of \$55 per repair as compared to an estimated \$864 per repair for traditional sidewalk removal and replacement. The pilot demonstrated this approach to be a quicker and more cost-effective way to reduce trip hazards for pedestrians.

Public Works staff recommend awarding the contract to Precision Sidewalks LLC dba Precision Concrete Cutting. The contractor has successfully completed the previous contract using this approach, they have a patented trip hazard repair solution, and they have an existing contract on BuyBoard for horizontal saw cutting.

The funding for this contract is coming from the Capital Maintenance Fund (350046).

If Council does not approve this contract, Public Works would only have the option to repair trip hazards using full sidewalk concrete replacement which is more costly and time consuming, leading to longer

response times.

The City is authorized to purchase from a cooperative purchasing program with another local government or a local cooperative organization pursuant to Chapter 271 Subchapter F of the Texas Local Government Code and by doing so satisfies any State Law requiring local governments to seek competitive bids for items. (BuyBoard Contract No. 756-24 / City of Plano Requirements Contract No. 2025-0272-OA)

FINANCIAL SUMMARY/STRATEGIC GOALS

Funding for this item is budgeted in the 2024-25 Capital Maintenance Fund and is planned for future years, as well. Award of the Horizontal Saw Cutting Requirements Contract – 2025 Project No. PW-S-00073 has an initial term of \$620,000 or one (1) year, whichever occurs first, as well as two (2) optional renewals of the same term, for an estimated total of \$1,860,000 if all renewal options are exercised.

Approval of this item will support the City's Strategic Plan Critical Success Factor of being an Excellent, Innovative, and Accountable City Government.

CITY COUNCIL AGENDA MEMO

MEETING DATE: 4/14/2025
DEPARTMENT: Fleet Services
DIRECTOR: Abby Owens, Director of Public Works
AGENDA ITEM: Purchase of six (6) Ford F-550 Ambulance Chassis and eleven (11) Ford F-550 Ambulance Bodies.
RECOMMENDED ACTION: Purchase from Existing Contract

ITEM SUMMARY

To approve the purchase of six (6) Ford F-550 Ambulance Chassis in the amount of \$354,085 from Sam Pack's Five Star Ford and eleven (11) Ford F-550 Ambulance Bodies in the amount of \$4,083,211 from Professional Ambulance Sales & Service LLC for a total estimated amount of \$4,437,296 through an existing contract; and authorizing the City Manager to execute all necessary documents. (BuyBoard Contract No. 724-23 and Sourcewell Contract No. 122123-RVG) **Approved**

BACKGROUND

It is the recommendation of Fleet Services to purchase six (6) Ford F-550 Ambulance Chassis in the amount of \$354,085 from Sam Pack's Five Star Ford through BuyBoard Contract No. 724-23 and eleven (11) Ford F-550 Ambulance Bodies in the amount of \$4,083,211 from Professional Ambulance Sales & Service LLC through Sourcewell Contract No. 122123-RVG. Fleet Services and Purchasing have reviewed multiple Cooperative Contract quotes and found these to be the best value for the City.

The six (6) Ambulance Chassis and six (6) Ambulance Bodies are scheduled replacements from Capital Outlay FY2024-25 in Fire-Rescue. Five (5) of the Ambulance Bodies are early orders from Capital Outlay FY2025-26 and are being purchased now due to extended lead times. Delivery of the Ambulance Bodies will be staggered, so the order of the remaining five (5) Ambulance Chassis will be made in FY2025-26 to coincide with the delivery of the Ambulance Bodies.

The purchase of these units is necessary for the following reasons:

1. These units are essential to Fire-Rescue's daily operations and are required to maintain current service levels.
2. The old units are in need of replacement. The determination for the need of replacement is based on age, usage, maintenance cost, and re-sale value. Based on these criteria, Fleet Services recommends the replacement of the above units.
3. If these units are not replaced, we will incur additional maintenance costs and the salvage values will be greatly depreciated. In addition, the older, aging units will limit the users' ability to perform their duties because of increased breakdowns and additional downtime for repairs.

The City is authorized to purchase from a cooperative purchasing program with another local government or a local cooperative organization pursuant to Chapter 271 Subchapter F of the Texas Local Government Code and by doing so satisfies any State Law requiring local governments to seek competitive bids for

items. (BuyBoard Contract No. 724-23 & Sourcewell Contract No. 122123-RVG and the City of Plano Contract No. 2025-0113-O)

FINANCIAL SUMMARY/STRATEGIC GOALS

Funds are available in the FY 2024-25 Equipment Replacement Fund budget to purchase six (6) Ford F-550 Ambulance Chassis in the amount of \$354,085 from Sam Pack’s Five Star Ford and eleven (11) Ford F-550 Ambulance Bodies in the amount of \$4,083,211 from Professional Ambulance Sales & Service LLC. Six (6) Ambulance Chassis and five (5) of the Ambulance Bodies are scheduled replacements for units 21462, 21463, 21464, 21465, 21466 and 21467 Ambulance, Type 1 Medium Duty in the Fire Department. Five (5) of the Ambulance Bodies are pre-orders for FY 2025-26 for units 21468, 21469, 21470, 21471 and 21472 Ambulance, Type 1 Medium Duty in the Fire Department and are being purchased now due to extended lead times.

Approval of this item relates to the City's Strategic Plan Critical Success Factor of Excellent, Innovative, and Accountable City Government.

ATTACHMENTS:

Description	Upload Date	Type
Picture	3/5/2025	Attachment
Cooperative Quote Recap	3/12/2025	Cooperative Quote Recap



Ambulance

**CITY OF PLANO
SOLICITATION NO. 2025-0113-O
SIX (6) AMBULANCE CHASSIS AND ELEVEN (11) AMBULANCE BODIES
COOPERATIVE QUOTE RECAP**

Number of Vendors Contacted: 3

Number of Quotes Received: 6

Sam Pack's Five Star Ford, via BuyBoard Contract No. 724-23

Six (6) New Ford F550 Ambulance Chassis	\$354,084.70
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Randall Reed's Planet Ford 635, via HGAC Contract No. VE05-24

Six (6) New Ford F550 Ambulance Chassis	\$354,976.20
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Randall Reed's Planet Ford 635, via SAT Contract No. 25-06-1010

Six (6) New Ford F550 Ambulance Chassis	\$357,241.40
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Professional Ambulances Sales & Service LLC, via Sourcewell Contract No. 122123-RVG

Eleven (11) 2025 Ford F550 Ambulance Bodies	\$4,083,211.00
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Professional Ambulances Sales & Service LLC, via BuyBoard Contract No. 745-24

Eleven (11) 2025 Ford F550 Ambulance Bodies	\$4,084,011.00
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Professional Ambulances Sales & Service LLC, via HGAC Contract No. AM10-23

Eleven (11) 2025 Ford F550 Ambulance Bodies	\$4,084,211.00
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Recommended Vendor:

Sam Pack's Five Star Ford 635, via BuyBoard Contract No. 724-23 and Professional Ambulances Sales & Service LLC, via Sourcewell No. 122123-RVG

Six (6) New Ford F550 Ambulance Chassis	\$354,084.70
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Eleven (11) 2025 Ford F550 Ambulance Bodies	\$4,083,211.00
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CITY COUNCIL AGENDA MEMO

MEETING DATE: 4/14/2025
DEPARTMENT: Technology Solutions
DIRECTOR: Roger Wright, Chief Information Officer
AGENDA ITEM: To approve the purchase of Mobile Network Replacement.
RECOMMENDED ACTION: Purchase from Existing Contract

ITEM SUMMARY

To approve the purchase of 364 Cradlepoint mobile routers with six (6) years of support and licensing, antennas, and installation services for Technology Solutions in the total estimated amount of \$1,173,631 from GTS Technology Solutions, Inc. through an existing contract; and authorizing the City Manager to execute all necessary documents. (DIR Contract No. DIR-CPO-4751) **Approved**

PREVIOUS ACTION/PRESENTATION

On August 12, 2019, City Council approved a contract between the City of Plano and CDW-G in the amount of \$620,158 for the purchase of mobile routers, antennas, and accessories to support network connectivity in Public Safety vehicles.

On October 12, 2020, City Council approved the purchased annual maintenance for the mobile routers purchased on August 12, 2020 from CDW-G in the amount of \$54,317.

On July 28, 2021, Neighborhood Services purchased twenty-one (21) mobile routers, antennas, and accessories from GTS Technology Solutions, Inc. in the amount of \$19,178.

On July 24, 2023, City Council approved a contract between the City of Plano and GTS Technology Solutions, Inc. in the amount of \$322,701 for one hundred sixty (160) Cradlepoint mobile routers, support, and installation services to replace end of support mobile routers that support fire stations and traffic intersections as part of the first phase of the Mobile Network & Standardization project.

BACKGROUND

The City's current mobile routers, which support our public safety vehicle fleet, are approaching their "end of support" date on June 30, 2025. To address this, Technology Solutions has initiated the second and final phase of the Mobile Network & Standardization project to replace this hardware. Simply stated, the standardization process involves transitioning to a single vendor with three identified models—each designed for specific needs—to better manage costs and improve supportability.

The first phase, which involved the replacement of traffic and fire station routers in 2023, has already been completed, with those devices now operating on the new, standardized solution. This proposed purchase, if approved, will begin the second phase to replace the 2019 purchase for public safety and the 2021 purchase for Neighborhood Services. It will include the replacement of mobile routers and antennas in vehicles used by the Police, Fire Department, Animal Services, Neighborhood Services, and the Library's community outreach van. Additionally, it will refresh the hardware for the mobile routers that provide connectivity to the City's irrigation controllers.

These mobile routers provide our public safety fleet connectivity to vital technology resources while in the

field assisting the City's citizens. If the City of Plano does not approve this purchase, the current routers used in public safety vehicles and irrigation controllers will reach end of support which would increase risk security and operations. Technology Solutions would not be able to ensure consistent and reliable communications for the mobile routers providing connectivity to these vehicles which could directly impact emergency response to its citizens.

The City is authorized to purchase from the State Contract list pursuant to Chapter 271 Subchapter D of the Texas Local Government Code and by doing so satisfies any State Law requiring local governments to seek competitive bids for items. (DIR Contract No. DIR-CPO-4751 / City of Plano Internal Contract No. 2025-0316-O).

FINANCIAL SUMMARY/STRATEGIC GOALS

Funding for this item is available in the 2024-25 Technology Improvements CIP. This request is to approve the purchase of (364) Cradlepoint mobile routers with licensing and support, antennas, and installation services, in the total estimated amount of \$1,173,631, which will leave a remaining balance of \$903,360 for other project expenditures.

Approval of this item will support the City's Strategic Plan Critical Success Factor of being an Excellent, Innovative, and Accountable City Government.

CITY COUNCIL AGENDA MEMO

MEETING DATE: 4/14/2025

DEPARTMENT: Public Works

DIRECTOR: Abby Owens, Director of Public Works

AGENDA ITEM: Approve a decrease in the amount of \$580,182 for Residential Concrete Pavement Repair Zone D6 - East, Project No. PW-S-7543.

RECOMMENDED ACTION: Approval of Change Order

ITEM SUMMARY

To approve a decrease to the current awarded contract amount of \$2,892,900 by \$580,182 for a total contract amount of \$2,312,718 from Garret Shields Infrastructure, LLC for the Public Works Department; and authorizing the City Manager to execute all necessary documents. (2023-0331-B; Change Order No.

1) **Approved**

PREVIOUS ACTION/PRESENTATION

On July 24, 2023, City Council awarded a bid in the amount of \$2,892,900 for Residential Concrete Pavement Repair Zone D6 - East, Project No. PW-S-7543 to Garret Shields Infrastructures, LLC.

BACKGROUND

Public Works recommends the approval of Change Order No.1, decreasing the current awarded amount of \$2,892,900 by \$580,182 for a total contract amount of \$2,312,718 for Residential Concrete Pavement Repair Zone D6 - East, Project PW-S-7543.

This change order adjusts quantities for contract items completed through Residential Concrete Pavement Repair Zone D6 - East. The project was designed in the summer of 2021. Public Works Department staff utilize street scores to estimate the amount of pavement removal needed in residential neighborhood repair project. The estimates are typically within 10% – 15% of the actual street repairs needed within the project limits. In this case, the estimate was 20% higher than the actual concrete repairs completed. The remaining funds will be used on future residential projects.

If this change order is not approved at Council, the City will not be able to reallocate these funds to a future project.

FINANCIAL SUMMARY/STRATEGIC GOALS

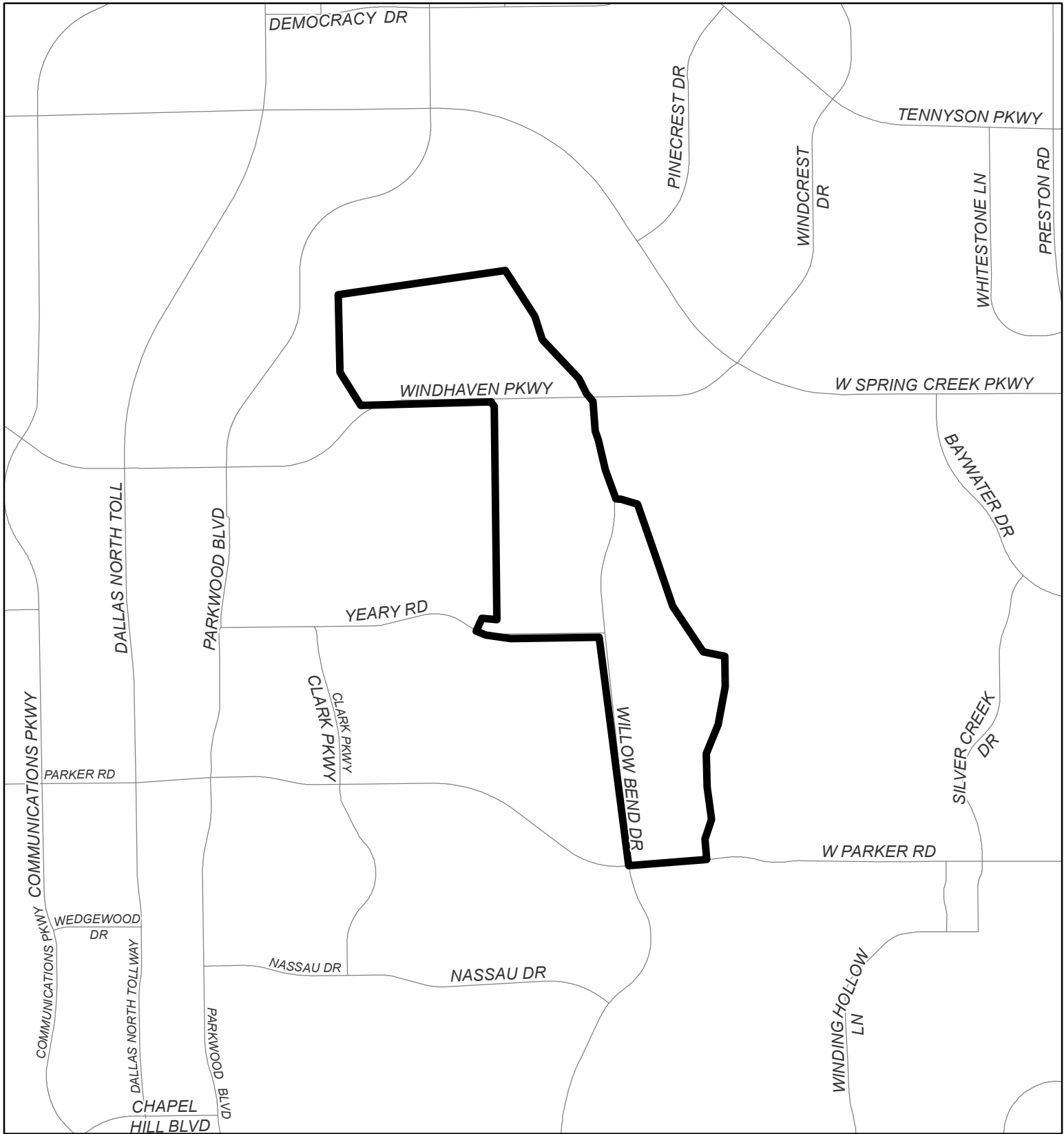
This item approves a change in the contract with Garret Shields Infrastructure, LLC for construction services on the Residential Concrete Pavement Repair Zone D6 - East project. The first change order, reducing the current contract by \$580,182, will leave a balance of \$592,056 for use in other street improvement projects.

Approval of this item will support the City's Strategic Plan Critical Success Factors of being an Excellent, Innovative, and Accountable City Government.

ATTACHMENTS:

Description

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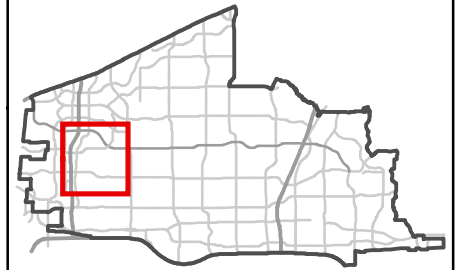


City of Plano BI-GIS Division
May 2023

Residential Concrete Pavement Repair Zone D6 - East

Project No. PW-S-7543

Project Location



CITY COUNCIL AGENDA MEMO

MEETING DATE: 4/14/2025
DEPARTMENT: Engineering-Facilities
DIRECTOR: B. Caleb Thornhill, P.E., Director of Engineering
AGENDA ITEM: Franchise Utility Relocation Services for the Construction of the New Oak Point Park Maintenance Facility.
RECOMMENDED ACTION: Approval of Expenditure

ITEM SUMMARY

To approve an expenditure for franchise utility relocation services for the Oak Point Park Maintenance Facility in the estimated amount of \$227,700 from Frontier Communications for the Engineering Department - Facilities Division; and authorizing the City Manager to execute all necessary documents. **Approved**

BACKGROUND

The Engineering Department recommends entering into an agreement with Frontier Communications in the amount of \$227,700.46 for Project No. FAC-F-7524. The project requires the relocation of existing fiber optic infrastructure, which will be necessary for the construction of the new Oak Point Park Maintenance Facility. Funding for this work was approved in the 2021 Bond Referendum.

The Engineering and Parks Departments, along with the project team, evaluated the selected site at the northwest corner of Los Rios Boulevard and Parker Road to determine the most feasible and cost-effective development approach. The site's size and elevation required careful consideration of grading, operational efficiency, construction costs, and franchise utility relocations. After thorough analysis, relocating the Frontier infrastructure was determined to be the most economical solution while meeting all project goals.

Staff coordinated with Frontier Communications to ensure a fair and prudent cost for these relocation services.

The City is exempt from the competitive bid process for this purchase as allowed by Texas Local Government Code Chapter 252 Subchapter B Section 252.022 (a)(7)(c).

Failure to approve this expenditure will result in delays to the start of the project.

FINANCIAL SUMMARY/STRATEGIC GOALS

Funding for this item is budgeted in the 2024-25 Park Improvements CIP. Franchise utility relocation services, to prepare for construction of the Oak Point Park Maintenance Facility project, in the total estimated amount of \$227,700, will leave a current year balance of \$34,229 for future project expenditures.

Approval of this item will support the City's Strategic Plan Critical Success Factor of being an Excellent, Innovative, and Accountable City Government.

CITY COUNCIL AGENDA MEMO

MEETING DATE: 4/14/2025
DEPARTMENT: Environmental Health And Sustainability
DIRECTOR: Rachel Patterson, Director of Environmental Health & Sustainability
AGENDA ITEM: Approval of an Interlocal Agreement between the University of Texas at Dallas and the City of Plano.
RECOMMENDED ACTION: Approval of Contract / Agreement

ITEM SUMMARY

To approve an Interlocal Agreement between the University of Texas at Dallas and the City of Plano, Texas, to allow three (3) air quality monitors to remain in place on city buildings for UTD's use in performing air quality-monitoring research; and authorizing the City Manager to execute all necessary documents. **Approved**

BACKGROUND

In 2016, Environmental Health & Sustainability Department (EHS) staff began participating in a consortium of North Texas stakeholders led by UTD, all of whom were interested in developing a real-time air quality monitoring network for the region.

Currently, functioning air quality monitors are located at three City-owned facilities (Facility Maintenance Municipal Center and the Environmental Education Center). UTD has offered, at no cost to the City, to continue maintenance on these monitors for the purpose of continuing data collection. This agreement will allow UTD, with proper notice to the City, reasonable access to the buildings for research, repair and maintenance activities. UTD will bear all associated costs and share research findings.

This is a 2-year agreement with an option for three 12-month renewals, based on how the program is progressing. If this ILA is not approved, the city will work with UTD to remove the air quality monitors from City property.

FINANCIAL SUMMARY/STRATEGIC GOALS

This item has no financial impact

Approval of this agenda item supports the City's Strategic Plan Critical Success Factor of Excellent, Innovative, and Accountable City Government.

ATTACHMENTS:

Description

Upload Date Type



INTERLOCAL COOPERATION AGREEMENT

This **Interlocal Cooperation Agreement** (the "**Agreement**") is entered into effective as of **the last date of Binding Signature by the Parties** (the "**Effective Date**"), by and between the Contracting Parties listed below pursuant to authority granted in and in compliance with [Chapter 791, Government Code](#).

1. CONTRACTING PARTIES (the "**Parties**):

City: **The City of Plano**, an agency of **The State of Texas**.

UTD: **The University of Texas at Dallas**, an agency of **The State of Texas**.

2. PURPOSE:

This Agreement aims to establish the terms and conditions under which Parties shall offer services to each other as specified in **Section 3** below.

3. STATEMENT OF SERVICES:

The Parties agree on the following services (the "**Services**):

City will:

- a) During the Term of this Agreement, allow, at no cost to UTD, three (3) Air Quality Monitors (the "**Monitors**") to remain in place on City buildings (namely-Facility Maintenance, Municipal Center, and Environmental Education Center) for UTD's use in performing its air air-monitoring research.
- b) Allow UTD reasonable access, with 48-hours prior notice given by UTD, to the Monitors for UTD's research and the repair and maintenance of the Monitors.
- c) Provide connectivity information regarding Monitors to UTD with 48-hours prior notice of the need for that information.

UTD will:

- a) Perform its air-monitoring research and share the findings of that research with the City.
- b) At its own expense, maintain and repair the Monitors throughout the Term of this Agreement. No Monitor may be replaced without prior approval from City.

4. WARRANTIES:

UTD warrants (1) the services are necessary and authorized for activities properly within its statutory functions and programs; (2) it has authority to contract for the services under authority granted in [Chapter 791, Government Code](#); (3) it has all necessary power and has received all necessary approvals to execute and deliver this Agreement, and (4) the representative signing this Agreement on City's behalf is authorized by its governing body to do so.

City warrants (1) it has authority to perform the services under authority granted in [Chapter 791, Texas Government Code](#); (2) it has all necessary power and has received all necessary approvals to execute and deliver this Agreement, and (3) the representative signing this Agreement on City's behalf is authorized by its governing body to do so.

5. TERM:

This Agreement shall be for an initial period of **twenty-four (24) months** commencing on the **Effective Date** provided however, that UTD shall have the right and option to extend the term hereof by up to three (3) additional twelve (12) month periods by giving written notice to UTD's election to extend the term, such notice to be given not more than ninety (90) days prior to the expiration of the initial term or the immediately preceding term.

6. NOTICES:



Except as otherwise provided by this Section, notices, consents, approvals, demands, requests or other communications provided or permitted under this Agreement, will be in writing and will be sent via certified mail, hand delivery, overnight courier, facsimile transmission (to the extent a facsimile number is set forth below), or email (to the extent an email address is set forth below) as provided below. Notice will be deemed given (i) if delivered by certified mail, when deposited, postage prepaid, in the United States mail, or (ii) if delivered by hand, overnight courier, facsimile (to the extent a facsimile number is set forth below) or email (to the extent an email address is set forth below), when received:

If to **UTD:** **The University of Texas at Dallas**
Office of Sponsored Projects
800 W. Campbell Rd., AD15 Richardson, TX 75080-3021
Attn: Emily Lacy
Associate Director
Tel: (972) 883-2313
Email: osp@utdallas.edu

with **Copy** to:

- 1) **The University of Texas at Dallas**
Office of Contracts Administration
800 West Campbell Road, MS SP2 12.502,
Richardson, TX 75080
Attn: Director, The Office of Contracts Administration
Email: oca@utdallas.edu
- 2) **The University of Texas at Dallas**
Office of Purchasing
800 West Campbell Road, MS SP2 12.502
Richardson, TX 75080
Attn: Director, Purchasing
Email: purchasing@utdallas.edu

If to **City:** **City of Plano**
Sustainability & Environmental Education Division
4200 W. Plano Parkway
Plano, TX 75093
Attn: Nicole Warhafftig, Sustainability Manager
Tel: (972) 769-4132
Email: nwarhafftig@plano.gov

or other person or address as may be given in writing by either party to the other in accordance with this Section.

7. TERMINATION:

In the event of material failure by a Contracting Party to perform its duties and obligations in accordance this Agreement, the other party may terminate this Agreement upon **thirty (30) days**' advance written notice of termination setting forth the nature of the material failure; provided that, the material failure is through no fault of the terminating party. The termination will not be effective if the material failure is fully cured prior to the end of the **thirty (30) day** period.

Either Party may terminate this Agreement without cause upon **ninety (90) days** advance written notice of termination to the other Party.

8. OTHER PROVISIONS:



- a) **Independent Contractors.** For the purposes of this Agreement and all services to be provided hereunder, the Parties shall be, and shall be deemed to be, independent contractors and not agents or employees of the other party. Neither party shall have the authority to make any statements, representations, or commitments of any kind or to take any action which shall be binding on the other party, except as may be expressly provided for herein or authorized in writing.
- b) **Venue; Governing Law.** Collin County Texas will be the proper place of venue for suit on or in respect of this Agreement. This Agreement, all of its terms and conditions, all rights and obligations of the parties, and all claims arising out of or relating to this Agreement, will be construed, interpreted and applied in accordance with, governed by and enforced under, the laws of the State of Texas.
- c) **Entire Agreement; Modifications.** This Agreement supersedes all prior agreements, written or oral, between the Parties and will constitute the entire agreement and understanding between the parties with respect to its subject matter. This Agreement and each of its provisions will be binding on the parties, and may not be waived, modified, amended or altered, except by a writing signed by the Parties.
- d) **Loss of Funding.** Performance by a Contracting Party of its duties and obligations under this Agreement may be dependent upon the appropriation and allotment of funds by the Texas State Legislature (*the "Legislature"*) and/or allocation of funds by that Contracting Party's governing board. If Legislature fails to appropriate or allot necessary funds, or a Contracting Party's governing board fails to allocate necessary funds, then Contracting Party that loses funding may terminate this Agreement without further duty or obligation. Contracting Parties agree acknowledge that appropriation, allotment, and allocation of funds are beyond the Contracting Parties' control.
- e) **State Auditor's Office.** Parties understand the acceptance of funds under this Agreement constitutes acceptance of authority of the Texas State Auditor's Office or any successor agency (*the "Auditor"*) to conduct an audit or investigation in connection with those funds (ref. [Sections 51.9335\(c\)](#), [73.115\(c\)](#) and [74.008\(c\)](#), *Education Code*). Parties agree to cooperate with Auditor in the conduct of the audit or investigation, including providing all records requested. Parties will include this provision in all contracts with permitted subcontractors.
- f) **Assignment.** This Agreement is not transferable or assignable except upon written approval by the Parties.
- g) **Severability.** If any one or more of the provisions of this Agreement will for any reason be held to be invalid, illegal, or unenforceable in any respect, that invalidity, illegality or unenforceability will not affect any other provision, and this Agreement will be construed as if the invalid, illegal, or unenforceable provisions had never been included.

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h) **Public Records.** It will be the independent responsibility of the Parties to comply with [Chapter 552, Government Code](#) (the “*Public Information Act*”), as it applies to the Parties’ respective information.

Executed effective on the **Effective Date** by the following **Duly Authorized Representatives** of the Parties:

UTD:

THE UNIVERSITY OF TEXAS AT DALLAS

(Read Understood, and Approved by Dept.)

By: _____

Name: Prof. G. Andrés Cisneros

Title: Department Head of Physics

Date: 03/04/2025

CITY:

THE CITY OF PLANO

(Binding Signatory)

By: _____

Name: _____

Title: _____

Date: _____

THE UNIVERSITY OF TEXAS AT DALLAS

(Binding Signatory)

By: _____

Name: Diddy Masila

Title: Contracts Manager

Date: March 04, 2025

APPROVED AS TO FORM:

(City Attorney)

By: _____
Paige Mims, CITY ATTORNEY

CITY COUNCIL AGENDA MEMO

MEETING DATE: 4/14/2025

DEPARTMENT: Heritage

DIRECTOR: Christina Day, Director of Planning

AGENDA ITEM: A Resolution of the City of Plano, Texas, repealing and replacing Resolution 2003-2-19(R) to establish minimum requirements for all organizations that seek funding from the City and to expand and clarify minimum eligibility requirements for non-profit organization and to provide a reporting exemption for certain organizations and providing an effective date.

RECOMMENDED ACTION: Adoption of Resolutions

ITEM SUMMARY

To repeal and replace Resolution No. 2003-2-19(R) to establish minimum requirements for all organizations that seek funding from the City through the Community Relations Commission, Cultural Arts Commission (formerly known as the Cultural Affairs Commission) and the Heritage Commission to expand and clarify minimum eligibility requirements for non-profit organizations and to provide a reporting exemption for certain organizations and providing an effective date. **Adopted Resolution No. 2025-4-1(R)**

BACKGROUND

During a grant workshop session with Cultural Arts Commission and the City Council on January 13, 2025, City Council requested that city staff present an amendment to Council, for approval, to allow nonprofits who are in the process of seeking 501(c)(3) status be eligible to receive small arts grants through the Cultural Arts Commission. This resolution would support that request/change.

Additionally, the Heritage Grant program has encountered requests from local cemeteries seeking to utilize grant funds for emergency repairs, primarily related to storm damage. The current 501(c)(3) restriction in Resolution 2003-2-19(R) limits the cemetery organizations from application to the grant process. This change would allow non-profit cemetery organizations to apply for Heritage grants.

Additionally, heritage events were moved into the heritage grant funding process in FY2024-25. Adjustments to reporting are recommended to support this change.

FINANCIAL SUMMARY/STRATEGIC GOALS

This item has no financial impact.

Approval of this item supports the City's Strategic Plan Critical Success Factors of Excellent, Innovative, and Accountable City Government and Residential and Commercial Economic Vitality.

ATTACHMENTS:

Description	Upload Date	Type
Resolution	4/8/2025	Resolution

A Resolution of the City of Plano, Texas, repealing and replacing Resolution 2003-2-19(R) to establish minimum requirements for all organizations that seek funding from the City through the Community Relations Commission, Cultural Arts Commission (formerly known as the Cultural Affairs Commission) and the Heritage Commission to expand and clarify minimum eligibility requirements for non-profit organizations and to provide a reporting exemption for certain organizations and providing an effective date.

WHEREAS, on February 24, 2003, the City Council adopted Resolution No. 2003-2-19(R) which established minimum requirements for all organizations seeking funding from the City through the Community Relations Commission, Cultural Arts Commission (formerly known as the Cultural Affairs Commission) and the Heritage Commission (hereinafter collectively referred to as "Commissions"); and

WHEREAS, the City Council finds that it is in the best interest of the City to establish minimum requirements for any organization that seeks funding through the Commissions and to expand and clarify non-profit organizations actively seeking tax-exempt status under Section 501(c)(3) or 501(c)(13) of the Internal Revenue Code may be eligible to apply for funding; and

WHEREAS, the City Council recognizes that the Commissions may set additional requirements, and that the Commissions will review the applications submitted by the organizations that request funding and will advise City Council as to the distribution of City funding to the various organizations.

NOW THEREFORE, BE IT RESOLVED, BY THE CITY COUNCIL OF THE CITY OF PLANO, TEXAS, THAT:

SECTION I. The City Council hereby establishes the following minimum requirements for organizations requesting funding from the City through the Commissions:

1. The organization must be non-profit. The non-profit organization must be tax-exempt under Section 501(c)(3) or 501(c)(13) of the Internal Revenue Code and obtain a tax-exempt ruling letter or be actively seeking tax-exempt status under Section 501(c)(3) or 501(c)(13) of the Internal Revenue Code and provide documentation of tax-exempt application submission.
2. At the time the application is filed with the City, the organization must be in good standing with the Secretary of State for the State of Texas.
3. The organization must provide to the City quarterly expenditure reports. Organizations that produce only one event per year are exempt from submitting quarterly reports and must instead submit a single report no later than 60 days after the event.

4. At the time the funding is awarded, the organization must have insurance in effect in the amount and type established by the City's Risk Manager, naming the City as an additional insured.

Each Commission may set application requirements in addition to the requirements prescribed above.

SECTION II. This Resolution shall become effective immediately upon its passage.

PASSED AND APPROVED on the 14th day of April, 2025.

John B. Muns, MAYOR

ATTEST:

Lisa C. Henderson, CITY SECRETARY

APPROVED AS TO FORM:

Paige Mims, CITY ATTORNEY

CITY COUNCIL AGENDA MEMO

MEETING DATE: 4/14/2025

DEPARTMENT: Zoning - Text

DIRECTOR: Christina Day, Director of Planning

AGENDA ITEM: Request to change the name of Mendomi Drive, a dedicated street within the City of Plano, Collin County, Texas, to be named Gemba Place, and to change the name of Loom Lane, a dedicated street within the City of Plano, Collin County, Texas, to be named Kaizan Way.

RECOMMENDED ACTION: Adoption of Ordinances

ITEM SUMMARY

To change the name of Mendomi Drive, a dedicated street within the City of Plano, Collin County, Texas, to be named Gemba Place, and to change the name of Loom Lane, a dedicated street within the City of Plano, Collin County, Texas, to be named Kaizan Way; providing for a change in the official records to reflect such action; and providing an effective date. **Adopted Ordinance No. 2025-4-3**

PREVIOUS ACTION/PRESENTATION

On October 28, 2024, City Council approved Resolution Number 2024-10-6(R), establishing when a street name change can be considered. One of those circumstances is when the City acquires property adjacent to the street proposed to be renamed.

On November 11, 2024, City Council approved both the purchase and sale agreement to acquire 5.132 acres of land from CCI-D 6501 Legacy Owner, LLC, as a future park site at the southeast corner of Legacy Drive and Headquarters Drive for \$19,001,743 and the acceptance of a donation from Toyota Motor North America, Inc. to provide up to \$15,000,000 towards the purchase of park land with the provision of naming the future park site Mendomi Park.

On January 30, 2025, a plat was filed which subdivided the park lot from the larger lot; this plat also dedicated streets to serve the park lot.

On January 31, 2025, the City of Plano acquired the park site.

On February 10, 2025, the Plano City Council approved the naming of the park property as Mendomi Park.

BACKGROUND

This is a request to change two street names:

1. The name of Mendomi Drive to Gemba Place
2. The name of Loom Lane to Kaizan Way

Following the execution of the purchase and sale agreement for the Mendomi Park property approved on November 11, 2024, City of Plano staff collaborated with the seller and development consultants Kimley-Horn to subdivide the existing property into two parcels – one for the park property, the other remainder parcel for future redevelopment of The Park at Legacy campus. A shared private drive along the northern and eastern boundaries was part of the approved purchase and sale agreement. Through that replat

process, it was determined that a public street was a preferred arrangement for their parcel boundaries to facilitate unified ownership and maintenance of the right-of-way. When the plat was approved, the initial names given to the two streets dedicated by the replat were Mendomi Drive and Loom Lane. These streets have not been constructed, but are under design with the Engineering Department.

Shortly after the plat approval, Toyota Motor North America approached the city with a request for different names for these streets. Gemba means “a place where value is added,” while Kaizan refers to a “culture of continuous improvement.” The neighboring property owner was consulted and had no objection to this proposed change.

Since the streets have not yet been constructed, no addresses are affected by this change. The street name change has been reviewed and approved by the Planning, Police, Fire Rescue, and Public Safety Communications Departments. Given the history of the project and timing of street construction, city staff recommends approval of the request.

FINANCIAL SUMMARY/STRATEGIC GOALS

Approval of this item supports the City's Strategic Plan Critical Success Factor of a Welcoming and Engaged Community.

ATTACHMENTS:

Description	Upload Date	Type
Ordinance	3/25/2025	Ordinance

An Ordinance of the City of Plano, Texas, changing the name of Mendomi Drive, a dedicated street within the City of Plano, Collin County, Texas, to be named Gemba Place, and changing the name of Loom Lane, a dedicated street within the City of Plano, Collin County, Texas, to be named Kaizan Way; providing for a change in the official records to reflect such action; and providing an effective date.

WHEREAS, Mendomi Drive and Loom Lane are dedicated public streets within the City of Plano; and

WHEREAS, the street names of Mendomi Drive and Loom Lane were adopted by plat in 2025; and

WHEREAS, no addresses exist along Mendomi Drive nor along Loom Lane; and

WHEREAS, Resolution No. 2024-10-6(R) states that the City Council is willing to consider the renaming of a City street under certain circumstances, one of which is when the City itself acquires property adjacent to the street proposed to be renamed; and

WHEREAS, the City of Plano acquired the property consisting of Lot 10, Block E, of the Legacy West Addition, adjacent to both Mendomi Drive and Loom Lane, on January 31, 2025; and

WHEREAS, the street name change has been reviewed by the Planning Department, the Police Department, Plano Fire-Rescue, and the Public Safety Communications Department; and

WHEREAS, the City Council, upon full consideration of the recommendation of city staff and all matters attendant and related thereto, is of the opinion and finds that Mendomi Drive should be changed to Gemba Place, that Loom Lane should be changed to Kaizan Way, and that the official records of the city be amended to reflect these street name changes.

NOW, THEREFORE, BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF PLANO, TEXAS, THAT:

Section I. The findings set forth above are incorporated into the body of this Ordinance as if fully set forth herein.

Section II. Mendomi Drive, a public street within the City of Plano, Collin County, Texas is hereby changed to Gemba Place.

Section III. Loom Lane, a public street within the City of Plano, Collin County, Texas is hereby changed to Kaizan Way.

Section IV. This Ordinance shall become effective immediately from and after its passage.

PASSED AND APPROVED on the 14th day of April, 2025.

John B. Muns, MAYOR

ATTEST:

Lisa C. Henderson, CITY SECRETARY

APPROVED AS TO FORM:

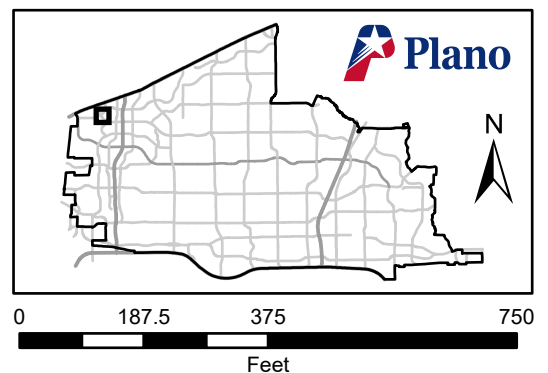
Paige Mims, CITY ATTORNEY



Item: Street Name Change

Request: Request to change the name of Mendumi Drive to Gemba Place and to change the name of Loom Lane to Kaizen Way

— Mendumi Drive
 — Lot 10, Block E, Legacy West Addition (Mendumi Park)
 Parcels
 Streets



CITY COUNCIL AGENDA MEMO

MEETING DATE: 4/14/2025

DEPARTMENT: Environmental Health And Sustainability

DIRECTOR: Rachel Patterson, Director of Environmental Health & Sustainability

AGENDA ITEM: Repealing Ordinance No. 2018-4-6 and 2019-9-16, codified as Chapter 9, Food Code, of the City of Plano Code of Ordinances, and replacing it with a new Chapter 9, Food Code

RECOMMENDED ACTION: Adoption of Ordinances

ITEM SUMMARY

To repeal Ordinance No. 2018-4-6 and 2019-9-16, codified as Chapter 9, Food Code, of the City of Plano Code of Ordinances, and replace it with a new Chapter 9, Food Code; establishing a new Plano Food Code based on the U.S. Food and Drug Administration 2022 Food Code, as amended, and the 2022 Texas Food Establishment Rules; and providing a repealer clause, a severability clause, a savings clause, a penalty clause, a publication clause, and an effective date. **Adopted Ordinance No. 2025-4-2**

BACKGROUND

At the April 14, 2025 City Council meeting, The EH&S department respectfully requests approval of the Plano Food Code revision. The approved ordinance will have a delayed effective date from the time it is approved for the department to publish the ordinance in accordance with statute requirements.

The revision is necessary to comply with the minimum state regulations, the Texas Food Establishment Rules (TFER). The TFER is currently based on the FDA Model Food Code with amendments. This adoption will continue to provide consistency across jurisdictions, not only within the state, but nationally as the FDA Food Code is most often used as the model for agencies which regulate food service establishments.

In order to provide all regulations in one place resulting in transparency for the regulated community, the Legal department has advised we codify the Plano Food Code in its entirety which will include the minimum TFER requirements (FDA Food Code plus State specific amendments) and a few amendments specific to the City of Plano, all of which were reviewed at the Preliminary Open Meeting on March 24, 2025.

As discussed, several Plano-specific amendments are neutral in nature, meaning they will not significantly alter operation of an establishment. These may include added/revised definitions and other provisions providing greater clarity in relation to an existing regulation. More restrictive changes are meant to address issues of public health significance. A summary of changes is attached. If approved, department staff will make every effort during transition to be reasonable and educate as needed while conducting inspections.

Public Outreach

The department began public outreach in August 2024. Notifications via postcards and a mass email were sent to all food service establishments. The notification announced three meetings regarding proposed changes and a website to review via video presentation and PDF document. An email was provided for submittal of comments. In late February another mass email was sent with a reminder to review online and submit comments. The results of outreach follow: Public Meetings: 19 attendees; Views of YouTube video

presentation: 223; Views of PDF changes document: 46; Direct calls to Environmental Health Manager: 5

The department also met with the Greater Dallas Restaurant Association (policy representative) and the presented to the hospitality group at the Plano Chamber of Commerce. Feedback was neutral in nature. Questions received during public outreach were generally focused on clarification of some of the revised regulations. It does help that many food establishments/chains already use the FDA food code as a standard and in fact, prefer the use of the most recent version for consistency among their many locations.

Should you have any questions prior to the meeting please feel free to contact me.

FINANCIAL SUMMARY/STRATEGIC GOALS

This item has no financial impact.

Approval of this item supports the City's Strategic Plan Critical Success Factor of Excellent, Innovative, and Accountable City Government.

ATTACHMENTS:

Description	Upload Date	Type
Food Code Changes Summary	4/7/2025	Agreement
Food Code Ordinance	4/2/2025	Ordinance

Plano Food Code 2025 Amendments

This document outlines the proposed *amendments/additions/deletions* to the *current* food code language specific to the City of Plano.

Neutral Changes	Explanation
Definitions	<p><i>Arms Length Transaction</i>: added to define term used in the code’s compliance section</p> <p><i>Mobile Food Establishment (MFE)</i>: amended from “Mobile Food Unit (MFU)” to reflect mobile facilities as food service “establishments” (consistent with other permit language) rather than “units”.</p> <p><i>Pushcart</i>: amended to reflect terminology change of MFU to MFE (see above)</p>
Fingernail Attachments	Fingernail attachments refers to attached stones or other decorations glued to fingernails. Would require employee to wear gloves or remove the attachments to prevent contamination of food
ANSI Certified Utensils and Equipment	This section amended from the current requirement to clarify what constitutes commercial equipment, specifically, the agency that maintains and lists food equipment standards (ANSI)
Food Display & Water Heaters	Clarification that display equipment and water heaters must be commercial grade (already required, specifically addresses since non-residential is often proposed)
Vertical Broiler Cooking	Section added to consolidate all current Code requirements related to cooking methods for vertical broilers. Applies to cooking food such as Gyro meat where the meat is layered on a spear, then placed in a broiler in the vertical position. All standards found in this section are existing. It is simply a consolidation of existing regulations to one section for ease of access/increased transparency.
Dish Rack Storage	Amended to state dish racks cannot be stored on floors since they regularly contact food contact surfaces. Must store minimum six inches above floor to assist in avoiding cross-contamination from surfaces regularly in contact with shoes. (Note: Floor surfaces require a higher temperature or sanitizer concentration than food contact surfaces).
Cleaning Frequency and Restrictions	Amended existing requirement reinforcing that an establishment be cleaned daily, prior to leaving unoccupied.
Compliance with Fire Code	Section added to reinforce mobile food establishments need to meet Fire code requirements if they cook onboard (these inspections already take place – just clarifying in code)
Farmer’s Markets	Removing Farmer’s Market regulations from local code. Rules also exist in state law and often change during legislative session. We don’t have a very large inventory of farmer’s markets and for those we do have, will assist in streamlining so they are found in one place.
More Restrictive Changes	Explanation
Vomiting & Diarrheal Events	Current food code requires a written procedure for cleaning and disinfecting after vomit or diarrheal incidents. This change requires that items needed for clean-up be kept on-site.
Chemical Produce Wash	Amended to ensure a testing kit is provided if chemical fruit and vegetable wash is used at a facility. Ensures proper concentration. Note: TFER states they “may” provide – we are clarifying that they “shall” provide.
Date Marking	Amended to require the date the food was prepared or opened as well as the expiration date. Correct date-marking is essential for minimizing risk of foodborne illness
Time as a Public Health Control	This is allowed when restaurants want to remove food from temperature control and keep at room temperature for a specified amount of time (typically no more than four hours). They are currently required to keep a log of these activities with discard times. We are asking they provide the time food was removed from temperature control on the log as well. Provides verification for us and confirmation for their records they followed protocols.

Flooring	Removes the option for sealed concrete flooring with ¼ inch sealant in food preparation and storage areas. The current requirement for ¼ inch sealant over a concrete floor is nearly impossible to achieve according to industry experts, therefore, we do not see many proposals for this type of flooring. It is also extremely difficult to maintain in good repair. This was an addition in the last major food code revision but has proven difficult to achieve and maintain.
Cooling, Heating and Holding Equipment	<p><i>Ice baths</i> are listed in the Food Code as a method for rapidly cooling hot food before placing in a refrigeration unit. Clarifying ice baths are not a replacement for mechanical refrigeration. Ice baths can be used for short-term cold holding where proper documentation is maintained</p> <p><i>Equipment capacity:</i> Clarifies parameters department will use during plan review/permitting process to verify sufficient equipment capacity for hot and cold holding of food. Equipment need is based on menu, number of meals served per day, delivery frequency and preparation of food in advance of service that will require storage.</p> <p><i>Manufacturer Recommendation:</i> Requires operator to follow manufacturer recommendation for refrigeration units including ensuring unobstructed fans and maintaining equipment in sanitary condition.</p> <p><i>Sanitation & Security:</i> Requires refrigerators located outside food preparation area be kept clean, not allow for harborage of pests and be locked/secure as appropriate.</p>
Manual Warewashing, Sink compartment Requirements	<i>Large equipment:</i> If equipment is too large for a dishwasher or warewashing sink, an alternate cleaning and sanitizing procedure is required. Amended to require department review of process so we can assist in ensuring proper cleaning and sanitizing of equipment when standard methods are not available.
Dump Sink	<p>Currently, a dedicated hand sink (not for any other use) is required in bar areas, but code does not require dump sinks in bar areas. Use of hand sinks as dump sinks in bar areas is common but not permitted as it renders the hand sink less usable (e.g. full of ice, utensils, etc.). <i>This requirement would <u>only</u> be enforced for new establishments or establishments that change ownership, <u>unless</u> there is an ongoing compliance issue</i> in which case the department would require a dump sink be installed following repeated attempts to gain compliance. (documented on 3 or more routine inspections in 2-year period).</p> <p>Possible financial burden <i>if establishments do not follow protocol.</i></p>
Mobility	Current code requires a mobile food establishment be readily moveable at all times. This section clarifies “readily moveable” (e.g. available driver or available tow trailer to move vehicle).
Initial Permit Inspection Process	This requires mobile food service operators to arrange for restroom facilities for employees when at a location for more than 2 hours (could be a public restroom or an agreement with a nearby establishment).
Central Preparation Facility Log Sheet	Requires permit holder email log sheet on regular basis to assist in verifying they are using their commissary regularly. Typically, they should return to the commissary nightly for servicing including disposal of wastewater, refilling freshwater tank, trash disposal, cleaning, and in some cases, equipment or food storage.
Generators	Requires the MFE to use generator while in operation for refrigeration and other equipment; Requires proper generator ventilation; Requires adequate sizing based on equipment installed so all may be used as needed.
Compliance	Amended: Does not permit a person to allow the operation of business/activity on property they own unless activity has required permit.

An Ordinance of the City of Plano, Texas, repealing Ordinance No. 2018-4-6 and 2019-9-16, codified as Chapter 9, Food Code, of the City of Plano Code of Ordinances, and replacing it with a new Chapter 9, Food Code; establishing a new Plano Food Code based on the U.S. Food and Drug Administration 2022 Food Code, as amended, and the 2022 Texas Food Establishment Rules; and providing a repealer clause, a severability clause, a savings clause, a penalty clause, a publication clause, and an effective date.

WHEREAS, on April 23, 2018, the City Council of the City of Plano passed Ordinance No. 2018-4-6 and adopted certain revisions per Ordinance No. 2019-9-16 on September 23, 2019, codified as Chapter 9, Food Code, of the City of Plano Code of Ordinances; and

WHEREAS, upon review of the existing ordinance, as well as the U.S. Food and Drug Administration (FDA) 2022 Food Code, as amended, and the Texas Food Establishment Rules (TFER) based on the FDA code, and following meetings with citizens interested in matters of food safety and food establishments, staff recommends repealing the existing food code and replacing it with a new ordinance consistent with current state and federal laws in order to protect the public health, safety, and welfare; and

WHEREAS, after consideration of the recommendation of staff and all matters attendant and related thereto, the City Council is of the opinion that it is in the best interest of the City and its citizens to repeal Ordinance Nos. 2018-4-6 and 2019-9-16 codified as Chapter 9, Food Code, of the City of Plano Code of Ordinances and replace it with a new Chapter 9, Food Code, of the City of Plano Code of Ordinances.

NOW THEREFORE, BE ORDAINED BY THE CITY COUNCIL OF THE CITY OF PLANO, TEXAS, THAT:

Section I. Ordinance Nos. 2018-4-6 and 2019-9-16 codified as Chapter 9, Food Code, of the City of Plano Code of Ordinances, are hereby repealed and replaced with a new Chapter 9, Food Code, of the City of Plano Code of Ordinances, to read as follows:

“Chapter 9 FOOD CODE

ARTICLE I. GENERAL PROVISIONS

Sec. 9-1. -Title.

This chapter shall be known and cited as the Food Code for the City of Plano, Texas.

Sec. 9-2. -Construction; governing law; venue.

This chapter shall be construed under and in accordance with the laws of the State of Texas and the City Charter and City Code to the extent that such Charter and City Code are not in conflict with or in violation of the Constitution and laws of the United States or the State of Texas. All obligations of the parties hereunder are performable in Collin County and/or Denton County, Texas.

Sec. 9-3. -Scope.

This chapter shall be effective within the geographical limits of the city, including any areas subsequently annexed by the city.

Sec. 9-4. -Purpose; objectives; applicability.

(a) *Purpose.* The provisions of this chapter safeguard the public health, provide food to consumers that is safe, unadulterated, and honestly presented, and establish uniform requirements for food service operations.

(b) *Objectives.* The objectives of this chapter are to provide one set of uniform regulations establishing a system of prevention and overlapping safeguards to minimize foodborne illness; ensure employee health, industry manager knowledge, safe food, nontoxic and cleanable equipment, and acceptable levels of sanitation on food establishment premises; and promote fair dealings with the public.

(c) *Applicability.* The requirements of this chapter apply to any food establishment as defined in 9-5 of this code and operating within the City of Plano.

Sec. 9-5. -Definitions.

Accredited Program means a food manager certification program that has been evaluated and listed by the Texas Department of State Health Services ("State") and conforms to standards set by the State.

Additive has the meaning stated in the Federal Food, Drug, and Cosmetic Act, § 201(s) and 21 CFR 170.3(e)(1) for "Food Additive" and in the Federal Food, Drug, and Cosmetic Act, § 201(t) and 21 CFR 70.3(f) for "Color Additive."

Administrative fee means the permit processing and inspection fee(s).

Adulterated food means a food deemed to be adulterated as specified in the Texas Health and Safety Code, §431.081.

Approved means acceptable to the Department based on a determination of conformity with principles, practices, and generally recognized standards that protect

public health and documented in writing if not otherwise stated in this Code or State or Federal law.

Arm's length transaction means a sale of a business for consideration that reflects the fair market value of such business or its assets between two informed and willing parties that are not made, wholly or in part, for the purpose of enabling the seller to avoid liability for violations issued by the Department. A sale shall be presumed not to be an arm's length transaction if it is:

(1) A sale to an individual, or to a corporation or other business that is owned by the spouse, domestic partner, parent, grandparent, child, or stepchild of any of any of the sellers, or is the direct descendent of a grandparent, the spouse or domestic partner of any of the sellers;

(2) A sale to an individual or entity that has a business or financial interest in the seller; or

(3) A sale to an entity in which any of the sellers has a business or financial relationship in the entity.

Asymptomatic means without obvious symptoms; not showing or producing indications of a disease or other medical condition, such as an individual infected with a pathogen but not exhibiting or producing any signs or symptoms of vomiting, diarrhea, or jaundice. This includes not showing symptoms because symptoms have resolved or subsided, or because symptoms never manifested.

a_w means water activity which is a measure of the free moisture in a FOOD, is the quotient of the water vapor pressure of the substance divided by the vapor pressure of pure water at the same temperature, and is indicated by the symbol a_w .

Balut means an embryo inside a fertile egg that has been incubated for a period sufficient for the embryo to reach a specific stage of development after which it is removed from incubation before hatching.

Bed and breakfast extended means an establishment with more than seven rooms for rent or an establishment that provides food service other than breakfast to overnight guests.

Bed and breakfast food establishment means a bed and breakfast that provides food service to customers in addition to its overnight guests.

Bed and breakfast limited means an establishment that has seven or fewer rooms for rent, serves breakfast to overnight guests, and is not a retail food establishment.

Beverage means a liquid for drinking, including water.

Bottled drinking water means water that is sealed in bottles, packages, or other containers and offered for sale for human consumption, including bottled mineral water.

Casing means a tubular container for sausage products made of either natural or artificial (synthetic) material.

Central preparation facility means an approved and permitted facility or space where food is prepared, stored, and packaged.

Certification number means the unique identification number issued by the Shellfish Control Authority to each dealer for each location. Each certification number shall consist to a one-to-five-digit Arabic number preceded by the two letter State abbreviation and followed by a two-letter abbreviation for the type of activity or activities the dealer is qualified to perform in accordance with this provision of the National Shellfish Sanitation Program using the terms in the following tables:

Table A. Certifications

Acronym	Term
SP	Shucker Packer
RP	Repacker
SS	Shellstock Shipper
RS	Reshipper
DP	Depuration

Table B. Permits

Acronym	Term
PHP	Post-Harvest Processing
AQ	Aquaculture
WS	Wet Storage

CIP means cleaned in place by the circulation or flowing by mechanical means through a piping system of a detergent solution, water rinse, and SANITIZING solution onto or over EQUIPMENT surfaces that require cleaning, such as the method used, in part, to clean and SANITIZE a frozen dessert machine. It does not include the cleaning of equipment such as band saws, slicers, or mixers that are subjected to in-place manual cleaning without the use of a CIP system.

Code means Chapter 9, the Food Code, of the Code of Ordinances of the City of Plano, Texas.

Code of Federal Regulations (CFR) means any citation to the CFR sequentially to Title, Part, and Section numbers, such as 40 CFR 180.194 refers to Title 40, Part 180, Section 194.

Commingle means the act of combining different lots of shellfish.

Comminuted means reduced in size by methods including chopping, flaking, grinding, or mincing, including fish or meat products that are reduced in size and restructured or reformulated such as gefilte fish, gyros, ground beef, and sausage, and a mixture of two or more types of meat that have been reduced in size and combined, such as sausages made from two or more meats.

Common carrier means an individual or business that advertises to the public that it is available for hire to transport people or property, including food, in exchange for a fee.

Compliance inspection means a required additional inspection as a result of non-compliance observed during an initial or routine inspection.

Conditional employee means a potential food employee to whom a job offer is made, conditional on responses to subsequent medical questions or examinations designed to identify potential food employees who may be suffering from a disease that can be transmitted through food and done in compliance with Title 1 of the Americans with Disabilities Act of 1990.

Confirmed disease outbreak means a foodborne disease outbreak in which laboratory analysis of appropriate specimens identifies a causative agent and epidemiological analysis implicates the food as the source of the illness.

Consumer means a person who is a member of the public, takes possession of food, is not functioning in the capacity of an operator of a food establishment or food processing plant, and does not offer the food for resale.

Core item means a provision in this Code that is not designated as a priority item or a priority foundation item, including an item that usually relates to general sanitation, operational controls, sanitation standard operating procedures (SSOPs), facilities or structures, equipment design, or general maintenance.

Corrosion-resistant material means a material that maintains acceptable surface cleanability characteristics under prolonged influence of the food to be contacted, the normal use of cleaning compounds and sanitizing solutions, and other conditions of the use environment.

Cottage food production means an individual, operating out of the individual's home, who:

(1) produces at the individual's home:

(a) a baked good that is not a time and temperature control for safety food (TCS food), as defined in §229.661(b)(13) of Chapter 229, of Title 25, of the Texas Administrative Code (relating to Cottage Food Production Operations);

(b) candy;

(c) coated and uncoated nuts;

(d) unroasted nut butters;

(e) fruit butters;

(f) a canned jam or jelly;

(g) a fruit pie;

(h) dehydrated fruit or vegetables, including dried beans;

(i) popcorn and popcorn snacks;

(j) cereal, including granola;

(k) dry mix;

(l) vinegar;

(m) pickled fruit or vegetables, including beets and carrots, that are preserved in vinegar, brine, or a similar solution at an equilibrium pH value of 4.6 or less;

(n) mustard;

(o) roasted coffee or dry tea;

(p) a dried herb or dried-herb mix;

(q) plant-based acidified canned goods;

(r) fermented vegetable products, including products that are refrigerated to preserve quality;

(s) frozen raw and uncut fruit or vegetables; or

(t) any other food that is not a TCS food, as defined in §229.661(b)(13) of Chapter 229, Title 25, of the Texas Administrative Code; and

(2) has an annual gross income of \$50,000 or less from the sale of food described by paragraph (1) of this definition;

(3) sells foods produced under paragraph (1) of this definition only directly to consumers; and

(4) delivers products to the consumer at the point of sale or another location designated by the consumer.

Counter-mounted equipment means equipment that is not portable and is designed to be mounted off the floor on a table, counter, or shelf.

Critical control point means a point or procedure in a specific food system where loss of control may result in an unacceptable health risk.

Critical limit means the maximum or minimum value to which a physical, biological, or chemical parameter must be controlled at a critical control point to minimize the risk that the identified food safety hazard may occur.

Cut leafy greens means fresh leafy greens whose leaves have been cut, shredded, sliced, chopped, or torn, including iceberg lettuce, romaine lettuce, leaf lettuce, butter lettuce, baby leaf lettuce (i.e., immature lettuce or leafy greens), escarole, endive, spring mix, spinach, cabbage, kale, arugula and chard. The term does not include herbs such as cilantro or parsley.

Dealer means a person who is authorized by a shellfish control authority for the activities of shellstock shipper, shucker-packer, repacker, reshipper, or depuration processor of molluscan shellfish according to the provisions of the national shellfish sanitation program.

Demonstration means the preparation of food as an example, sample, instruction, or for marketing purposes at an event including, but not limited to, a farmer's market, fair, restaurant food show, or other similar event.

Department means the City of Plano Environmental Health & Sustainability Department.

Disclosure means a written statement that clearly identifies the animal-derived foods which are, or can be ordered, raw, undercooked, or without otherwise being processed to eliminate pathogens, or items that contain an ingredient that is raw, undercooked, or without otherwise being processed to eliminate pathogens.

Drinking water means water traditionally known as “potable water” and meets the standards set forth in 30 TAC Chapter 290, Subchapter F (relating to Drinking Water Standards Governing Drinking Water Quality and Reporting Requirements for Public Water Systems). It includes the term “water” except where the term used connotes that the water is not potable, such as “boiler water,” “mop water,” “rainwater,” “wastewater,” and “non-drinking water.”

Dry storage area means a room or area designated for the storage of packaged or containerized bulk food that is not time/temperature control for safety food and dry goods such as single-service items.

Easily Cleanable means a characteristic of a surface that allows effective removal of soil by normal cleaning methods, is dependent on the material, design, construction, and installation of the surface, and varies with the likelihood of the surface's role in introducing pathogenic or toxigenic agents or other contaminants into food based on the surface's approved placement, purpose, and use. This includes a tiered application of the criteria that qualify the surface as easily cleanable to different situations in which varying degrees of cleanability are required such as the appropriateness of stainless steel for a food preparation surface as opposed to the lack of need for stainless steel to be used for floors or for tables used for consumer dining, or the need for a different degree of cleanability for a utilitarian attachment or accessory in the kitchen as opposed to a decorative attachment or accessory in the consumer dining area.

Easily movable means:

(1) portable, mounted on casters, gliders, or rollers, or provided with a mechanical means to safely tilt a unit of equipment for cleaning; and

(2) having no utility connection, a utility connection that disconnects quickly, or a flexible utility connection line of sufficient length to allow the equipment to be moved for cleaning of the equipment and adjacent area.

Egg means the shell egg of avian species such as chicken, duck, goose, guinea, quail, ratites, or turkey. The term does not include a balut, the egg of reptile species such as alligator, or an egg product.

Egg Product means all, or a portion of, the contents found inside eggs separated from the shell and pasteurized in a food processing plant, with or without added ingredients, intended for human consumption, such as dried, frozen or liquid eggs. The term does not include food which contains eggs only in a relatively small proportion such as cake mixes.

Electric Code means the Electric Code as adopted and amended by the City of Plano.

Employee means the permit holder, person in charge, food employee, person having supervisory or management duties, person on the payroll, family member, volunteer, person performing work under contractual agreement, or other person working in a food establishment.

EPA means the U.S. Environmental Protection Agency.

Equipment means an article that is used in the operation of a food establishment such as a freezer, grinder, hood, ice maker, meat block, mixer, oven, reach-in refrigerator, scale, sink, slicer, stove, table, temperature measuring device for ambient air, vending machine, or warewashing machine. Equipment does not include apparatuses used for handling or storing large quantities of packaged foods that are received from a supplier in a cased or overwrapped lot, such as hand trucks, forklifts, dollies, pallets, racks, and skids.

Event means a unique public gathering at which food products are served and for which the Department grants permission, whether by permit, license, or another official written document.

Exclude means to prevent a person from working as an employee in a food establishment or entering a food establishment as an employee.

Exotic animal means a member of a species of game animals not indigenous to the State of Texas, including axis deer, nilgai antelope, red sheep, or other cloven-hoofed ruminant animals.

Farmer's market means a farmer's market as defined in Texas Administrative Code §229.702.

FDA means the U.S. Food and Drug Administration.

Fire Code means the Fire Code as adopted and amended by the City of Plano.

Fish means fresh or saltwater finfish, crustaceans, and other forms of aquatic life (including alligator, frog, aquatic turtle, jellyfish, sea cucumber, and sea urchin and the roe of such animals) other than birds or mammals, and all mollusks, if such animal life is intended for human consumption. This includes an edible human food product derived in whole or in part from fish, including fish that has been processed in any manner.

Food means a raw, cooked, or processed edible substance, ice, beverage, or ingredient used or intended for use or for sale in whole or in part for human consumption, or chewing gum.

Foodborne disease outbreak means the occurrence of two or more cases of a similar illness resulting from the ingestion of a common food.

Food-contact surface means anyone of the following:

- (1) A surface of equipment or a utensil with which food normally comes into contact.
- (2) A surface of equipment or a utensil from which food may drain, drip, or splash into a food, or onto a surface normally in contact with food.

Food employee means an individual working with unpackaged food, food equipment or utensils, or food-contact surfaces.

Food establishment means an operation that:

- (1) Stores, prepares, packages, serves, or vends food directly to the consumer, or otherwise provides food for human consumption, such as a restaurant, retail food store, satellite or catered feeding location, catering operation if the operation provides food directly to a consumer or to a conveyance used to transport people, market, vending machine location, self-service food market, conveyance used to transport people, institution, or food bank; and
- (2) Relinquishes possession of food to a consumer directly, or indirectly through a delivery service, such as home delivery of grocery orders or restaurant takeout orders, or delivery service that is provided by common carriers.

A food establishment includes an element of the operation, such as a transportation vehicle or a central preparation facility that supplies a vending location or satellite feeding location unless the vending or feeding location is permitted by the City, and an operation that is conducted in a mobile, stationary, temporary, or permanent facility or location and where consumption is on or off the premises regardless if there is a charge for the food. A food establishment does not include an establishment that offers only prepackaged foods that are not TCS foods, a produce stand that only offers whole, uncut fresh fruits and vegetables, a food processing plant (including one that is located on the premises of a food establishment), a cottage food production operation, a bed and breakfast limited as defined in this code, or a private home that receives catered or home-delivered food.

Food processing plant means a commercial operation that manufactures, packages, labels, or stores food for human consumption, and provides food for sale or distribution to other business entities such as food processing plants or food establishments. Food processing plant does not include a food establishment.

Game animals means wild animals that are indigenous to Texas and not amenable to the Texas Meat and Poultry Inspection Act, Texas Health and Safety Code, Chapter 433, for which the hunter must obtain a hunting license from the Texas Parks and Wildlife Department before hunting animals, such as white-tailed deer, mule deer, prong-horn antelope, and big horn sheep.

General use pesticide means a pesticide that is not classified by the U.S. Environmental Protection Agency for restricted use such as specified in 40 CFR §152.175 or is not limited to use by or under the direct supervision of a certified applicator licensed by the Texas Department of Agriculture or by the Texas Structural Pest Control Service as applicable.

Grade A standards means the requirements of the United States Public Health Service/FDA "Grade A Pasteurized Milk Ordinance" with which certain fluid and dry milk and milk products comply.

Grease trap means a grease trap or interceptor as defined in the City's Plumbing Code, as amended.

Group residence means a private or public housing corporation or institutional facility that provides living quarters and meals. The term includes a domicile for unrelated persons, such as a retirement home, correctional facility, or a long-term care facility.

HACCP plan means a written document that delineates the formal procedures for following the hazard analysis and critical control point principles developed by the national advisory committee on microbiological criteria for foods.

Handwashing Sink means a lavatory, a basin or vessel for washing, a wash basin, or a plumbing fixture especially placed for use in personal hygiene and designed for the washing of the hands, including an automatic handwashing facility.

Hazard means a biological, chemical, or physical property that may cause an unacceptable consumer health risk.

Health practitioner means a physician licensed to practice medicine, or if allowed by law, a nurse practitioner, physician assistant, or similar medical professional.

Hermetically sealed container means a container that is designed and intended to be secure against the entry of microorganisms and, in the case of low acid canned foods, to maintain the commercial sterility of its contents after processing.

Highly susceptible population means persons who are more likely than other people in the general population to experience foodborne disease because they are:

- (1) immunocompromised; preschool age children, or older adults; and
- (2) obtaining food at a facility that provides services such as custodial care, health care, or assisted living, such as a child or adult day care center, kidney dialysis center, hospital or nursing home, or nutritional or socialization services such as a senior center.

Imminent health hazard means a significant threat or danger to health that is considered to exist when there is evidence sufficient to show that a product, practice, circumstance, or event creates a situation that requires immediate correction or cessation of operation to prevent injury based on the number of potential injuries, and the nature, severity, and duration of the anticipated injury.

Injected means manipulating meat to which a solution has been introduced into its interior by processes that are referred to as "injecting," "pump marinating," or "stitch pumping".

In-Shell Product means non-living, processed shellfish with one or both shells present.

Intact meat means a cut of whole muscle(s) meat that has not undergone comminution, mechanical tenderization, vacuum tumbling with solutions, reconstruction, cubing or pounding.

Juice means the aqueous liquid expressed or extracted from one or more fruits or vegetables, purées of the edible portions of one or more fruits or vegetables, or any concentrates of such liquid or purée. The term does not include, for purposes of HACCP, liquids, purées, or concentrates that are not used as beverages or ingredients of beverages.

Kitchenware means food preparation and storage utensils.

Law means applicable local, state, and federal statutes, regulations, and ordinances.

Light in color means a surface which has a light reflective value (LRV) of 60 to 100.

Linens means fabric items such as cloth hampers, cloth napkins, table cloths, wiping cloths, and work garments including cloth gloves.

Livestock means cattle, bison, sheep, swine, goats, horses, mules, other equine, poultry, domesticated rabbits, exotic animals, or domesticated game birds.

Major food allergen means (1) milk, egg, fish (such as bass, flounder, cod, and including crustacean shellfish such as crab, lobster, or shrimp), tree nuts (such as almonds, pecans, or walnuts), wheat, peanuts, soybeans, and sesame, or (2) a food ingredient that contains protein derived from a food, as specified in this definition. This term does not include any highly refined oil derived from a food specified in this definition and any ingredient derived from such highly refined oil, or any ingredient that is exempt under the petition or notification process specified in the Food Allergen Labeling and Consumer Protection Act of 2004 (Public Law 108-282).

Meat means the flesh of animals used as food including the dressed flesh of cattle,

swine, sheep, or goats and other edible animals, except fish, poultry, and wild game animals as specified under Sections 9-14(g)(1)(C) and 9-14(g)(1)(D).

Mechanical Code means the Mechanical Code, as adopted and amended by the City of Plano.

Mechanically tenderized means manipulating meat by piercing with a set of needles, pins, blades or any mechanical device, which breaks up muscle fiber and tough connective tissue, to increase tenderness. This includes injection, scoring, and processes which may be referred to as “blade tenderizing,” “jaccarding,” “pinning,” or “needling.”

mg/L means milligrams per liter which is the metric equivalent of parts per million (ppm).

Mobile food establishment (MFE) means a vehicle-mounted, self or otherwise propelled, self-contained food service operation designed to be readily movable (including catering trucks, trailers, push carts, and roadside vendors) and used to store, prepare, display, serve, or sell food. An MFE must completely retain its mobility at all times. This term does not include a stand or booth. A roadside food vendor is classified as an MFE.

Molluscan shellfish means any edible species of fresh or frozen oysters, clams, mussels, and scallops or edible portions thereof, except when the scallop product consists only of the shucked adductor muscle. Molluscan shellfish includes shellstock, shucked shellfish and in-shell products.

Non-continuous cooking means the cooking of food in a food establishment using a process in which the initial heating of the food is intentionally halted so that it may be cooled and held for complete cooking at a later time prior to sale or service. This term does not include cooking procedures that only involve temporarily interrupting or slowing an otherwise continuous cooking process.

Outfitter operation means any operation, such as trail rides, bus tours, harbor cruises, or river raft trips, in which food is offered to patrons and which operates out of a central preparation location or food establishment.

Packaged means bottled, canned, cartoned, bagged, or wrapped, whether packaged in a food establishment or a food processing plant. This term does not include wrapped or placed in a carry-out container to protect the food during service or delivery to the consumer, by a food employee, upon consumer request.

Permit means the document issued by the City of Plano authorizing a person to operate a food establishment.

Permit holder means the entity that is legally responsible for the operation of the food establishment such as the owner, the owner's agent, or other person, and possesses a valid permit to operate a food establishment.

Person means an individual, association, corporation, partnership, or other entity with ownership, care, custody, or control over a food establishment, including, but not limited to the permit or license holder, employee, food employee, or person-in-charge.

Person in charge means the individual present at a food establishment who is responsible for the operation at the time of inspection.

Personal care items mean items or substances that may be poisonous, toxic, or a source of contamination and are used to maintain or enhance a person's health, hygiene, or appearance, including items such as medicines, first aid supplies, and other items such as cosmetics, and toiletries such as toothpaste and mouthwash.

pH means the symbol for the negative logarithm of the hydrogen ion concentration, which is a measure of the degree of acidity or alkalinity of a solution. Values between 0 and 7 indicate acidity and values between 7 and 14 indicate alkalinity. The value for pure distilled water is 7, which is considered neutral.

Physical facilities means the structure and interior surfaces of a food establishment including accessories such as soap and towel dispensers and attachments such as light fixtures and heating or air conditioning system vents.

Plumbing Code means the Plumbing Code, as adopted and amended by the City of Plano.

Plumbing fixture means a receptacle or device that is permanently or temporarily connected to the water distribution system of the premises and demands a supply of water from the system or receptacle or device that discharges used water, waste materials, or sewage directly or indirectly to the drainage system of the premises.

Plumbing system means the water supply and distribution pipes, plumbing fixtures and traps, soil, waste, and vent pipes, sanitary and storm sewers and building drains, including their respective connections, devices, and appurtenances within the premises, and water-treating equipment.

Poisonous or toxic materials means substances that are not intended for ingestion and are included in 5 categories:

- (1) Cleaners and sanitizers, which include cleaning and sanitizing agents and agents such as caustics, acids, drying agents, polishes, and other chemicals.
- (2) Pesticides, except sanitizers, which include substances such as

insecticides and rodenticides.

(3) Substances necessary for the operation and maintenance of the establishment such as nonfood grade lubricants and personal care items that may be deleterious to health.

(4) Substances that are not necessary for the operation and maintenance of the establishment and are on the premises for retail sale, such as petroleum products and paints.

(5) Restricted use pesticide means a pesticide product that contains the active ingredients specified in 40 CFR 152.175 Pesticides classified for restricted use, and that is limited to use by or under the direct supervision of a certified applicator.

Poultry means any domesticated bird (chickens, turkeys, ducks, geese, guineas, ratites, or squabs), whether live or dead, as defined in 9 cfr 381.1 poultry products inspection regulations definitions, poultry, and any migratory waterfowl or game bird, pheasant, partridge, quail, grouse, or pigeon, whether live or dead, as defined in 9 cfr 362.1 voluntary poultry inspection regulations, definitions.

Potable means water suitable or safe for human consumption.

Premises means:

(1) the physical facility, its contents, and the contiguous land or property under the control of the permit holder; or

(2) the physical facility, its contents, and the land or property not described in subparagraph (1) of this definition if its facilities and contents are under the control of the permit holder and may impact food establishment personnel, facilities, or operations, and a food establishment is only one component of a larger operation such as a health care facility, hotel, motel, school, recreational camp, or prison.

Primal cut means a basic major cut into which carcasses and sides of meat are separated, such as a beef round, pork loin, lamb flank, or veal breast.

Priority item means a provision in this Code whose application contributes directly to the elimination, prevention or reduction to an acceptable level, hazards associated with foodborne illness or injury and there is no other provision that more directly controls the hazard, including items with a quantifiable measure to show control of hazards such as cooking, reheating, cooling, handwashing, and an item that is denoted in this Code with a superscript P-^P.

Priority foundation item means a provision in this Code whose application supports, facilitates, or enables one or more priority items, including an item that requires the purposeful incorporation of specific actions, equipment or procedures by industry management to attain control of risk factors that contribute to foodborne illness or injury such as personnel training, infrastructure or necessary equipment, HACCP plans, documentation or record keeping, and labeling, and an item that is denoted in this Code with a superscript Pf - ^{Pf}.

Private event means an event at which food and/or beverages are offered to participants, and where entry to the event is limited to private invitation from the event organization, group, club, association, or institution.

Private water system means a drinking water system that is not connected to a public water system and not regulated by the Texas Commission on Environmental Quality.

Produce means farm-produced crops intended for human consumption, including, but not limited to, whole vegetables, plants, nuts in the shell, honey and fruit.

Production kitchen means a facility that engages in the production of edible food products that are given or sold to the public either on-site or at another location(s). It may be operated by the owner, or rented, leased, or contracted by another individual(s), organization(s), or corporation(s) who will actually produce the food products.

Public event means an event at which food and/or beverages are offered and that is advertised to the general public by any means, or which requires a special event permit as defined in Chapter 11 of City of Plano Code of Ordinances, as amended.

Public water system means a drinking water system that complies with 30 TAC §§290.101 – 290.122 (relating to Drinking Water Standards Governing Drinking Water Quality and Reporting Requirements for Public Water Systems).

Pushcart means a non-self-propelled MFU limited to serving foods requiring a limited amount of preparation as authorized by the City of Plano and readily movable by one or two persons and requiring the support of a central preparation facility. A pushcart is classified as an MFU. This term does not include non-self-propelled units owned and operated within a retail food store.

Ratite means a flightless bird such as an emu, ostrich, or rhea.

Ready-to-Eat food means food that (1) is in a form that is edible without additional preparation to achieve food safety, as specified under one of the following: Sections 9-25(a)(1) or (2), Section 9-25(b), or Section 9-26(a), or as specified in Section 9-25(a)(3); (2) is a raw or partially cooked animal food and the consumer is advised as specified in Sections 9-25(a)(4)(A) and (C); or (3) is prepared in accordance with a variance that is granted as specified in Section 9-25(a)(4)(D) and may receive additional preparation for palatability or aesthetic, epicurean, gastronomic, or culinary purposes. This term includes:

- (1) Raw animal food that is cooked as specified under Sections 9-25(a) or (b), or frozen as specified under Section 9-26(a).
- (2) Raw fruits and vegetables that are washed as specified Section 9-19(e).
- (3) Plant Foods that are cooked for hot holding, as specified under 9-25(c).
- (4) All time/temperature control for safety food that is cooked to the temperature and time required for the specific food under Section 9-25 and cooled as specified under Section 9-29(d).
- (5) Plant food for which further washing, cooking, or other processing is not required for food safety, and from which rinds, peels, husks, or shells, if naturally present are removed.
- (6) Substances derived from plants such as spices, seasonings, and sugar.
- (7) A bakery item such as bread, cakes, pies, fillings, or icing for which further cooking is not required for food safety.
- (8) The following products that are produced in accordance with USDA guidelines and that have received a lethality treatment for pathogens: dry, fermented sausages, such as dry salami or pepperoni; salt-cured meat and poultry products, such as prosciutto ham, country cured ham, and parma ham; and dried meat and poultry products, such as jerky or beef sticks.
- (9) Foods manufactured as specified in 21 CFR Part 113, Thermally Processed Low-Acid Foods Packaged in Hermetically Sealed Containers.

Ready-to-eat food does not include commercially packaged food that bears a manufacturer's cooking instruction or food for which the manufacturer has provided information that it has not been processed to control pathogens.

Reduced oxygen packaging means the reduction of the amount of oxygen in a package by removing oxygen, displacing oxygen and replacing it with another gas or combination of gases, or otherwise controlling the oxygen content to a level below that normally found in the atmosphere (approximately 21% at sea level), and a process as specified in this definition that involves a food for which the hazards *Clostridium botulinum* or *Listeria monocytogenes* require control in the final packaged form. This term includes the following:

(1) Vacuum packaging, in which air is removed from a package of food and the package is hermetically sealed so that a vacuum remains inside the package.

(2) Modified atmosphere packaging, in which the atmosphere of a package of food is modified so that its composition is different from air but the atmosphere may change over time due to the permeability of the packaging material or the respiration of the food. modified atmosphere packaging includes reduction in the proportion of oxygen, total replacement of oxygen, or an increase in the proportion of other gases such as carbon dioxide or nitrogen.

(3) Controlled atmosphere packaging, in which the atmosphere of a package of food is modified so that until the package is opened, its composition is different from air, and continuous control of that atmosphere is maintained, such as by using oxygen scavengers or a combination of total replacement of oxygen, non-respiring food, and impermeable packaging material.

(4) Cook chill packaging, in which cooked food is hot filled into impermeable bags that are then sealed or crimped closed. the bagged food is rapidly chilled and refrigerated at temperatures that inhibit the growth of psychrotrophic pathogens.

(5) Sous vide packaging, in which raw or partially cooked food is vacuum packaged in an impermeable bag, cooked in the bag, rapidly chilled, and refrigerated at temperatures that inhibit the growth of psychrotrophic pathogens.

Refuse means solid waste not carried by water through the sewage system.

Regulatory authority means the Department unless the content specifies otherwise.

Reminder means a written statement concerning the health risk of consuming animal foods raw, undercooked, or without otherwise being processed to eliminate pathogens.

Re-service means the transfer of food that is unused and returned by a consumer after being served or sold and in the possession of the consumer, to another person.

Restrict means to limit the activities of a food employee so that there is no risk of transmitting a disease that is transmissible through food and the food employee does not work with exposed food, clean equipment, utensils, linens, or unwrapped single-service or single-use articles.

Restricted egg means any check, dirty egg, incubator reject, inedible, leaker, or loss as defined in 9 CFR 590.

Restricted use pesticide means a pesticide product that contains the active ingredients specified in 40 CFR 152.175 Pesticides classified for restricted use, and that is limited to use by or under the direct supervision of a certified applicator.

Risk means the likelihood that an adverse health effect will occur within a population as a result of a hazard in a food.

Roadside Food Vendor means a person who operates a mobile retail food store from a temporary location adjacent to a public road or highway. Food is not prepared or processed by a roadside food vendor. A roadside food vendor is classified as an MFE.

Safe material means an article manufactured from or composed of materials that may not reasonably be expected to result, directly or indirectly, in article becoming a component of or otherwise affecting the characteristics of any food, an additive that is used as specified in the Texas Health and Safety Code, Chapter 431, or other materials that are not additives and that are used in conformity with applicable regulations of the U.S. Food and Drug Administration.

Sampling means the preparation of food as an example, instruction, or for marketing purposes at an event including, but not limited to, a farmer's market, fair, restaurant food show, or other similar event that is served, sold, or otherwise offered for human consumption.

Sanitization means the application of cumulative heat or chemicals on cleaned food-contact surfaces that, when evaluated for efficacy, is sufficient to yield a reduction of 5 logs, which is equal to a 99.999% reduction, of representative disease microorganisms of public health importance.

Sealed means free of cracks or other openings that allow the entry or passage of moisture.

Self-service food market means a market that is unstaffed and offers prepackaged non-TCS food and prepackaged refrigerated or frozen TCS food that is stored in equipment that complies with Section 9-62 (relating to Self-Service Food Markets).

Service animal means a canine that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability as specified in Texas Health and Safety Code, §437.023.

Servicing area means an operating base location to which a mobile food establishment or transportation vehicle returns regularly for such things as vehicle and equipment cleaning, discharging liquid or solid wastes, refilling water tanks and ice bins, and boarding food.

Sewage means liquid waste containing animal or vegetable matter in suspension or solution and may include liquids containing chemicals in solution.

Shellfish control authority means a state, federal, foreign, tribal, or other government entity legally responsible for administering a program that includes certification of molluscan shellfish harvesters and dealers for interstate commerce.

Shellstock means live, in-shell molluscan shellfish in the shell.

Shiga toxin-producing Escherichia coli (STEC) means any *E. coli* capable of producing Shiga toxins (also called verocytotoxins). STEC infections can be asymptomatic or may result in a spectrum of illness ranging from mild non-bloody diarrhea, to hemorrhagic colitis (i.e., bloody diarrhea), to hemolytic uremic syndrome (HUS -a type of kidney failure). Examples of serotypes of STEC include: *E. coli* O157:H7; *E. coli* O157:NM; *E. coli* O26:H11; *E. coli* O145:NM; *E. coli* O103:H2; and *E. coli* O111:NM. STEC are sometimes referred to as VTEC (verocytotoxigenic *E. coli*) or as EHEC (Enterohemorrhagic *E. coli*). EHEC are a subset of STEC which can cause hemorrhagic colitis or HUS.

Shucked shellfish means molluscan shellfish that have both shells removed.

Single-service articles means tableware, carry-out utensils, and other items such as bags, containers, placemats, stirrers, straws, toothpicks, and wrappers that are designed and constructed for one time-one person use, after which they are intended for discard.

Single-use articles means utensils and bulk food containers designed and constructed to be used once and discarded. This term includes items such as wax paper, butcher paper, plastic wrap, formed aluminum food containers, jars, plastic tubs or buckets, bread wrappers, pickle barrels, ketchup bottles, and number 10 cans which do not meet the materials, durability, strength, and cleanability specifications Sections 9-113, 9-123, and 9-125 for multiuse utensils.

Slacking means the process of moderating the temperature of a food such as allowing a food to gradually increase from a temperature of -23°C (-10°F) to -4°C (25°F) in preparation for deep-fat frying or to facilitate even heat penetration during the cooking of previously block-frozen food such as shrimp.

Smooth means a food-contact surface having a surface free of pits and inclusions with a cleanability equal to or exceeding that of (100 grit) number 3 stainless steel, a non-food-contact surface of equipment having a surface equal to that of commercial grade hot-rolled steel free of visible scale, and a floor, wall, or ceiling having an even or level surface with no roughness or projections that render it difficult to clean.

Tableware means eating, drinking, and serving utensils for table use such as flatware including forks, knives, and spoons; hollowware including bowls, cups, serving dishes, and tumblers; and plates.

Temperature measuring device means a thermometer, thermocouple, thermistor, or other device that indicates the temperature of food, air, or water.

Temporary food establishment means a food establishment that operates for a period of no more than 14 consecutive days in conjunction with a single event or celebration.

Time/Temperature Control for Safety Food (formerly “potentially hazardous food” (PHF)) means a food that requires time/temperature control for safety (TCS) to limit pathogenic microorganism growth or toxin formation, including an animal food that is raw or heat-treated, a plant food that is heat-treated or consists of raw seed sprouts, cut melons, cut leafy greens, cut tomatoes or mixtures of cut tomatoes that are not modified in a way so that they are unable to support pathogenic microorganism growth or toxin formation, or garlic-in-oil mixtures that are not modified in a way so that they are unable to support pathogenic microorganism growth or toxin formation, and except as specified in this definition, a food that because of the interaction of its AW and PH values is designated as Product Assessment Required (PA) in Table A or B of this definition below. This term does not include:

(1) An air-cooled hard-boiled egg with shell intact, or an egg with shell intact that is not hard-boiled, but has been pasteurized to destroy all viable salmonellae.

(2) a food in an unopened hermetically sealed container that is commercially processed to achieve and maintain commercial sterility under conditions of non-refrigerated storage and distribution.

(3) A food that because of its pH or Aw value, or interaction of Aw and pH values, is designated as a non-TCS food in Table A or B of this definition.

(4) A food that is designated as Product Assessment Required (PA) in Table A or B of this definition and has undergone a Product Assessment showing that the growth or toxin formation of pathogenic microorganisms that are reasonably likely to occur in that food is precluded due to (a) intrinsic factors including added or natural characteristics of the food such as preservatives, antimicrobials, humectants, acidulants, or nutrients, (b) extrinsic factors including environmental or operational factors that affect the food such as packaging, modified atmosphere such as reduced oxygen packaging, shelf life and use, or temperature range of storage and use, or (c) A combination of intrinsic and extrinsic factors.

(5) A food that does not support the growth or toxin formation of pathogenic microorganisms in accordance with one of the paragraphs (1) - (4) of this definition even though the food may contain a pathogenic microorganism or chemical or physical contaminant at a level sufficient to cause illness or injury.

Table A. Interaction of pH and AW for control of spores in FOOD heat-treated to destroy vegetative cells and subsequently PACKAGED

A _w Values	pH 4.6 or LESS	pH: > 4.6-5.6	pH: > 5.6
≤0.92	non-TCS food*	non-TCS food	non-TCS food
> 0.92 – 0.95	non-TCS	non-TCS food	PA**
> 0.95	non-TCS food	PA	PA

* TCS food means Time/Temperature Control for Safety Food

** PA means Product Assessment required

Table B. Interaction of PH and AW for control of vegetative cells and spores in FOOD not heat-treated or heat-treated but not PACKAGED

A _w VALUES	pH: < 4.2	pH: 4.2 – 4.6	pH: > 4.6 – 5.0	pH: > 5.0
< 0.88	non-TCS food*	non-TCS food	non-TCS food	non-TCS food
0.88 – 0.90	non-TCS food	non-TCS food	non-TCS food	PA**
> 0.90 – 0.92	non-TCS food	non-TCS food	PA	PA
> 0.92	non-TCS food	PA	PA	PA

* TCS food means Time/Temperature Control for Safety Food

** PA means Product Assessment required

Tobacco Product means a tobacco product as defined in the Federal Food, Drug and Cosmetic Act §201(rr) (21 U.S.C. 321(rr)).

USDA means the U.S. Department of Agriculture.

Utensil means a food-contact implement or container used in the storage, preparation, transportation, dispensing, sale, or service of food, such as kitchenware or tableware that is multiuse, single-service, or single-use; gloves used in contact with food; temperature sensing probes of food temperature measuring devices; and probe-type price or identification tags used in contact with food.

Variance means a written document issued by the Department that authorizes a modification or waiver of one or more requirements of this Code if, in the opinion of the Department, a health hazard or nuisance will not result from the modification or waiver.

Vending machine means a self-service device that, upon insertion of a coin, paper currency, token, card, or key, or by electronic transaction or optional manual operation, dispenses unit servings of food in bulk or in packages without the necessity of replenishing the device between each vending operation.

Vending machine location means the room, enclosure, space, or area where one or more vending machines are installed and operated and that includes the storage areas and areas on the premises that are used to service and maintain the vending machines. This term does not include a self-service food market.

Warewashing means the cleaning and sanitizing of utensils and food-contact surfaces of equipment.

Whole-muscle, intact beef means whole muscle beef that is not injected, mechanically tenderized, reconstructed, or scored and marinated, from which beef steaks may be cut.

ARTICLE II. MANAGEMENT AND PERSONNEL

Sec. 9-6. -Supervision.

(a) Responsibility.

(1) Except as specified in Paragraphs (2) or (3) below, the permit holder shall be the person in charge or shall designate a person in charge and shall ensure that a person in charge is present at the food establishment during all hours of operation. ^{Pf}

(2) In a food establishment with two or more separately permitted departments that are the legal responsibility of the same permit holder and that are located on the same premises, the permit holder may, during specific time periods when food is not being prepared, packaged, or served, designate a single person in charge who is present on the premises during all hours of operation, and who is responsible for each separately permitted food establishment on the premises. ^{Pf}

(3) This subsection does not apply to certain types of food establishments deemed by the Department to pose minimal risk of causing, or contributing to, foodborne illness based on the nature of the operation and extent of the food preparation. ^{Pf}

(b) Knowledge.

(1) General knowledge. Based on the risks inherent to the food operation, during inspections and upon request, the person in charge shall demonstrate to the Department knowledge of foodborne disease prevention, application of the hazard analysis and critical control point principles, and the requirements of this Code. the person in charge shall demonstrate this knowledge by:

(A) Complying with this Code by having no violations of priority items during the current inspection; ^{Pf}

(B) Being a certified food protection manager who has shown proficiency of required information through passing a test that is part of an accredited program; ^{Pf} or

(C) Responding correctly to the inspector's questions as they relate to the specific food operation. The areas of knowledge include:

(i) Describing the relationship between the prevention of foodborne disease and the personal hygiene of a food employee. ^{Pf}

(ii) Explaining the responsibility of the person in charge for preventing the transmission of foodborne disease by a food employee who has a disease or medical condition that may cause foodborne disease. ^{Pf}

(iii) Describing the symptoms associated with the diseases that are transmissible through food. ^{Pf}

(iv) Explaining the significance of the relationship between maintaining the time and temperature of time/temperature control for safety food and the prevention of foodborne illness. ^{Pf}

(v) Explaining the hazards involved in the consumption of raw or undercooked meat, poultry, eggs, and fish. ^{Pf}

(vi) Stating the required food temperatures and times for safe cooking of time/temperature control for safety food including meat, poultry, eggs, and fish. ^{Pf}

(vii) Stating the required temperatures and times for the safe refrigerated storage, hot holding, cooling, and reheating of time/temperature control for safety food. ^{Pf}

(viii) Describing the relationship between the prevention of foodborne illness and the management and control of the following:

(aa) Cross contamination, ^{Pf}

(bb) Hand contact with ready-to-eat foods, ^{Pf}

(cc) Handwashing, ^{Pf} and

(dd) Maintaining the food establishment in a clean condition and in good repair. ^{Pf}

(ix) Describing foods identified as major food allergens and the symptoms that a major food allergen could cause in a sensitive individual who has an allergic reaction. ^{Pf}

(x) Explaining the relationship between food safety and providing equipment that is sufficient in number and capacity, and properly designed, constructed, located, installed, operated, maintained, and cleaned. ^{Pf}

(xi) Explaining correct procedures for cleaning and sanitizing utensils and food-contact surfaces of equipment. ^{Pf}

(xii) Identifying the source of water used and measures taken to ensure that it remains protected from contamination such as providing protection from backflow and precluding the creation of cross connections. ^{Pf}

(xiii) Identifying poisonous or toxic materials in the food establishment and the procedures necessary to ensure that they are safely stored, dispensed, used, and disposed of according to law. ^{Pf}

(xiv) Identifying critical control points in the operation from purchasing through sale or service that when not controlled may contribute to the transmission of foodborne illness and explaining steps taken to ensure that the points are controlled in accordance with the requirements of this Code. ^{Pf}

(xv) Explaining the details of how the person in charge and food employees comply with the HACCP plan if a plan is required by the law, this Code, or an agreement between the regulatory authority and the food establishment. ^{Pf}

(xvi) Explaining the responsibilities, rights, and authorities assigned by this code to the food employee, conditional employee, person in charge, and regulatory authority. ^{Pf}

(xvii) Explaining how the person in charge, food employees, and conditional employees comply with reporting responsibilities and exclusion or restriction of food employee. ^{Pf}

(2) Certified food protection manager. Except as provided in this paragraph, the person in charge shall be a certified food protection manager who has shown proficiency of required information through passing a test that is part of an accredited program and shall be present at the food establishment during all hours of operation. ^{Pf} This section does not apply to certain types of food establishments deemed by the Department to pose minimal risk of causing, or contributing to, foodborne illness based on the nature of the operation and extent of food preparation, including but not limited to:

(A) Establishments that handle only prepackaged food and do not package food.

(B) Establishments that do not prepare or handle exposed Time/Temperature Control for Safety (TCS).

(C) Temporary food establishments.

(3) Food handlers training. All food employees, except for the certified food protection manager, shall successfully complete an accredited food handler training course within 30 days of employment.^{Pf} This requirement does not apply to temporary food establishments.

(4) Posting of certificates. The original food protection manager certificate must be posted in the food establishment using a location conspicuous to consumers. The food establishment must maintain, on the premises, a certificate of completion of the food handler training course for each food employee. Copies of certificates must be made available to the Department upon request.

(c) Duties.

(1) Person in charge. The person in charge shall ensure that:

(A) food establishment operations are not conducted in a private home or in a room used as living or sleeping quarters as specified under Section 9-51(b)(11);^{Pf}

(B) persons unnecessary to the food establishment operation are not allowed in the food preparation, food storage, or warewashing areas, except that brief visits and tours may be authorized by the person in charge if steps are taken to ensure that exposed food; clean equipment, utensils, and linens; and unwrapped single-service and single-use articles are protected from contamination;^{Pf}

(C) employees and other persons such as delivery and maintenance persons and pesticide applicators entering the food preparation, food storage, and warewashing areas comply with this Code;^{Pf}

(D) employees are effectively cleaning their hands, by routinely monitoring the employees' handwashing;^{Pf}

(E) employees are visibly observing foods as they are received to determine that they are from approved sources, delivered at the required temperatures, protected from contamination, unadulterated, and accurately presented, by routinely monitoring the employees' observations and periodically evaluating foods upon their receipt;^{Pf}

(F) employees are verifying that foods delivered to the food establishment during non-operating hours are from approved sources and are placed into appropriate storage locations such that they are maintained at the required temperatures, protected from contamination, unadulterated, and accurately presented;^{Pf}

(G) employees are properly cooking time/temperature control for safety food, being particularly careful in cooking those foods known to cause severe

foodborne illness and death, such as eggs and comminuted meats, through daily oversight of the employees' routine monitoring of the cooking temperatures using appropriate temperature measuring devices properly scaled and calibrated as specified under Sections 9-37(c)(1) and 9-40(b)(1)(B);^{Pf}

(H) employees are using proper methods to rapidly cool time/temperature control for safety foods that are not held hot or are not for consumption within four hours, through daily oversight of the employees' routine monitoring of food temperatures during cooling;^{Pf}

(I) employees are properly maintaining the temperatures of time/temperature control for safety foods during hot and cold holding through daily oversight of the employees' routine monitoring of food temperatures;^{Pf}

(J) employees are properly maintaining the temperature of time/temperature control for safety foods during thawing through daily oversight of the employee's routine monitoring of food temperatures;^{Pf}

(K) consumers who order raw or partially cooked ready-to-eat foods of animal origin are informed as specified under Section 9-33(a) that the food is not cooked sufficiently to ensure its safety;^{Pf}

(L) employees are properly sanitizing cleaned multiuse equipment and utensils before they are reused, through routine monitoring of solution temperature and exposure time for hot water sanitizing, and chemical concentration, pH, temperature, and exposure time for chemical sanitizing;^{Pf}

(M) consumers are notified that clean tableware is to be used when they return to self-service areas such as salad bars and buffets as specified under Section 9-21(f);^{Pf}

(N) except when approval is obtained from the regulatory authority as specified in Section 9-18(a)(5), employees are preventing cross-contamination of ready-to-eat food with bare hands by properly using suitable utensils such as deli tissue, spatulas, tongs, single-use gloves, or dispensing equipment;^{Pf}

(O) employees are properly trained in food safety, including food allergy awareness, as it relates to their assigned duties. Food allergy awareness includes describing foods identified as major allergens and the symptoms that a major food allergen could cause in a sensitive individual who has an allergic reaction;^{Pf}

(P) food employees and conditional employees are informed in a verifiable manner of their responsibility to report in accordance with law, to the person in charge, information about their health and activities as they relate to diseases that are transmissible through food, as specified under Section 9-7(a);^{Pf} and

(Q) written procedures and plans, where specified by this Code and as developed by the food establishment, are maintained and implemented as required.^{Pf}

Sec. 9-7. -Employee health.

(a) Responsibility of permit holder, person in charge, and conditional employees.

(1) The permit holder shall require food employees and conditional employees to report to the person in charge information about their health and activities as they relate to diseases that are transmissible through food. A food employee or conditional employee shall report the information in a manner that allows the person in charge to reduce the risk of foodborne disease transmission, including providing necessary additional information, such as the date of onset of symptoms and an illness, or of a diagnosis without symptoms, if the food employee or conditional employee:

(A) Has any of the following symptoms (*reportable symptoms*):

- (i) Vomiting.^P
- (ii) Diarrhea.^P
- (iii) Jaundice.^P
- (iv) Sore throat with fever.^P

(v) A lesion containing pus such as a boil or infected wound that is open or draining and is on the hands or wrists, unless an impermeable cover such as a finger cot or stall protects the lesion and a single-use glove is worn over the impermeable cover, on exposed portions of the arms, unless the lesion is protected by an impermeable cover, or on other parts of the body, unless the lesion is covered by a dry, durable, tight-fitting bandage.^P

(B) Has an illness diagnosed by a health practitioner (*reportable diagnosis*) due to:

- (i) Norovirus.^P
- (ii) Hepatitis A virus.^P
- (iii) *Shigella* spp.^P
- (iv) SHIGA TOXIN-PRODUCING *ESCHERICHIA COLI*.^P
- (v) Typhoid fever (caused by *Salmonella Typhi*).^P

(vi) *Salmonella* (nontyphoidal).^P

(C) Had Typhoid fever, diagnosed by a health practitioner, within the past three (3) months, without having received antibiotic therapy, as determined by a health practitioner (*reportable past illness*).^P

(D) Has been exposed to, or is the suspected source of, a confirmed disease outbreak (*reportable history of exposure*), because the food employee or conditional employee consumed or prepared food implicated in the outbreak, or consumed food at an event prepared by a person who is infected or ill with:

(i) Norovirus within the past 48 hours of the last exposure.^P

(ii) SHIGA TOXIN-PRODUCING *ESCHERICHIA COLI* or *Shigella* spp. within the past 3 days of the last exposure.^P

(iii) Typhoid fever within the past 14 days of the last exposure.^P

(iv) Hepatitis A virus within the past 30 days of the last exposure.^P

(E) Has been exposed by attending or working in a setting where there is a confirmed disease outbreak, or living in the same household as, and has knowledge about, an individual who works or attends a setting where there is a confirmed disease outbreak, or living in the same household as, and has knowledge about, an individual diagnosed with an illness (*reportable history of exposure*) caused by:

(i) Norovirus within the past 48 hours of the last exposure.^P

(ii) SHIGA TOXIN-PRODUCING *ESCHERICHIA COLI* or *Shigella* spp. within the past 3 days of the last exposure.^P

(iii) Typhoid fever (caused by *Salmonella* Typhi) within the past 14 days of the last exposure.^P

(iv) Hepatitis A virus within the past 30 days of the last exposure.^P

(2) The person in charge shall notify the regulatory authority when a food employee is:

(A) jaundiced,^{Pf} or

(B) diagnosed with an illness due to a pathogen as follows ^{Pf}:

- (i) Norovirus.
- (ii) Hepatitis A virus.
- (iii) *Shigella* spp.
- (iv) SHIGA TOXIN-PRODUCING *ESCHERICHIA COLI*.
- (v) Typhoid fever (caused by *Salmonella* Typhi).
- (vi) *Salmonella* (nontyphoidal).

(3) The person in charge shall ensure that a conditional employee (1) who exhibits or reports a symptom, or who reports a diagnosed illness as specified under paragraphs (1)(A) - (C) of this subsection, is prohibited from becoming a food employee until the conditional employee meets the criteria for the specific symptoms or diagnosed illness as specified under Section 9-9,^P and (2) who will work as a food employee in a food establishment that serves as a highly susceptible population and reports a history of exposure as specified under paragraphs (1)(D) - (E), is prohibited from becoming a food employee until the conditional employee meets the criteria as specified under Section 9-9(10).^P

(4) The person in charge shall ensure that a food employee who exhibits or reports a symptom, or who reports a diagnosed illness or a history of exposure as specified under paragraphs (A)(i) - (v) of this subsection is excluded as specified under Section 9-8(1) through (3) and paragraphs (4)(A), (5)(A), (6)(A), or (8)(A) and in compliance with the provisions specified under Sections 9-9(1) - (8),^P or restricted as specified under Sections 9-8(4)(B), (5)(B), (6)(B), (7), (8)(B), or Section 9-8(9) or (10) and in compliance with the provisions specified under Sections 9-9(e) - (k).^P

(5) A food employee or conditional employee shall report to the person in charge the information as specified under paragraph (a) of this subsection. ^{Pf}

(6) A food employee shall comply with an exclusion as specified under Sections 9-8(1) - (3) and Sections 9-8(4)(A), (5)(A), (6)(A), (7), or (8)(A) and with the provisions specified under Sections 9-9(b) - (i),^P or comply with a restriction as specified under Sections 9-8(4)(B), (5)(B), (6)(B), (7), (8)(B), or Sections 9-8(8), (9), or (10) and comply with the provisions specified under 9-9(e) - (k).^P

(b) Signage. A food establishment must post a sign or poster, clearly visible to food employees, by all handwashing sinks. The sign or poster must notify food employees to report symptoms and diagnosis information about their health as it related to diseases that are transmissible through food.

Sec. 9-8. -Employee exclusions and restrictions.

The person in charge shall exclude or restrict a food employee from a food establishment in accordance with the following:

(1) Except when the symptom is from a noninfectious condition, exclude a food employee if the food employee is:

(A) Symptomatic with vomiting or diarrhea;^P or

(B) Symptomatic with vomiting or diarrhea and diagnosed with an infection from Norovirus, *Shigella* spp., *Salmonella* (nontyphoidal), or SHIGA TOXIN-PRODUCING *ESCHERICHIA COLI*.^P

(2) Exclude a food employee who is:

(A) Jaundiced and the onset of jaundice occurred within the last seven (7) calendar days, unless the food employee provides to the person in charge written medical documentation from a health practitioner specifying that the jaundice is not caused by hepatitis A virus or other fecal-orally transmitted infection;^P

(B) Diagnosed with an infection from hepatitis A virus within 14 calendar days from the onset of any illness symptoms, or within seven (7) calendar days of the onset of jaundice;^P or

(C) Diagnosed with an infection from hepatitis A virus without developing symptoms.^P

(3) Exclude a food employee who is diagnosed with Typhoid fever, or reports having had Typhoid fever within the past three (3) months as specified under Section 9.7 (a)(1)(D).^P

(4) If a food employee is diagnosed with an infection from norovirus and is asymptomatic:

(A) Exclude the food employee who works in a food establishment serving a highly susceptible population;^P or

(B) Restrict the food employee who works in a food establishment not serving a highly susceptible population.^P

(5) If a food employee is diagnosed with an infection from *Shigella* spp. and is asymptomatic:

(A) Exclude the food employee who works in a food establishment serving a highly susceptible population;^P or

(B) Restrict the food employee who works in a food establishment not serving a highly susceptible population.^P

(6) If a food employee is diagnosed with an infection from SHIGA TOXIN-PRODUCING *ESCHERICHIA COLI* and is asymptomatic:

(A) Exclude the food employee who works in a food establishment serving a highly susceptible population;^P or

(B) Restrict the food employee who works in a food establishment not serving a highly susceptible population.^P

(7) If a food employee is diagnosed with an infection from *Salmonella* (nontyphoidal) and is asymptomatic, restrict the food employee who works in a food establishment serving a highly susceptible population or in a food establishment not serving a highly susceptible population.^P

(8) If a food employee is ill with symptoms of acute onset of sore throat with fever:

(A) Exclude the food employee who works in a food establishment serving a highly susceptible population;^P or

(B) Restrict the food employee who works in a food establishment not serving a highly susceptible population.^P

(9) If a food employee is infected with a skin lesion containing pus such as a boil or infected wound that is open or draining and not properly covered as specified under Section 9-7(a)(1)(A)(v), restrict the food employee.^P

(10) If a food employee is exposed to a foodborne pathogen as specified under Section 9-7(a)(1)(D)(i) through (iv) or Section (a)(1)(E)(i) through (iv), restrict the food employee who works in a food establishment serving a highly susceptible population.^P

Sec. 9-9. -Employee Removal, adjustments, or retention of exclusions and restrictions.

(a) The person in charge shall adhere to the following conditions when removing, adjusting, or retaining the exclusion or restriction of a food employee.

(b) Except when a food employee is diagnosed with Typhoid fever or an infection from hepatitis A virus:

(1) Reinstate a food employee who was excluded as specified under Section 9-8(1)(A) if the food employee is asymptomatic for at least 24 hours, ^P or provides to the person in charge written medical documentation from a health practitioner that states the symptom is from a noninfectious condition. ^P

(2) If a food employee was diagnosed with an infection from Norovirus and excluded as specified under Section 9-8(1)(B):

(A) restrict the food employee, who is asymptomatic for at least 24 hours and works in a food establishment not serving a highly susceptible population, until the conditions for reinstatement as specified under Subsections (e)(1) or (e)(2) of this section are met; ^P or

(B) retain the exclusion for the food employee, who is asymptomatic for at least 24 hours and works in a food establishment that serves a highly susceptible population, until the conditions for reinstatement as specified under Subsections (e)(1) or (e)(2) of this section are met. ^P

(3) If a food employee was diagnosed with an infection from *Shigella* spp. and excluded as specified under Section 9-8(1)(B):

(A) restrict the food employee, who is asymptomatic for at least 24 hours and works in a food establishment not serving a highly susceptible population, until the conditions for reinstatement as specified under Subsections (e)(1) or (e)(2) are met; ^P or

(B) retain the exclusion for the food employee, who is asymptomatic for at least 24 hours and works in a food establishment that serves a highly susceptible population, until the conditions for reinstatement as specified under Subsections (e)(1) or (e)(2), or (e)(1) and (b)(3)(a) of this section are met. ^P

(4) If a food employee was diagnosed with an infection from SHIGA TOXIN-PRODUCING *ESCHERICHIA COLI* and excluded as specified Section 9-8(1)(B):

(A) for at least 24 hours and works in a food establishment not serving a highly susceptible population, until the conditions for reinstatement as specified under Subsections (6)(A) or (6)(B) of this section are met; ^P or

(B) retain the exclusion for the food employee, who is asymptomatic for at least 24 hours and works in a food establishment that serves a highly susceptible population, until the conditions for reinstatement as specified under Subsections (6)(A) or (6)(B) of this section are met. ^P

(5) If a food employee was diagnosed with an infection from *Salmonella* (nontyphoidal) and excluded as specified under Section 9-8(1)(B):

(A) restrict the food employee, who is asymptomatic for at least 30 days until conditions for reinstatement as specified under Subsections (h)(1) or (h)(2) of this section are met; ^P or

(B) retain the exclusion for the food employee who is symptomatic, until conditions for reinstatement as specified under Subsections (h)(1) or (h)(2) of this section are met. ^P

(c) If a food employee is diagnosed with Typhoid fever or an infection from hepatitis A virus:

(1) Reinstatement of a food employee who was excluded as specified under Section 9-8(2) if the person in charge obtains approval from the Department and one of the following conditions is met:

(A) The food employee has been jaundiced for more than seven (7) calendar days. ^P

(B) The anicteric food employee has been symptomatic with symptoms other than jaundice for more than 14 calendar days. ^P

(C) The food employee provides to the person in charge written medical documentation from a health practitioner stating that the food employee is free of a hepatitis A virus infection. ^P

(d) If the food employee is diagnosed with Typhoid fever and excluded as specified Section 9-8(3), reinstate the food employee if the person in charge obtains approval from the regulatory authority, ^P and the food employee provides to the person in charge written medical documentation from a health practitioner that states the food employee is free from Typhoid fever. ^P

(e) If the food employee is diagnosed with Norovirus and excluded as specified under Sections 9-8(1)(B) or 9-8(4)(A) who was restricted under Section 9-8(4)(B), reinstate if the person in charge obtains approval from the Department and one of the following conditions is met:

(1) The excluded or restricted food employee provides to the person in charge written medical documentation from a health practitioner stating that the food employee is free of a norovirus infection. ^P

(2) The food employee was excluded or restricted after symptoms of vomiting or diarrhea resolved, and more than 48 hours have passed since the food employee became asymptomatic. ^P

(3) The food employee was excluded or restricted and did not develop symptoms and more than 48 hours have passed since the food employee was diagnosed.^P

(f) If the food employee is diagnosed with *Shigella* spp. and excluded as specified Subparagraphs 2-201.12(A)(2) or (E)(1) or who was restricted under Subparagraph 2-201.12(E)(2), reinstate if the person in charge obtains approval from the Department and one of the following conditions is met:

(1) The excluded or restricted food employee provides to the person in charge written medical documentation from a health practitioner stating that the food employee is free of a *Shigella* spp. infection based on test results showing two (2) consecutive negative stool specimen cultures that are taken not earlier than 48 hours after discontinuance of antibiotics^P and at least 24 hours apart.^P

(2) The food employee was excluded or restricted after symptoms of vomiting or diarrhea resolved, and more than seven (7) calendar days have passed since the food employee became asymptomatic.^P

(3) The food employee was excluded or restricted and did not develop symptoms and more than seven (7) calendar days have passed since the food employee was diagnosed.^P

(g) If the food employee is diagnosed with SHIGA TOXIN-PRODUCING *ESCHERICHIA COLI* and was excluded or restricted as specified under Sections 9-8(1)(B) and 9-8(6)(A) or who was restricted under section 9-8(6)(B), reinstate if the person in charge obtains approval from the Department and one of the following conditions is met:

(1) The excluded or restricted food employee provides to the person in charge written medical documentation from a health practitioner stating that the food employee is free of an infection from SHIGA TOXIN-PRODUCING *ESCHERICHIA COLI* based on test results that show two (2) consecutive negative stool specimen cultures that are taken not earlier than 48 hours after discontinuance of antibiotics and at least 24 hours apart.^P

(2) The food employee was excluded or restricted after symptoms of vomiting or diarrhea resolved and more than seven (7) calendar days have passed since the food employee became asymptomatic.^P

(3) The food employee was excluded or restricted and did not develop symptoms and more than seven (7) days have passed since the food employee was diagnosed.

(h) If the food employee is diagnosed with *Salmonella* (nontyphoidal) and was excluded or restricted as specified under Section 9-8(1)(B) or who was restricted as

specified under Section 9-8(7), reinstate if the person in charge obtains approval from the Department and one of the following conditions is met:

(1) The excluded or restricted food employee provides to the person in charge written medical documentation from a health practitioner stating that the food employee is free of a *Salmonella* (nontyphoidal) infection based on test results showing two (2) consecutive negative stool specimen cultures that are taken not earlier than 48 hours after discontinuance of antibiotics and at least 24 hours apart. ^P

(2) The food employee was restricted after symptoms of vomiting or diarrhea resolved, and more than 30 days have passed since the food employee became asymptomatic. ^P

(3) The food employee was excluded or restricted and did not develop symptoms and more than 30 days have passed since the food employee was diagnosed. ^P

(i) If the food employee is diagnosed with a sore throat and fever and was excluded or restricted as specified under Sections 9-8(8)(A) or (B), reinstate if the food employee provides to the person in charge written medical documentation from a health practitioner stating that the food employee meets one of the following conditions:

(1) Has received antibiotic therapy for *Streptococcus pyogenes* infection for more than 24 hours. ^P

(2) Has at least one negative throat specimen culture for *Streptococcus pyogenes* infection. ^P

(3) Is otherwise determined by a health practitioner to be free of a *Streptococcus pyogenes* infection. ^P

(j) If the food employee is diagnosed with an uncovered infected wound or pustular boil and was restricted as specified under Section 9-8(9), reinstate if the skin, infected wound, cut, or pustular boil is properly covered with one of the following:

(1) An impermeable cover such as a finger cot or stall and a single-use glove over the impermeable cover if the infected wound or pustular boil is on the hand, finger, or wrist. ^P

(2) An impermeable cover on the arm if the infected wound or pustular boil is on the arm. ^P

(3) A dry, durable, tight-fitting bandage if the infected wound or pustular boil is on another part of the body. ^P

(k) If a food employee is exposed to a one of the foodborne pathogens under Sections 9-7(a)(1)(D)(i) – (iv) or 9-7(a)(1)(E)(i) – (iv) and the employee works in a food

establishment serving a highly susceptible population, reinstate the employee who was restricted under Section 9-8(10) as follows:

(1) Norovirus – one of the conditions is met:

(A) More than 48 hours have passed since the last day the food employee was potentially exposed. ^P

(D) More than 48 hours have passed since the food employee's household contact became asymptomatic. ^P

(2) *Shigella* spp. or SHIGA TOXIN-PRODUCING *ESCHERICHIA COLI* - one of the following conditions is met:

(A) More than three (3) calendar days have passed since the last day the food employee was potentially exposed. ^P

(B) More than three (3) calendar days have passed since the food employee's household contact became asymptomatic. ^P

(3) Typhoid fever (caused by *Salmonella* Typhi) - one of the following conditions is met:

(A) More than 14 calendar days have passed since the last day the food employee was potentially exposed. ^P

(B) More than 14 calendar days have passed since the food employee's household contact became asymptomatic. ^P

(4) Hepatitis A virus – one of the following conditions is met:

(A) The food employee is immune to hepatitis A virus infection because of a prior illness from hepatitis A. ^P

(B) The food employee is immune to hepatitis A virus infection because of vaccination against hepatitis A. ^P

(C) The food employee is immune to hepatitis A virus infection because of IgG administration. ^P

(D) More than 30 calendar days have passed since the last day the food employee was potentially exposed. ^P

(E) More than 30 calendar days have passed since the food employee's household contact became jaundiced. ^P

(F) The food employee does not use an alternative procedure that allows bare hand contact with ready-to-eat food until at least 30 days after the potential exposure, as specified in Subsections (k)(4)(D) and (E) of this section, and the food employee receives additional training about:

(i) Hepatitis A symptoms and preventing the transmission of infection. ^P

(ii) proper handwashing procedures; ^P and

(iii) protecting ready-to-eat food from contamination introduced by bare hand contact. ^P

Sec. 9-10. -Personal cleanliness.

(a) Hands and arms.

(1) Clean condition. Food employees shall keep their hands and exposed portions of their arms clean. ^P

(2) Cleaning procedure.

(A) Except as specified in Subparagraph (D) of this paragraph, food employees shall clean their hands and exposed portions of their arms, including surrogate prosthetic devices for hands or arms, for at least 20 seconds, using a cleaning compound in a handwashing sink that is equipped as specified under Section 9-8 and Section 9-52(a). ^P

(B) Food employees shall use the following cleaning procedure in the order stated to clean their hands and exposed portions of their arms, including surrogate prosthetic devices for hands and arms:

(i) Rinse under clean, running warm water. ^P

(ii) Apply an amount of cleaning compound recommended by the cleaning compound manufacturer.

(iii) Rub together vigorously for at least 10 to 15 seconds while paying particular attention to removing soil from underneath the fingernails during the cleaning procedure, and creating friction on the surfaces of the hands and arms or surrogate prosthetic devices for hands and arms, finger tips, and areas between the fingers. ^P

(iv) Thoroughly rinse under clean, running warm water. ^P

(v) Immediately follow the cleaning procedure with thorough drying using a method as specified under Section 9-52(a)(3).^P

(C) To avoid re-contaminating their hands or surrogate prosthetic devices, food employees may use disposable paper towels or similar clean barriers when touching surfaces such as manually operated faucet handles on a handwashing sink or the handle of a restroom door.

(D) If approved and capable of removing the types of soils encountered in the food operations involved, an automatic handwashing facility may be used by food employees to clean their hands or surrogate prosthetic devices.

(3) Special handwash procedures. *Reserved.*

(4) When to wash. Food employees shall clean their hands and exposed portions of their arms as specified under paragraph (a)(2) above immediately before engaging in food preparation, including working with exposed food, clean equipment and utensils, and unwrapped single-service and single-use articles^P and:

(A) after touching bare human body parts other than clean hands and clean, exposed portions of arms;^P

(B) after using the toilet room;^P

(C) after caring for or handling service animals or aquatic animals as specified in Section 9-11(c)(2);^P

(D) except as specified in Section 9-11(a)(1)(B), after coughing, sneezing, using a handkerchief or disposable tissue, using tobacco products, eating, or drinking;^P

(E) after handling soiled equipment or utensils;^P

(F) During food preparation, as often as necessary to remove soil and contamination and to prevent cross contamination when changing tasks;^P

(G) when switching between working with raw food and working with ready-to-eat food;^P

(H) Before donning gloves to initiate a task that involves working with food;^P and

(I) After engaging in other activities that contaminate the hands.^P

(5) Where to wash. Food employees shall clean their hands in a handwashing sink or approved automatic handwashing facility and may not clean their

hands in a sink used for food preparation or warewashing, or in a service sink or a curbed cleaning facility used for the disposal of mop water and similar liquid waste.^{Pf}

(6) Hand antiseptics.

(A) A hand antiseptic used as a topical application, a hand antiseptic solution used as a hand dip, or a hand antiseptic soap must:

(i) comply with one of the following:

(aa) Be an approved drug that is listed in the FDA publication *Approved Drug Products with Therapeutic Equivalence Evaluations* as an approved drug based on safety and effectiveness.^{Pf}

(bb) Have active antimicrobial ingredients that are listed in the FDA monograph for OTC Health-Care Antiseptic Drug Products as an antiseptic handwash;^{Pf}

(i) consist only of components which the intended use of each complies with one of the following:

(aa) A threshold of regulation exemption under 21 CFR 170.39 -Threshold of regulation for substances used in food-contact articles.^{Pf}

(bb) 21 CFR 178 - Indirect Food Additives: Adjuvants, Production Aids, and Sanitizers as regulated for use as a food additive with conditions of safe use.^{Pf}

(cc) A determination of generally recognized as safe (GRAS). Partial listings of substances with food uses that are GRAS may be found in 21 CFR 182 - Substances Generally Recognized as Safe, 21 CFR 184 - Direct Food Substances Affirmed as Generally Recognized as Safe, or 21 CFR 186 - Indirect Food Substances Affirmed as Generally Recognized as Safe for use in contact with food, and in FDA's Inventory of GRAS Notices.^{Pf}

(dd) A prior sanction listed under 21 CFR 181 – Prior Sanctioned Food Ingredients.^{Pf}

(ee) a Food Contact Notification that is effective;^{Pf}
and

(iii) be applied only to hands that are cleaned as specified under Subsection (a)(2).^{Pf}

(B) If a hand antiseptic or a hand antiseptic solution used as a hand dip does not meet the criteria specified under paragraph (6)(A) of this subsection,

use must be followed by thorough hand rinsing in clean water before hand contact with food or by the use of gloves,^{Pf} or limited to situations that involve no direct contact with food by the bare hands.^{Pf}

(C) A hand antiseptic solution used as a hand dip must be maintained clean and at a strength equivalent to at least 100 MG/L chlorine.^{Pf}

(b) Fingernails.

(1) Food employees shall keep their fingernails trimmed, filed, and maintained so that edges and surfaces are cleanable and smooth.^{Pf}

(2) Unless wearing intact gloves in good repair, a food employee may not wear fingernail polish, nail attachments, or artificial fingernails when working with exposed food.^P

(c) Jewelry. Except for a plain ring such as a wedding band, while preparing food, food employees may not wear jewelry including medical information jewelry on their arms and hands.

(d) Outer clothing. Food employees shall wear clean outer clothing to prevent contamination of food, equipment, utensils, linens, and single-service and single-use articles.

Sec. 9-11. -Hygienic practices.

(a) Food contamination prevention.

(1) Eating, drinking and using tobacco.

(A) Except as specified in subparagraph (B) of this paragraph, an employee shall only eat, drink, or use any form of tobacco products in designated areas where no contamination of exposed food, clean equipment, utensils, and linens, unwrapped single-service and single-use articles, or other items needing protection may result.

(B) A food employee may drink from a closed beverage container if the container is handled to prevent contamination of:

- (i) the employee's hands;
- (ii) the container; and
- (iii) exposed food, clean equipment, utensils, and linens, and unwrapped single-service and single-use articles.

(2) Discharges from the eyes, nose, and mouth. No food employee experiencing persistent sneezing, coughing, or a runny nose that causes discharges from the eyes, nose, or mouth may work with exposed food, clean equipment, utensils, and linens, or unwrapped single-service or single-use articles.

(3) Use of bandages, finger cots, or finger stalls. If used, an impermeable cover such as a bandage, finger cot, or finger stall located on the wrist, hand, or finger of a food employee working with exposed food must be covered with a single-use glove.

(b) Hair restraints - effectiveness.

(1) Except as provided in paragraph (2) of this subsection, food employees shall wear hair restraints such as hats, hair coverings or nets, beard restraints, and clothing that covers body hair, that are designed and worn to effectively keep their hair from contacting exposed food, clean equipment, utensils and linens, and unwrapped single-service and single-use articles.

(2) This subsection does not apply to food employees such as counter staff who only serve beverages and wrapped or packaged foods, hostesses, and wait staff if they present a minimal risk of contaminating exposed food, clean equipment, utensils and linens, and unwrapped single-service and single-use articles.

(c) Animals – handling prohibitions.

(1) Except as specified in paragraph (2) of this subsection, food employees may not care for or handle animals that may be present such as patrol dogs, service animals, or pets that are allowed as specified in Section 9-54(a)(15)(B)(ii) – (v).^{Pf}

(2) Food employees with service animals may handle or care for their service animals and food employees may handle or care for fish in aquariums or molluscan shellfish or crustacea in display tanks if they wash their hands as specified under Sections 9-10(a)(2) and 9-10(a)(4)(C).

Sec. 9-12. -Responding to contamination events.

A food establishment must have written procedures for employees to follow and equipment listed in the written procedures when responding to vomiting or diarrheal events that involve the discharge of vomitus or fecal matter onto surfaces in the food establishment. The procedures must address the specific actions employees must take to minimize the spread of contamination and the exposure of employees, consumers, food, and surfaces to vomitus or fecal matter.^{Pf}

ARTICLE III. FOOD

DIVISION 1. –CHARACTERISTICS; SOURCES, SPECIFICATIONS, AND ORIGINAL CONTAINERS AND RECORDS.

Sec. 9-13. -Characteristics.

Food must be safe, unadulterated, and, as specified under Section 9-31(b), honestly presented.^P

Sec. 9-14. -Sources, specifications, and original containers and records.

(a) Compliance with food law.

(1) Food must be obtained from sources that comply with law.^P

(2) Food prepared in a private home may not be used or offered for human consumption in a food establishment unless allowed under Texas cottage food laws^P

(3) Packaged food must be labeled as specified in law, including 21 CFR 101 Food Labeling, 9 CFR 317 Labeling, Marking Devices, and Containers, and 9 CFR 381 Subpart N Labeling and Containers, and as specified under Sections 9-15(g) and (h).
^{Pf}

(4) fish, other than those specified in Section 9-26(a)(2), that are intended for consumption in raw or undercooked form and allowed as specified in Section 9-25(a)(4), may be offered for sale or service if they are obtained from a supplier that freezes the fish as specified under 9-26(a); or if they are frozen on the premises as specified under Section 9-26(a) and records are retained as specified under Section 9-26(b).

(5) Whole-muscle, intact beef steaks that are intended for consumption in an undercooked form without a consumer advisory as specified in Section 9-26(a)(3) shall be:

(A) Obtained from a food processing plant that does not mechanically tenderize, vacuum tumble with solutions, reconstruct, cube or pound these whole-muscle, intact beef steaks,^{Pf} or

(B) Deemed acceptable by the Department based on other evidence, such as written buyer specifications or invoices, that indicates that the steaks meet the definition of whole-muscle, intact beef,^{Pf} and

(C) If individually cut in a food establishment:

(i) Cut from whole-muscle intact beef that is received from a food processing plant as specified in Paragraph (5)(A) of this subsection or identified as specified in Paragraph (5)(B) of this subsection; ^P and

(ii) Prepared so they remain intact. ^{Pf}

(6) Meat and poultry that is not a ready-to-eat food and is in a packaged form when it is offered for sale or otherwise offered for consumption, must be labeled to include safe handling instructions as specified in law, including 9 CFR 317.2(l) and 9 CFR 381.125(b).

(7) Eggs that have not been specifically treated to destroy all viable *Salmonellae* must be labeled to include safe handling instructions as specified in Law, including 21 CFR 101.17(h).

(b) Food in a hermetically sealed container. Food in a hermetically sealed container must be obtained from a food processing plant that is regulated by the food regulatory agency that has jurisdiction over the plant. ^P

(c) Fluid milk and milk products. Fluid milk and milk products must be obtained from sources that comply with Grade A standards as specified in law. ^P

(d) Fish.

(1) Fish that are received for sale or service must be commercially and legally caught or harvested, ^P or approved for sale or service. ^P

(2) Molluscan shellfish that are recreationally caught may not be received for sale or service. ^P

(e) Molluscan shellfish.

(1) Molluscan shellfish must be obtained from sources according to law and the requirements specified in the U.S. Department of Health and Human Services, Public Health Service, Food and Drug Administration, National Shellfish Sanitation Program Guide for the Control of Molluscan Shellfish. ^P

(2) Molluscan shellfish received in interstate commerce must be from sources that are listed in the Interstate Certified Shellfish Shippers List. ^P

(f) Wild mushrooms.

(1) Except as specified in paragraph (2) of this subsection, mushroom species picked in the wild must not be offered for sale or service by a food establishment unless the food establishment has been approved to do so. ^P

(2) This section does not apply to:

(A) Cultivated wild mushroom species that are grown, harvested, and processed in an operation that is regulated by the food regulatory agency that has jurisdiction over the operation; or

(B) Wild mushroom species if they are in packaged form and are the product of a food processing plant that is regulated by the food regulatory agency that has jurisdiction over the plant.

(g) Game animals.

(1) If game animals are received for sale or service, they must be:

(A) Commercially raised for food,^P and:

(i) Raised, slaughtered, and processed under a voluntary inspection program that is conducted by the agency that has animal health jurisdiction,^P or

(ii) Under a routine inspection program conducted by a regulatory agency other than the agency that has animal health jurisdiction,^P and

(iii) Raised, slaughtered, and processed according to:

(aa) laws governing meat and poultry as determined by the agency that has animal health jurisdiction and the agency that conducts the inspection program,^P and

(bb) Requirements which are developed by the agency that has animal health jurisdiction and the agency that conducts the inspection program with consideration of factors such as the need for antemortem and postmortem examination by an approved veterinarian or veterinarian's designee;^P

(B) Under a voluntary inspection program administered by the USDA for game animals such as exotic animals (reindeer, elk, deer, antelope, water buffalo, or bison) that are "inspected and approved" in accordance with 9 CFR 352 Exotic Animals; Voluntary Inspection or rabbits that are "inspected and certified" in accordance with 9 CFR 354 Voluntary Inspection of Rabbits and Edible Products Thereof;^P

(C) As allowed by law, for wild game animals that are live-caught:

(i) Under a routine inspection program conducted by a regulatory agency such as the agency that has animal health jurisdiction,^P and

(ii) Slaughtered and processed according to:

(aa) Laws governing meat and poultry as determined by the agency that has animal health jurisdiction and the agency that conducts the inspection program, ^P and

(bb) Requirements which are developed by the agency that has animal health jurisdiction and the agency that conducts the inspection program with consideration of factors such as the need for antemortem and postmortem examination by an approved veterinarian or veterinarian's designee; ^P or

(D) As allowed by law, for field-dressed wild game animals under a routine inspection program that ensures the animals:

(i) Receive a postmortem examination by an approved veterinarian or veterinarian's designee, ^P or

(ii) Are field-dressed and transported according to requirements specified by the agency that has animal health jurisdiction and the agency that conducts the inspection program, ^P and

(iii) Are processed according to laws governing meat and poultry as determined by the agency that has animal health jurisdiction and the agency that conducts the inspection program. ^P

(2) A game animal may not be received for sale or service if it is a species of wildlife that is listed in 50 CFR 17 Endangered and threatened wildlife and plants.

(h) Approved sources for exotic game animals.

(1) Exotic animals. If exotic animals are received for sale or service, they must:

(A) be commercially raised for food; ^P and

(i) raised, slaughtered, processed, and deemed to be "inspected and passed under a meat and poultry inspection program administered by the U.S. Department of Agriculture (USDA) in accordance with 9 CFR 352, Exotic Animals; Voluntary Inspection; ^P or

(ii) raised, slaughtered, processed, and deemed to be "inspected and passed under a meat and poultry inspection program administered by Texas Department of State Health Services or any other state meat inspection program deemed equal to USDA inspection; ^P

(B) as allowed by law, for exotic animals that are live caught, be slaughtered and processed as required in Subparagraph (A)(i) and (ii) of this paragraph;^P and

(C) as allowed by law, exotic animals that are field dresses:

(i) receive an antemortem and postmortem examination by the appropriate inspection personnel as described in Subparagraph (A)(i) and (ii) of this paragraph; ^P and

(ii) be transported and processed according to the requirements specified by the appropriate regulatory authority as described in Subparagraph (A)(i) and (ii) of this paragraph. ^P

(2) Cooking. Exotic animals must be cooked to heat all parts of the food to a temperature and for a time that complies with one of the methods for cooking game animals according to Section 9-26(a), and under a voluntary inspection program as specified in Paragraph (1) of this subsection. ^P

Sec. 9-15. -Specifications for receiving.

(a) Temperature.

(1) Except as specified in this subsection, refrigerated, time/temperature control for safety food must be at a temperature of 5°C (41°F) or below when received. ^P

(2) If a temperature other than 5°C (41°F) for a time/temperature control for safety food is specified in law governing its distribution the food may be received at the specified temperature.

(3) Raw eggs must be received in refrigerated equipment that maintains an ambient air temperature of 7°C (45°F) or less. ^P

(4) Time/temperature control for safety food that is cooked to a temperature and for a time specified under Sections 9-26(a) – (c) and received hot must be at a temperature of 57°C (135°F) or above. ^P

(5) Grade A pasteurized milk must be received in refrigerated equipment that maintains an ambient air temperature of 7°C (45°F) or less. ^P

(6) Molluscan shellfish must be received in refrigerated equipment or on ice that maintains a temperature of 7°C (45°F) or less, as required in the Texas Molluscan Shellfish Rules, §241.61(a) of Title 25, Health Services, of the Texas Administrative Code (relating to Molluscan Shell Stock Temperature Control). ^P

(7) A food that is labeled frozen and shipped frozen by a food processing plant must be received frozen. ^{Pf}

(8) Upon receipt, time/temperature control for safety food must be free of evidence of previous temperature abuse. ^P

(b) Additives. Food may not contain unapproved food additives or additives that exceed amounts specified in 21 CFR 170-180 relating to food additives, generally recognized as safe or prior sanctioned substances that exceed amounts specified in 21 CFR 181-186, substances that exceed amounts specified in 9 CFR Subpart C Section 424.21(b) Food ingredients and sources of radiation, or pesticide residues that exceed provisions specified in 40 CFR 180 Tolerances for pesticides chemicals in food, and exceptions. ^P

(c) Chicken eggs. Chicken eggs must be received clean and sound and may not exceed the restricted egg tolerances for U.S. Consumer Grade B as specified in 7 CFR 56, Voluntary Grading of Shell Eggs and United States Standards, Grades, and Weight Classes for Shell Eggs, and 9 CFR 590, Inspection of Eggs and Egg Products. ^P

(d) Eggs and milk products, Pasteurized.

(1) Egg products must be obtained pasteurized. ^P

(2) Fluid and dry milk and milk products must be obtained pasteurized and comply with Grade A standards as specified in law. ^P

(3) Frozen milk products, such as ice cream, must be obtained pasteurized in accordance with the Frozen Desserts Manufacturer Licensing Act, Texas Health and Safety Code, Chapter 440, and 21 CFR 135 Frozen Desserts. ^P

(4) Cheese must be obtained pasteurized unless alternative procedures to pasteurization are specified in the CFR, such as 21 CFR 133 - Cheeses and related cheese products, for curing certain cheese varieties. ^P

(e) Packaging integrity. Food packages must be in good condition and protect the integrity of the contents so that the food is not exposed to adulteration or potential contaminants. ^{Pf}

(f) Ice. Ice for use as a food or a cooling medium must be made from drinking water. ^P

(g) Shellstock, condition. When received by a food establishment, shellstock must be reasonably free of mud, dead shellstock, and shellstock with broken shells. Dead shellstock with badly broken shells must be discarded.

(h) Molluscan Shellfish, Packaging and Identification.

(1) Except as specified in subparagraph 2(A), molluscan shellfish shall be obtained in nonreturnable packages or containers which bear a legible tag or label that identifies the: ^{Pf}

(A) Source, and are affixed by a dealer that depurates, packs, ships or reships the molluscan shellfish, as specified in the National Shellfish Sanitation Program (NSSP) Guide for the Control of molluscan shellfish (Model Ordinance); ^{Pf} and

(B) "Sell by" or "best if used by" date for shucked shellfish packages with a capacity of less than 1.89 L (one-half gallon) or the date shucked for packages with a capacity of 1.89 L (one-half gallon) or more. ^{Pf}

(2) When a two-tag harvester or dealer system is used, the dealer tag must meet the requirements identified in Paragraph (1)(A) of this subsection. When both the dealer and harvester tags appear on the container, the dealer's tag is not required to duplicate the information on the harvester's tag.

(3) A container of raw shucked shellfish that does not bear a tag or label or which bears a tag or label which does not contain all the information as specified under the Model Ordinance shall be subject to a hold order, as allowed by law, or seizure and destruction in accordance with 21 CFR Subpart D -Specific Administrative Decisions Regarding Interstate Shipments, Section 1240.60(d).

9.16. -Commercially processed.

(a) Pre-packaged juice must:

(1) be obtained from a processor with a HACCP system as specified in 21 CFR Part 120 Hazard Analysis and Critical Control (HACCP) Systems; ^{Pf} and

(2) be obtained pasteurized or otherwise treated to attain a 5-log reduction of the most resistant microorganism of public health significance as specified in 21 CFR Part 120.24 Process Controls. ^P

9.17. -Original containers and records.

(a) Molluscan shellfish, original container.

(1) Except as specified in Paragraphs (2) – (5) of this subsection, molluscan shellfish may not be removed from the container in which they are received other than immediately before sale or preparation for service.

(2) Molluscan shellfish from one tagged or labeled container shall not be commingled with molluscan shellfish from another container with different certification

numbers, different harvest dates, or different growing areas identified on the tag or label before being ordered by the consumer.^{Pf}

(3) For display purposes, shellstock or in-shell product may be removed from the container in which they are received, displayed on drained ice, or held in a display container, and a quantity specified by a consumer may be removed from the display or display container and provided to the consumer if:

(A) The source of the shellstock or in-shell product on display is identified as specified under Section 9-15(h) and recorded as specified under Section 9-17(b); and

(B) the shellstock or in-shell product are protected from contamination.

(4) Shucked shellfish may be removed from the container in which they were received and held in a display container from which individual servings are dispensed upon a consumer's request if:

(A) The labeling information for the shellfish on display as specified under Section 9-15(g) is retained and correlated to the date when, or dates during which, the shellfish are sold or served; and

(B) The shellfish are protected from contamination.

(5) Shucked shellfish may be removed from the container in which they were received and repacked in consumer self-service containers where allowed by law if:

(A) The labeling information for the shellfish is on each consumer self-service container as specified under Section 9-15(g) and Sections 9-32(a)(1) and 9-32(a)(2)(A) – (E);

(B) The labeling information as specified under Section 9-15(g) is retained and correlated with the date when, or dates during which, the shellfish are sold or served;

(C) The labeling information and dates specified under Subparagraph (B) of this paragraph section are maintained for 90 days; and

(D) The shellfish are protected from contamination.

(b) Molluscan shellfish, maintaining identification.

(1) Except as specified under Paragraph (3)(B) of this subsection, molluscan shellfish tags or labels must remain attached to the container in which the shellstock are received until the container is empty.^{Pf}

(2) The date when the last molluscan shellfish from the container is sold or served must be recorded on the tag, label, or invoice.^{Pf}

(3) The identity of the source of molluscan shellfish that are sold or served must be maintained by retaining shellstock tags or labels for 90 calendar days from the date that is recorded on the tag or label, as specified under Subparagraph B of this paragraph, by:^{Pf}

(A) Using an approved record keeping system that keeps the tags or labels in chronological order correlated to the date that is recorded on the tag or label, as specified under Paragraph (3)(B) of this subsection;^{Pf} and

(B) If shellstock, shucked shellfish or in-shell product are removed from its tagged or labeled container, the source identification must be preserved by using a record keeping system as specified under Subparagraph (A) of this paragraph.^{Pf}

9.17.1. -Donation of food.

(a) In general. Food stored, prepared, packaged, displayed, and labeled in accordance to law and this Code may be offered for donation.

(b) Previous service. Except as specified in Paragraphs (1) and (2) of this subsection, foods which have been previously served to a consumer may not be donated.^P

(1) Packaged time and temperature control for safety foods, such as unopened milk, may be re-served or donated if immediately stored in a cooling bin maintained at 5°C (41°F) or below.^P

(2) The following food products may be re-served or donated.

(A) Packaged non- time and temperature control for safety foods.

(B) Whole fruit, such as apples or bananas.

(c) Unpackaged and unserved foods. Unpackaged and unserved time and temperature control for safety food may be donated if:

(1) the temperature of the food is at or below 5°C (41°F), or an ambient temperature of 7°C (45°F) for raw shell eggs, at the time of donation, and is protected from contamination;^P

(2) the food has been at or above 57°C (135°F) during hot holding and service, and subsequently refrigerated to meet the time and temperature requirements in

Sections 9-29(d) and 9-29(e), or maintained at proper holding temperatures required in Section 9-29(f).^P

(3) the donor can substantiate that the food recipient has the facilities to meet the transportation, storage, and reheating requirements of this chapter;^P and

(4) the food is to be transported by the food recipient directly to a consumer, the recipient only needs to meet the transportation requirements in this chapter, including holding temperatures.^P

(d) Labeling. Donated foods transported offsite must be labeled with the name of the food, the source of the food, and the date of preparation.^P

(e) Shelf life. Donated time and temperature control for safety foods may not exceed the shelf life for the leftover foods outlined in this chapter.^P

(f) Damaged foods. Heavily rim or seam-dented canned foods, or packaged foods without the manufacturer's complete labeling must not be donated.^P

(g) Distressed foods.

(1) Foods which are considered distressed, such as foods which have been subjected to fire, flooding, excessive heat, smoke, radiation, other environmental contamination, or prolonged storage must not be directly donated for consumption by the consumer.^P

(2) Such foods in Paragraph (1) of this subsection may be sold or donated to a licensed food salvage establishment if permitted under the provisions of Chapter 432 of the Texas Health and Safety Code.

DIVISION 2. -PROTECTION FROM CONTAMINATION AFTER RECEIVING.

9.18. -Preventing contamination by employees.

(a) Preventing contamination from hands.

(1) Food employees shall wash their hands as specified under Section 9-10(a)(2).

(2) Except when washing fruits and vegetables as specified under Section 9-19(e) or as specified in Paragraphs (3) and (4) of this subsection, food employees shall not contact exposed, ready-to-eat food with their bare hands and shall use suitable utensils such as deli tissue, spatulas, tongs, single-use gloves, or dispensing equipment.^P

(3) Food employees shall minimize bare hand and arm contact with exposed food that is not in a ready-to-eat form. ^{Pf}

(4) Paragraph (2) of this subsection does not apply to a food employee that contacts exposed, ready-to-eat food with bare hands at the time the ready-to-eat food is being added as an ingredient to a food that:

(A) contains a raw animal food and is to be cooked in the food establishment to heat all parts of the food to the minimum temperatures specified in Sections 9-25(a)(1) – (2) or 9-25(b); or

(B) does not contain a raw animal food but is to be cooked in the food establishment to heat all parts of the food to a temperature of at least 63°C (145°F).

(5) Food employees not serving a highly susceptible population may contact exposed, ready-to-eat food with their bare hands if:

(A) the permit holder obtains prior approval from the Department;

(B) written procedures are maintained in the food establishment and made available to the Department upon request that include:

(i) for each bare hand contact procedure, a listing of the specific ready-to-eat foods that are touched by bare hands,

(ii) Diagrams and other information showing that handwashing facilities, installed, located, equipped, and maintained as specified under Sections 9-46(c)(1), 9-46(d)(1), 9-46(e)(1), 9-52(a)(2), 9-52(a)(3), and 9-52(a)(5), are in an easily accessible location and in close proximity to the work station where the bare hand contact procedure is conducted;

(C) a written employee health policy that details how the food establishment complies with Sections 9-7(a), 9-8, and 9-9, including:

(i) documentation that food employees and conditional employees acknowledge that they are informed to report information about their health and activities as they relate to gastrointestinal symptoms and diseases that are transmittable through food as specified under Section 9-7(a)(1),

(ii) documentation that food employees and conditional employees acknowledge their responsibilities as specified under Sections 9-7(a)(5) and (6), and

(iii) documentation that the person in charge acknowledges the responsibilities as specified under Sections 9-7(a)(2), (3), and (4), and Sections 9-8 and 9-9;

(D) documentation that food employees acknowledge that they have received training in:

- (i) the risks of contacting the specific ready-to-eat foods with bare hands;
- (ii) proper handwashing as specified under Section 9-10(a)(2);
- (iii) when to wash their hands as specified under Section 9-10(a)(4);
- (iv) where to wash their hands as specified under Section 9-10(a)(5);
- (v) proper fingernail maintenance as specified under Section 9-10(b);
- (vi) prohibition of jewelry as specified under Section 9-11(c); and
- (vii) good hygienic practices as specified under Section 9-11(a)(1) and 9-11(a)(2);

(E) documentation that hands are washed before food preparation and as necessary to prevent cross contamination by food employees as specified under Sections 9-10(a)(1), 9-10(a)(2), 9-10(a)(4), and 9-10(a)(5) during all hours of operation when the specific ready-to-eat foods are prepared; and

(F) documentation that food employees contacting ready-to-eat food with bare hands use two or more of the following control measures to provide additional safeguards to hazards associated with bare hand contact:

- (i) double handwashing;
 - (ii) nail brushes;
 - (iii) a hand antiseptic after handwashing as specified under Section 9-10(a)(6);
 - (iv) incentive programs such as paid sick leave that assist or encourage food employees not to work when they are ill;
 - (v) other control measures approved by the Department;
- and

(G) documentation that corrective action is taken when Paragraph (4) of this subsection are not followed.

(b) Preventing contamination when tasting. A food employee shall not use a utensil more than once to taste food that is to be sold or served. ^P

Sec. 9-19. -Preventing food and ingredient contamination.

(a) Packaged and unpackaged food: separation, packaging, and segregation.

(1) Food must be protected from cross contamination by:

(A) Except as specified in this subparagraph or when combined as ingredients, separating raw animal foods during storage, preparation, holding, and display from raw ready-to-eat food including other raw animal food such as fish for sushi or molluscan shellfish, or other raw ready-to-eat food such as fruits and vegetables, ^P cooked ready-to-eat food, ^P and fruits and vegetables before they are washed. ^P Frozen, commercially processed and packaged raw animal food may be stored or displayed with or above frozen, commercially processed and packaged, ready-to-eat food;

(B) Except when combined as ingredients, separating types of raw animal foods from each other such as beef, fish, lamb, pork, and poultry during storage, preparation, holding, and display by using separate equipment for each type, ^P or arranging each type of food in equipment so that cross contamination of one type with another is prevented ^P and preparing each type of food at different times or in separate areas; ^P

(C) Cleaning equipment and utensils as specified under Section 9-41(b)(1) and sanitizing as specified under Section 9-42(c);

(D) Except as specified under Section 9-29(e)(2)(B) and in Paragraph (2) of this subsection, storing the food in packages, covered containers, or wrappings;

(E) Cleaning hermetically sealed containers of food of visible soil before opening;

(F) Protecting food containers that are received packaged together in a case or overwrap from cuts when the case or overwrap is opened;

(G) Storing damaged, spoiled, or recalled food being held in the food establishment as specified under Section 9-54(d); and

(H) Separating fruits and vegetables, before they are washed as specified under Section 9-19(e) from ready-to-eat food.

(2) Subparagraph (1)(D) of this subsection does not apply to:

(A) Whole, uncut, raw fruits and vegetables and nuts in the shell, that require peeling or hulling before consumption;

(B) Primal cuts, quarters, or sides of raw meat or slab bacon that are hung on clean, sanitized hooks or placed on clean, sanitized racks;

(C) Whole, uncut, processed meats such as country hams, and smoked or cured sausages that are placed on clean, sanitized racks;

(D) Food being cooled as specified undersection 9-29(e)(2)(B; or

(E) Shellstock.

(b) Food storage containers, identified with common name of food. Except for containers holding food that can be readily and unmistakably recognized such as dry pasta, working containers holding food or food ingredients that are removed from their original packages for use in the food establishment, such as cooking oils, flour, herbs, potato flakes, salt, spices, and sugar must be identified with the common name of the food.

(c) Pasteurized eggs, substitute for raw eggs for certain recipes. Pasteurized eggs or egg products must be substituted for raw eggs in the preparation of foods such as Caesar salad, hollandaise or béarnaise sauce, mayonnaise, meringue, eggnog, ice cream, and egg-fortified beverages that are not cooked as specified under Section 9-25(a)(1)(A) or (2) included in Section 9-25(a)(4).^P

(d) Protection from unapproved additives.

(1) Food must be protected from contamination that may result from the addition of, as specified in Subsection (b) of this section:

(A) Unsafe or unapproved food or color additives; and

(B) Unsafe or unapproved levels of approved food and color additives.

(2) A food employee shall not:

(A) Apply sulfiting agents to fresh fruits and vegetables intended for raw consumption or to a food considered to be a good source of vitamin B1;^P or

(B) Except for grapes, serve or sell food specified under subparagraph (2)(A) of this subsection that is treated with sulfiting agents before receipt by the food establishment. ^P

(e) Washing fruits and vegetables.

(1) Except as specified in Paragraph (2) of this subsection and except for whole, raw fruits and vegetables that are intended for washing by the consumer before consumption, raw fruits and vegetables must be thoroughly washed in water to remove soil and other contaminants before being cut, combined with other ingredients, cooked, served, or offered for human consumption in ready-to-eat form.

(2) Fruits and vegetables may be washed by using chemicals as specified under Section 9-56(d)(4). When chemicals are used, a test kit or other device that accurately measures the active ingredient concentration of the fruit and vegetable wash solution must be provided.

(3) Devices used for on-site generation of chemicals meeting the requirements specified in 21 CFR 173.315, chemicals used in the washing or to assist in the peeling of fruits and vegetables, for the washing of raw, whole fruits and vegetables must be used in accordance with the manufacturer's instructions. ^{Pf}

Sec. 9-20. -Preventing the contamination of ice used as a coolant.

(a) Ice used as exterior coolant, prohibited as ingredient. After use as a medium for cooling the exterior surfaces of food such as melons or fish, packaged foods such as canned beverages, or cooling coils and tubes of equipment, ice must not be used as food. ^P

(b) Storage or display of food in contact with water or ice.

(1) Packaged food must not be stored in direct contact with ice or water if the food is subject to the entry of water because of the nature of its packaging, wrapping, or container or its positioning in the ice or water

(2) Except as specified in Paragraphs (3) and (4) of this subsection, unpackaged food must not be stored in direct contact with undrained ice.

(3) Whole, raw fruits or vegetables; cut, raw vegetables such as celery or carrot sticks or cut potatoes; and tofu may be immersed in ice or water.

(4) Raw poultry and raw fish that are received immersed in ice in shipping containers may remain in that condition while in storage awaiting preparation, display, service, or sale.

Sec. 9-21. -Preventing contamination from equipment, utensils, and linens.

of: (a) Food contact with equipment and utensils. Food must only contact surfaces

(1) equipment and utensils that are cleaned as specified under Section 9-41 and sanitized as specified under Section 9-42; ^P

(2) single-service and single-use articles; ^P or

(3) linens, such as cloth napkins, as specified under Section 9-21(d) that are laundered as specified under Section 9-43. ^P

(b) In-use utensils, between-use storage. During pauses in food preparation or dispensing, food preparation and dispensing utensils must be stored:

(1) Except as specified under Paragraph (2) of this subsection, in the food with their handles above the top of the food and the container;

(2) In food that is not time/temperature control for safety food with their handles above the top of the food within containers or equipment that can be closed, such as bins of sugar, flour, or cinnamon;

(3) on a clean portion of the food preparation table or cooking equipment only if the in-use utensil and the food-contact surface of the food preparation table or cooking equipment are cleaned and sanitized at a frequency specified under Sections 9-41(b) and 9-42(b);

(4) In running water of sufficient velocity to flush particulates to the drain, if used with moist food such as ice cream or mashed potatoes;

(5) In a clean, protected location if the utensils, such as ice scoops, are used only with a food that is not time/temperature control for safety food; or

(6) In a container of water if the water is maintained at a temperature of at least 57°C (135°F) and the container is cleaned at a frequency specified under Section 9-41(b)(1)(D)(vii).

(c) Linens and napkins, use limitation. Linens, such as cloth napkins, may not be used in contact with food unless they are used to line a container for the service of foods and the linens and napkins are replaced each time the container is refilled for a new consumer.

(d) Wiping cloths, use limitation.

(1) Cloths in-use for wiping food spills from tableware and carry-out containers that occur as food is being served must be maintained dry and used for no other purpose.

(2) Cloths in-use for wiping counters and other equipment surfaces must be held between uses in a chemical sanitizer solution at a concentration specified under Section 9-40(a)(14) and laundered daily as specified under Section 9-43(b)(1).

(3) Cloths in-use for wiping surfaces in contact with raw animal foods must be kept separate from cloths used for other purposes.

(4) Dry wiping cloths and the chemical sanitizing solutions specified in Paragraph (2) of this subsection in which wet wiping cloths are held between uses must be free of food debris and visible soil.

(5) Containers of chemical sanitizing solutions specified in Paragraph (2) of this subsection in which wet wiping cloths are held between uses must be stored off the floor and used in a manner that prevents contamination of food, equipment, utensils, linens, single-service, or single-use articles.

(6) Single-use disposable sanitizer wipes must be used in accordance with EPA-approved manufacturer's label use instructions.

(7) When using quaternary ammonia as a sanitizing solution, a microfiber cloth or nonbinding material or approved equivalent must be used.

(e) Gloves, use limitation.

(1) If used, single-use gloves must be used for only one task such as working with ready-to-eat food or with raw animal food, used for no other purpose, and discarded when damaged or soiled, or when interruptions occur in the operation. ^P

(2) Except as specified in Paragraph (3) of this subsection, slash-resistant gloves that are used to protect the hands during operations requiring cutting must be used in direct contact only with food that is subsequently cooked as specified under Division 4 of Article III such as frozen food or a primal cut of meat.

(3) Slash-resistant gloves may be used with ready-to-eat food that will not be subsequently cooked if the slash-resistant gloves have a smooth, durable, and nonabsorbent outer surface; or if the slash-resistant gloves are covered with a smooth, durable, nonabsorbent glove, or a single-use glove.

(4) Cloth gloves may not be used in direct contact with food unless the food is subsequently cooked as required under Division 3 of Article III such as frozen food or a primal cut of meat.

(f) Responsibility of permit for second portions and refills.

(1) Except for refilling a consumer's drinking cup or container without contact between the pouring utensil and the lip-contact area of the drinking cup or container, food employees may not use tableware, including single-service articles, soiled by the consumer, to provide second portions or refills.

(2) Except as specified in Paragraph (3) of this subsection, self-service consumers may not be allowed to use soiled tableware, including single-service articles, to obtain additional food from the display and serving equipment.

(3) Drinking cups and containers may be reused by self-service consumers if refilling is a contamination-free process as specified under Section 9-37(d)(3)(A), (B), and (D).

(g) Refilling returnables.

(1) Except as specified in paragraphs (2) through (5) of this subsection, empty containers returned to a food establishment for cleaning and refilling with food must be cleaned and refilled in a regulated food processing plant.^P

(2) A take-home food container returned to a food establishment may be refilled at a food establishment with food if the food container is:

(A) Designed and constructed for reuse and in accordance with the requirements specified under Sections 9-36 and 9-37;^P

(B) One that was initially provided by the food establishment to the consumer, either empty or filled with food by the food establishment, for the purpose of being returned for reuse;

(C) Returned to the food establishment by the consumer after use;

(D) Subject to the following steps before being refilled with food:

(i) Cleaned as specified under Section 9-41;

(ii) Sanitized as specified under Section 9-42;^P and

(iii) Visually inspected by a food employee to verify that the container, as returned, meets the requirements specified under Sections 9-36 and 9-37.^P

(3) A take-home food container returned to a food establishment may be refilled at a food establishment with beverage if:

(A) The beverage is not a time/temperature control for safety food;

(B) The design of the container and of the rinsing equipment and the nature of the beverage, when considered together, allow effective cleaning at home or in the food establishment;

(C) Facilities for rinsing before refilling returned containers with fresh, hot water that is under pressure and not recirculated are provided as part of the dispensing system;

(D) The consumer-owned container returned to the food establishment for refilling is refilled for sale or service only to the same consumer; and

(E) The container is refilled by:

(i) An employee of the food establishment, or

(ii) The owner of the container if the beverage system includes a contamination-free transfer process as specified under Section 9-37(d)(3)(A), (B), and (D) that cannot be bypassed by the container owner.

(4) Consumer-owned, personal take-out beverage containers, such as thermally insulated bottles, non-spill coffee cups, and promotional beverage glasses, may be refilled by employees or the consumer if refilling is a contamination-free process as specified under Section 9-37(d)(3)(A), (B), and (D).

(5) Consumer-owned containers that are not food-specific may be filled at a water vending machine or system.

Sec. 9-22. -Preventing contamination from the Premises.

(a) Food storage.

(1) Except as specified in Paragraphs (2) and (3) of this subsection, food must be protected from contamination by storing the food:

(A) In a clean, dry location;

(B) Where it is not exposed to splash, dust, or other contamination; and

(C) At least 15 cm (6 inches) above the floor.

(2) Food in packages and working containers may be stored less than 15 cm (6 inches) above the floor on case lot handling equipment as specified under Section 9-37(d)(22).

(3) Pressurized beverage containers, cased food in waterproof containers such as bottles or cans, and milk containers in plastic crates may be stored on a floor that is clean and not exposed to floor moisture.

(b) Food storage, prohibited areas. Food may not be stored in the following areas:

- (1) Locker rooms.
- (2) Toilet rooms. ^{Pf}
- (3) Dressing rooms.
- (4) Garbage rooms.
- (5) Mechanical rooms.
- (6) Under sewer lines that are not shielded to intercept potential drips.
- (7) Under leaking water lines, including leaking automatic fire sprinkler heads, or under lines on which water has condensed.
- (8) Under open stairwells.
- (9) Under other sources of contamination.

(c) Vended time/temperature control for safety food, original container. Time/temperature control for safety food dispensed through a vending machine must be in the package in which it was placed at the food establishment or food processing plant at which it was prepared.

(d) Food preparation. During preparation, unpackaged food must be protected from environmental sources of contamination.

Sec. 9-23. -Preventing contamination by consumers.

(a) Food display. Except for nuts in the shell and whole, raw fruits and vegetables that are intended for hulling, peeling, or washing by the consumer before consumption, food on display must be protected from contamination by the use of packaging, counter, service line or salad bar food guards that comply with ANSI standards; completely enclosed display cases; or other means approved by the Department. A letter may be required from the fabricator or installer for any food guard

required by this subparagraph to confirm compliance with ANSI standards if compliance is not evident through the use of labels or listings posted directly on the food guard by the authority approved to affix such label or listing. ^P

(b) Condiments, protection.

(1) Condiments must be protected from contamination by keeping kept in dispensers that are designed to provide protection, protected food displays provided with the proper utensils, original containers designed for dispensing, or individual packages or portions.

(2) Condiments at a vending machine location must be in individual packages or provided in dispensers that are filled at an approved location, such as the food establishment that provides food to the vending machine location, a food processing plant that is regulated by the agency that has jurisdiction over the operation, or a properly equipped facility that is located on the site of the vending machine location.

(c) Consumer self-service operations.

(1) Raw, unpackaged animal food, such as beef, lamb, pork, poultry, and fish may not be offered for consumer self-service. ^P This paragraph does not apply to the following:

(A) Consumer self-service of ready-to-eat foods at buffets or salad bars that serve foods such as sushi or raw shellfish.

(B) Ready-to-cook individual portions for immediate cooking and consumption on the premises such as consumer-cooked meats or consumer-selected ingredients for Mongolian barbecue.

(C) Raw, frozen, shell-on shrimp, or lobster.

(2) Consumer self-service operations for ready-to-eat foods must be provided with suitable utensils or effective dispensing methods that protect the food from contamination. ^{Pf}

(3) Consumer self-service operations such as buffets and salad bars must be monitored by food employees trained in safe operating procedures. ^{Pf}

(d) Returned food and re-service of food.

(1) Except as specified in Paragraph (2) of this subsection, after being served or sold and in the possession of a consumer, food that is unused or returned by the consumer may not be offered as food for human consumption. ^P

(2) Except as specified under Section 9-35(b), a container of food that is not time/temperature control for safety food may be reserved from one consumer to another if:

(A) The food is dispensed so that it is protected from contamination and the container is closed between uses, such as a narrow-neck bottle containing catsup, steak sauce, or wine; or

(B) The food, such as crackers, salt, or pepper, is in an unopened original package and is maintained in sound condition.

Sec. 9-24. -Buffet notification.

A card, sign, or other effective means of notification must be displayed to notify consumers that clean tableware is to be used upon return to self-service areas, such as salad bars and buffets as specified in Subsection 9-21(f).^{Pf}

Sec. 9-24.1. -Preventing contamination from other sources.

Food must be protected from contamination that may result from a factor or source not specified under Sections 9-18 through 9-24.1.

DIVISION 3. -DESTRUCTION OF ORGANISMS OF PUBLIC HEALTH CONCERN.

Sec. 9-25. -Cooking.

(a) Raw animal foods.

(1) Except as specified under Paragraph (2) and in Paragraphs (3) and (4) of this subsection, raw animal foods such as eggs, fish, meat, poultry, and foods containing these raw animal foods, must be cooked to heat all parts of the food to a temperature and for a time that complies with one of the following methods based on the food that is being cooked:

(A) 63°C (145°F) or above for 15 seconds for:^P

(i) Raw eggs that are broken and prepared in response to a consumer's order and for immediate service,^P and

(ii) Except as specified under Subparagraphs (1)(B) and (1)(C) and Paragraphs (2) and (3) of this subsection, fish and intact meat including game animals commercially raised for food as specified under Section 9-14(g)(1)(A) and game animals under a voluntary inspection program as specified under Section 9-14(g)(1)(B);^P

(B) 68°C (155°F) for 17 seconds or the temperature specified in the following chart that corresponds to the holding time for ratites, mechanically tenderized, and injected meats; the following if they are comminuted: fish, meat, game

animals commercially raised for food as specified under Section 9-14(g)(1)(A), and game animals under a voluntary inspection program as specified under Section 9-14(g)(1)(B); and raw eggs that are not prepared as specified under Subparagraph (1)(A)(i) of this subsection: ^P

Minimum Temperature °C (°F)	Minimum Time
63 (145)	3 minutes
66 (150)	1 minute
70 (158)	< 1 second (instantaneous)

; or

(C) 74°C (165°F) or above for < 1 second (instantaneous) for poultry, baluts, wild game animals as specified under Sections 9-14(g)(1)(C) and (D), stuffed fish, stuffed meat, stuffed pasta, stuffed poultry, stuffed ratites, or stuffing containing fish, meat, poultry, or ratites. ^P

(2) Whole meat roasts including beef, corned beef, lamb, pork, and cured pork roasts such as ham must be cooked:

(A) As specified in the following chart, to heat all parts of the food to a temperature and for the holding time that corresponds to that temperature: ^P

Temperature °C (°F)	Time¹ in Minutes
54.4 (130)	112
55.0 (131)	89
56.1 (133)	56
57.2 (135)	36
57.8 (136)	28
58.9 (138)	18
60.0 (140)	12
61.1 (142)	8
62.2 (144)	5
62.8 (145)	4

Temperature °C (°F)	Time¹ in Seconds
63.9 (147)	134
65.0 (149)	85
66.1 (151)	54

67.2 (153)	34
68.3 (155)	22
69.4 (157)	14
70.0 (158)	0

¹ Holding time may include postoven heat rise.

(B) If cooked in an oven, use an oven that is preheated to the temperature specified for the roast's weight in the following chart and that is held at that temperature: ^{Pf}

Oven Temperature Based on Roast Weight

Oven Type	Less than 4.5 kg (10 lbs)	4.5 kg (10 lbs) or More
Still Dry	177°C (350°F) or more	121°C (250°F) or more
Convection	163°C (325°F) or more	121°C (250°F) or more
High Humidity¹	121°C (250°F) or less	121°C (250°F) or less

¹ Relative humidity greater than 90% for at least 1 hour as measured in the cooking chamber or exit of the oven; or in a moisture-impermeable bag that provides 100% humidity.

(3) A raw or undercooked whole-muscle, intact beef steak may be served or offered for sale in a ready-to-eat form if:

(A) The food establishment serves a population that is not a highly susceptible population;

(B) The steak is labeled to indicate that it meets the definition of "whole-muscle, intact beef" as specified under Section 9-14(a)(5); and

(C) The steak is cooked on both the top and bottom to a surface temperature of 63°C (145°F) or above and a cooked color change is achieved on all external surfaces.

(4) A raw animal food such as raw egg, raw fish, raw-marinated fish, raw molluscan shellfish, or steak tartare; or a partially cooked food such as lightly cooked fish, soft cooked eggs, or rare meat other than whole-muscle, intact beef steaks as specified in Paragraph (3) of this subsection, may be served or offered for sale upon consumer request or selection in a ready-to-eat form if:

(A) As specified under Sections 9-35(a)(3)(A) and (B), the food establishment serves a population that is not a highly susceptible population;

(B) The food, if served or offered for service by consumer selection from a children's menu, does not contain comminuted meat; ^{Pf} and

(C) The consumer is informed as specified under Section 9-33(a) that to ensure its safety, the food must be cooked as specified under Paragraphs (1) or (2) of this subsection; or

(D) The Department grants a variance from Paragraphs (1) or (2) of this subsection as specified in Section 9-64(c)(1) based on a HACCP plan that:

(i) Is submitted by the permit holder and approved as specified under Section 9-64(c)(2);

(ii) Documents scientific data or other information showing that a lesser time and temperature regimen results in a safe food; and

(iii) Verifies that equipment and procedures for food preparation and training of food employees at the food establishment meet the conditions of the variance.

(b) Microwave cooking. Raw animal foods cooked in a microwave oven must be:

(1) Rotated or stirred throughout or midway during cooking to compensate for uneven distribution of heat;

(2) Covered to retain surface moisture;

(3) Heated to a temperature of at least 74°C (165°F) in all parts of the food; ^P and

(4) Allowed to stand covered for two (2) minutes after cooking to obtain temperature equilibrium.

(c) Plant food cooking for hot holding. Plant foods that are cooked for hot holding must be cooked to a temperature of 57°C (135°F). ^{Pf}

(d) Non-continuous cooking of raw animal foods. Raw animal foods that are cooked using a non-continuous cooking process must be:

(1) Subject to an initial heating process that is no longer than sixty minutes in duration; ^P

(2) Immediately after initial heating, cooled according to the time and temperature parameters specified for cooked time/temperature control for safety food under Section 9-29(d)(1); ^P

(3) After cooling, held frozen or cold, as specified for time/temperature control for safety food under Section 9-29(f)(1)(B); ^P

(4) Prior to sale or service, cooked using a process that heats all parts of the food to a temperature and for a time as specified under Sections 9-25(a)(1) - (3); ^P

(5) Cooled according to the time and temperature parameters specified for cooked time /temperature control for safety food under Section 9-29(d)(1) if not either hot held as specified under Section 9-29(f)(1), served immediately, or held using time as a public health control as specified under Section 9-29(i) after complete cooking; ^P and

(6) Prepared and stored according to written procedures that:

(A) Have obtained prior approval from the regulatory authority; ^{Pf}

(B) Are maintained in the food establishment and are available to the Department upon request; ^{Pf}

(C) Describe how the requirements specified under Paragraphs (1) through (5) of this subsection are to be monitored and documented by the permit holder and the corrective actions to be taken if the requirements are not met; ^{Pf}

(D) Describe how the foods, after initial heating, but prior to complete cooking, are to be marked or otherwise identified as foods that must be cooked as specified under Paragraph (4) of this subsection prior to being offered for sale or service; ^{Pf} and

(E) Describe how the foods, after initial heating but prior to cooking as specified under Paragraph (4) of this subsection, are to be separated from ready-to-eat foods as specified under Section 9-19(a)(1). ^{Pf}

(e) Vertical broiler cooking.

(1) Food cooked in a vertical broiler must be cooked according to the time temperature appropriate for the food. ^P

(2) Food cooked in a vertical broiler must be completely cooked according to a time temperature appropriate for the food within four (4) hours of the start of the cooking process. ^P

(3) A vertical broiler being used to cook food must be continuously on and rotating until four (4) hours have elapsed or the food is fully cooked, whichever is first. ^P

(4) Foods that are shaved and are not used for immediate service must be kept as specified in Section 9-29(f)(1) until the meat is fully cooked. ^P

(5) Food cooked in a vertical broiler must receive a final cooking step according to the time temperature appropriate for the food type. ^P

(6) Food cooked or heated using a vertical broiler must be discarded at the end of the day on which it was cooked or heated. ^P

(f) Manufacturer cooking instructions.

(1) Commercially packaged food that bears a manufacturer's cooking instruction must be cooked according to those instructions before use in ready-to-eat foods or offered in unpackaged form for human consumption, unless the manufacturer's instructions specify that the food may be consumed without cooking. ^P

(2) When used in ready-to-eat foods or offered for human consumption, food for which the manufacturer has provided information that it has not been processed to control pathogens must be cooked according to a time and temperature appropriate for the food. ^P

(g) Outdoor grilling.

(1) Outdoor grilling by all food establishments must comply with food establishment standards of the Food Code. ^P

(2) Outdoor grilling at temporary events must be approved by the Department in accordance with the temporary food establishment guidelines in Section 9-59. ^P

Sec. 9-26. -Freezing.

(a) Parasite destruction.

(1) Except as specified in Paragraph (2) of this subsection, before service or sale in ready-to-eat form, raw, raw-marinated, partially cooked, or marinated-partially cooked fish must be kept as follows:

(A) frozen and stored at a temperature of -20°C (-4°F) or below for a minimum of 168 hours (7 days) in a freezer; ^P

(B) frozen at -35°C (-31°F) or below until solid and stored at -35°C (-31°F) or below for a minimum of 15 hours; ^P or

(C) frozen at -35°C (-31°F) or below until solid and stored at -20°C (-4°F) or below for a minimum of 24 hours. ^P

(2) Paragraph (1) of this subsection does not apply to:

- (A) molluscan shellfish;
- (B) a scallop product consisting only of the shucked adductor muscle;
- (C) tuna of the species *Thunnus alalunga*, *Thunnus albacares* (Yellowfin tuna), *Thunnus atlanticus*, *Thunnus maccoyii* (Bluefin tuna, Southern), *Thunnus obesus* (Bigeye tuna), or *Thunnus thynnus* (Bluefin tuna, Northern); or
- (D) aquacultured fish, such as salmon, that:
 - (i) if raised in open water, are raised in net-pens, or
 - (ii) are raised in land-based operations such as ponds or tanks, and
 - (iii) are fed formulated feed, such as pellets, that contains no live parasites infective to the aquacultured fish.
- (E) fish eggs that have been removed from the skein and rinsed.

(b) Records, creation and retention.

(1) Except as specified in Subsection (a)(2) and Paragraph (2) of this subsection, if raw, raw-marinated, partially cooked, or marinated-partially cooked fish are served or sold in ready-to-eat form, the person in charge shall record the freezing temperature and time to which the fish are subjected and shall retain the records of the food establishment for 90 calendar days beyond the time of service or sale of the fish. ^{Pf}

(2) If the fish are frozen by a supplier, a written agreement or statement from the supplier stipulating that the fish supplied are frozen to a temperature and for a time specified under Subsection (a) may substitute for the records specified under Paragraph (1) of this subsection.

(3) If raw, raw-marinated, partially cooked, or marinated-partially cooked fish are served or sold in ready-to-eat form, and the fish are raised and fed as specified in Subparagraph (a)(2)(D), a written agreement or statement from the supplier or aquaculturist stipulating that the fish were raised and fed as specified in Subparagraph (a)(2)(D) must be obtained by the person in charge and retained in the records of the food establishment for 90 calendar days beyond the time of service or sale of the fish. ^{Pf}

Sec. 9-27. -Reheating for hot holding.

(a) Except as specified under Subsections (b), (c), and (e) of this section, time/temperature control for safety food that is cooked, cooled, and reheated for hot

holding must be reheated so that all parts of the food reach a temperature of at least 74°C (165°F) for 15 seconds. ^P

(b) Except as specified under Subsection (c) of this section, time/temperature control for safety food reheated in a microwave oven for hot holding must be reheated so that all parts of the food reach a temperature of at least 74°C (165°F) and the food is rotated or stirred, covered, and allowed to stand covered for two (2) minutes after reheating. ^P

(c) Ready-to-eat time/temperature control for safety food that has been commercially processed and packaged in a food processing plant that is inspected by the regulatory authority that has jurisdiction over the plant, must be heated to a temperature of at least 57°C (135°F) when being reheated for hot holding. ^P

(d) Reheating for hot holding as specified under Subsections (a) through (c) of this section must be done rapidly and the time the food is between 5°C (41°F) and the temperatures specified under Subsections (a) through (c) of this section may not exceed two (2) hours. ^P

(e) Remaining unsliced portions of meat roasts that are cooked as specified under Section 9-25(a)(2) may be reheated for hot holding using the oven parameters and minimum time and temperature conditions specified under Section 9-25(a)(2).

Sec. 9-28. -Treating juices.

Juices packaged in a food establishment must be:

(1) treated under a HACCP plan as specified in Section 9-65(a)(3) to attain a 5-log reduction, which is equal to a 99.999% reduction, of the most resistant microorganism of public health significance; ^P or

(2) labeled, if not treated to yield a 5-log reduction of the most resistant microorganism of public health significance: ^{Pf}

(A) as specified under Section 9-32(a), and

(B) as specified in 21 CFR 101.17(g) Food Labeling, Warning, Notice, and Safe Handling Statements, juices that have not been specifically processed to prevent, reduce, or eliminate the presence of pathogens with the following, "WARNING: This product has not been pasteurized and, therefore, may contain harmful bacteria that can cause serious illness in children, the elderly, and persons with weakened immune systems." ^{Pf}

DIVISION 4. -LIMITATION OF GROWTH OF ORGANISMS OF PUBLIC HEALTH CONCERN.

Sec. 9-29. -Temperature and time control.

(a) Frozen food. Stored frozen foods must be maintained frozen.

(b) Time/temperature control for safety food, slacking. Frozen time/temperature control for safety food that is slacked to moderate the temperature must be held:

(1) under refrigeration that maintains the food temperature at 5°C (41°F) or less; or

(2) at any temperature if the food remains frozen.

(c) Thawing. Except as specified in Paragraph (4) of this subsection, time/temperature control for safety food must be thawed:

(1) Under refrigeration that maintains the food temperature at 5°C (41°F) or less; ^{Pf} or

(2) Completely submerged under running water:

(A) at a water temperature of 21°C (70°F) or below, ^{Pf}

(B) with sufficient water velocity to agitate and float off loose particles in an overflow, ^{Pf} and

(C) for a period of time that does not allow thawed portions of ready-to-eat food to rise above 5°C (41°F); ^{Pf} or

(D) for a period of time that does not allow thawed portions of a raw animal food requiring cooking as specified under Section 9-25(a)(1) or (2) to be above 5°C (41°F), for more than four (4) hours including:

(i) the time the food is exposed to the running water and the time needed for preparation for cooking, ^{Pf} or

(ii) the time it takes under refrigeration to lower the food temperature to 5°C (41°F); ^{Pf}

(3) As part of a cooking process if the food that is frozen is:

(A) cooked as specified under Section 9-25(a)(1) or (2) or Section 9-25(b) or (f), ^{Pf} or

(B) thawed in a microwave oven and immediately transferred to conventional cooking equipment, with no interruption in the process; ^{Pf} or

(4) Using any procedure if a portion of frozen ready-to-eat food is thawed and prepared for immediate service in response to an individual consumer's order.

(5) Reduced oxygen packaged fish that bears a label indicating that it is to be kept frozen until time of use must be removed from the reduced oxygen environment:

(A) prior to its thawing under refrigeration as specified in Paragraph (1) of this subsection; or

(B) prior to, or Immediately upon completion of, its thawing using procedures specified in Paragraph (2) of this subsection.

(d) Cooling.

(1) Cooked time/temperature control for safety food must be cooled:

(A) Within two (2) hours from 57°C (135°F) to 21°C (70°F);^P and

(B) Within a total of six (6) hours from 57°C (135°F) to 5°C (41°F) or less.^P

(2) Time/temperature control for safety food must be cooled within four (4) hours to 5°C (41°F) or less if prepared from ingredients at ambient temperature, such as reconstituted foods and canned tuna.^P

(3) Except as specified under Paragraph (4) of this subsection, a time/temperature control for safety food received in compliance with laws allowing a temperature above 5°C (41°F) during shipment from the supplier as specified in Section 9-15(a)(2), must be cooled within 4 hours to 5°C (41°F) or less.^P

(4) Raw eggs must be received as specified under Section 9-15(a)(3) and immediately placed in refrigerated equipment that maintains an ambient air temperature of 7°C (45°F) or less.^P

(e) Cooling methods.

(1) Cooling must be accomplished in accordance with the time and temperature criteria specified under Subsection (d) of this section by using one or more of the following methods based on the type of food being cooled:

(A) Placing the food in shallow pans.^{Pf}

(B) Separating the food into smaller or thinner portions.^{Pf}

(C) Using rapid cooling equipment.^{Pf}

- (D) Stirring the food in a container placed in an ice water bath. ^{Pf}
- (E) Using containers that facilitate heat transfer. ^{Pf}
- (F) Adding ice as an ingredient. ^{Pf}
- (G) Other effective methods. ^{Pf}

(2) When placed in cooling or cold holding equipment, food containers in which food is being cooled must be:

(A) arranged in the equipment to provide maximum heat transfer through the container walls; and

(B) loosely covered, or uncovered if protected from overhead contamination as specified under Section 9-22(a)(1)(B), during the cooling period to facilitate heat transfer from the surface of the food.

(f) Time/temperature control for safety food, hot and cold holding.

(1) Except during preparation, cooking, or cooling, or when time is used as the public health control as specified under Section 9-29(i), and except as specified under Paragraphs (2) and (3) of this subsection, time/temperature control for safety food must be maintained:

(A) at 57°C (135°F) or above, except that roasts cooked to a temperature and for a time specified in Section 9-25(a)(2) or reheated as specified in Section 9-27(e) may be held at a temperature of 54°C (130°F) or above; ^P or

(B) at 5°C (41°F) or less. ^P

(2) Eggs that have not been treated to destroy all viable *Salmonellae* must be stored in refrigerated equipment that maintains an ambient air temperature of 7°C (45°F) or less. ^P

(3) Time/temperature control for safety food in a homogenous liquid form may be maintained outside of the temperature control requirements, as specified under Paragraph (1) of this subsection, while contained within specially designed equipment that complies with the design and construction requirements as specified under Section 9-37(d)(3)(E).

(g) Ready-to-eat, time/temperature control for safety food, date marking.

(1) In general. Except when packaging food using a reduced oxygen packaging method as specified under Section 9-30(b), and except as specified in

Paragraphs (2)(E) and (2)(F) of this subsection, refrigerated, ready-to-eat, time/temperature control for safety food prepared and held in a food establishment for more than 24 hours must be clearly marked to indicate the date or day food was prepared and by which date or day the food must be consumed on the premises, sold, or discarded when held at a temperature of 5°C (41°F) or less for a maximum of seven (7) days. The day of preparation must be counted as Day 1.^{Pf}

(2) Commercially processed food.

(A) Except as specified in Subparagraphs (D) - (F) of this paragraph, refrigerated, ready-to-eat time/temperature control for safety food prepared and packaged by a food processing plant must be clearly marked, at the time the original container is opened in a food establishment and if the food is held for more than 24 hours, to indicate the date or day on which the food was opened and the date or day by which the food must be consumed on the premises, sold, or discarded, based on the temperature and time combinations specified in Paragraph (1) of this subsection.^{Pf} The day the original container is opened in the food establishment must be counted as Day 1.^{Pf} The day or date marked by the food establishment may not exceed a manufacturer's use-by date if the manufacturer determined the use-by date based on food safety.^{Pf}

(B) A refrigerated, ready-to-eat time/temperature control for safety food ingredient or a portion of a refrigerated, ready-to-eat, time/temperature control for safety food that is subsequently combined with additional ingredients or portions of food must retain the date marking of the earliest- prepared or first-prepared ingredient.^{Pf}

(C) A date marking system that meets the criteria stated in Paragraphs (1) and (2)(A) and (B) of this subsection may include:

(i) Using a method approved by the regulatory authority for refrigerated, ready-to-eat time/temperature control for safety food that is frequently rewrapped, such as lunchmeat or a roast, or for which date marking is impractical, such as soft serve mix or milk in a dispensing machine;

(ii) Marking the date or day of preparation, with a procedure to discard the food on or before the last date or day by which the food must be consumed on the premises, sold, or discarded as specified under Paragraph (1) of this subsection;

(iii) Marking the date or day the original container is opened in a food establishment, with a procedure to discard the food on or before the last date or day by which the food must be consumed on the premises, sold, or discarded as specified under Paragraph (2)(A) of this subsection; or

(iv) Using calendar dates, days of the week, color-coded marks, or other effective marking methods, provided that the marking system is disclosed to the regulatory authority upon request.

(D) Paragraphs (1) and (2)(A) of this subsection do not apply to individual meal portions served or repackaged for sale from a bulk container upon a consumer's request.

(E) Paragraphs (1) and (2)(A) of this subsection do not apply to shellstock.

(F) Paragraph (2)(A) of this subsection does not apply to the following foods prepared and packaged by a food processing plant inspected by a regulatory authority:

(i) Deli salads, such as ham salad, seafood salad, chicken salad, egg salad, pasta salad, potato salad, and macaroni salad, manufactured in accordance with 21 CFR 117 Current Good Manufacturing Practice in Manufacturing, Packing, or Holding Human Food;

(ii) Hard cheeses containing not more than 39% moisture as defined in 21 CFR 133 Cheeses and Related Cheese Products, Such as Cheddar, Gruyere, Parmesan and Reggiano, and Romano;

(iii) Semi-soft cheeses containing more than 39% moisture, but not more than 50% moisture, as defined in 21 CFR 133 Cheeses and Related Cheese Products, such as Blue, Edam, Gorgonzola, Gouda, and Monterey Jack;

(iv) Cultured dairy products as defined in 21 CFR 131 Milk and Cream, such as Yogurt, Sour Cream, and Buttermilk;

(v) Preserved fish products, such as pickled herring and dried or salted cod, and other acidified fish products defined in 21 CFR 114 Acidified Foods;

(vi) Shelf stable, dry fermented sausages, such as pepperoni and Genoa; and

(vii) Shelf stable salt-cured products such as prosciutto and Parma (ham).

(h) Ready-to-eat, time/temperature control for safety food, disposition.

(1) A food specified in Subsections (g)(1) and (g)(2)(A) of this section must be discarded if it exceeds the temperature and time combination specified in Subsection (g)(1) except time that the product is frozen, ^P is in a container or package that does not bear a date or day, ^P or is inappropriately marked with a date or day that exceeds a temperature and time combination as specified in Subsection (g)(1). ^P

(2) Refrigerated, ready-to-eat, time/temperature control for safety food prepared in a food establishment and dispensed through a vending machine with an automatic shutoff control must be discarded if it exceeds a temperature and time combination as specified in Subsection (g)(1) of this section.^P

(i) Time as a public health control.

(1) Except as specified under Paragraph (4) of this subsection, if time without temperature control is used as the public health control for a working supply of time/temperature control for safety food before cooking, or for ready-to-eat time/temperature control for safety food that is displayed or held for sale or service:

(A) Written procedures must be prepared in advance, maintained in the food establishment and made available to the Department upon request that specify:^{Pf}

(i) Methods of compliance with Subparagraphs (2)(A) through (D) or (3)(A) through (E) of this subsection;^{Pf} and

(ii) Methods of compliance with Subsection (d) of this section for food that is prepared, cooked, and refrigerated before time is used as a public health control.^{Pf}

(2) If time without temperature control is used as the public health control up to a maximum of four (4) hours:

(A) Except as specified in Paragraph (2)(B), the food must have an initial temperature of 5°C (41°F) or less when removed from cold holding temperature control, or 57°C (135°F) or greater when removed from hot holding temperature control;^P

(B) The food may have an initial temperature of 21°C (70°F) or less if:

(i) it is a ready-to-eat fruit or vegetable that upon cutting is rendered a time/temperature control for safety food as defined in Section 9-5, or

(ii) it is a ready-to-eat hermetically sealed food that upon opening is rendered a time/temperature control for safety food as defined in Section 9-5,

(iii) the food temperature does not exceed 21°C (70°F) within a maximum time period of four (4) hours from the time it was rendered a time/temperature control for safety food; and

(iv) the food is marked or otherwise identified to indicate the time that is four (4) hours past the point in time when the food is rendered a

time/temperature control for safety food as specified in Subparagraphs (2)(B)(i) and (ii) of this subsection.

(C) The food must be marked or otherwise identified to indicate the initial temperature of the food item when removed from temperature control, the time removed from temperature control, and time that is four (4) hours past the point in time when the food is removed from temperature control; ^{Pf}

(D) The food must be cooked and served, served at any temperature if ready-to-eat, or discarded, within four (4) hours from the point in time when the food is removed from temperature control; ^P and

(E) The food in unmarked containers or packages, or marked to exceed a four-hour limit must be discarded. ^P

(3) If time without temperature control is used as the public health control up to a maximum of six (6) hours:

(A) The food must have an initial temperature of 5°C (41°F) or less when removed from temperature control, and the food temperature may not exceed 21°C (70°F) within a maximum time period of six (6) hours; ^P

(B) The food must be monitored to ensure the warmest portion of the food does not exceed 21°C (70°F) during the six-hour period, unless an ambient air temperature is maintained that ensures the food does not exceed 21°C (70°F) during the six-hour holding period; ^{Pf}

(C) The food must be marked or otherwise identified to indicate the time when the food is removed from 5°C (41°F) or less cold holding temperature control, ^{Pf} and the time that is six (6) hours past the point in time when the food is removed from cold holding temperature control; ^{Pf}

(D) The food must be discarded if the temperature of the food exceeds 21°C (70°F), ^P or cooked and served, served at any temperature if ready-to-eat, or discarded within a maximum of six (6) hours from the point in time when the food is removed from 5°C (41°F) or less cold holding temperature control; ^P and

(E) The food in unmarked containers or packages, or marked with a time that exceeds the six-hour limit must be discarded. ^P

(4) A food establishment that serves a highly susceptible population may not use time as specified under Paragraphs (1), (2) or (3) of this subsection as the public health control for raw eggs.

Sec. 9-30. -Specialized processing methods.

(a) Variance requirement. A food establishment must obtain a variance from the Department as specified in Section 9-64(c)(1) and under Section 9-64(c)(2) before any of the following ^{Pf}:

(1) Smoking food as a method of food preservation rather than as a method of flavor enhancement. ^{Pf}

(2) Curing food. ^{Pf}

(3) Using food additives or adding components such as vinegar ^{Pf} as a method of food preservation rather than as a method of flavor enhancement, ^{Pf} or to render a food so that it is not time/temperature control of safety food. ^{Pf}

(4) Packaging time/temperature control for safety food using a reduced oxygen packaging method except where the growth of and toxin formation by *Clostridium botulinum* and the growth of *Listeria monocytogenes* are controlled as specified under Subsection (b) of this section. ^{Pf}

(5) Operating a molluscan shellfish life-support system display tank used to store or display shellfish that are offered for human consumption. ^{Pf}

(6) Custom processing animals that are for personal use as food and not for sale or service in a food establishment. ^{Pf}

(7) Preparing food by another method that is determined by the Department to require a variance. ^{Pf}

(8) Sprouting seeds or beans. ^{Pf}

(b) Reduced oxygen packaging without a variance, criteria.

(1) Except for a food establishment that obtains a variance as specified under Subsection (a) of this section, a food establishment that packages time/temperature control for safety food using a reduced oxygen packaging method must control the growth and toxin formation of *Clostridium botulinum* and the growth of *Listeria monocytogenes*. ^P

(2) Except as specified under Paragraph (6) of this subsection, a food establishment that packages time/temperature control for safety food using a reduced oxygen packaging method must implement a HACCP plan that contains the information specified under Sections 9-65(a)(3)(C) and (D) and that: ^{Pf}

(A) Identifies the food to be packaged; ^{Pf}

(B) Except as specified under Paragraphs (3) through (5) of this subsection, requires that the packaged food must be maintained at 5°C (41°F) or less and meet at least one of the following criteria: ^{Pf}

- (i) has an AW of 0.91 or less, ^{Pf}
- (ii) has a PH of 4.6 or less, ^{Pf}
- (iii) is a meat or poultry product cured at a food processing plant regulated by the USDA using substances specified in 9 CFR 424.21, Use of Food Ingredients and Sources of Radiation, and is received in an intact package, ^{Pf} or
- (iv) is a food with a high level of competing organisms such as raw meat, raw poultry, or raw vegetables; ^{Pf}

(C) Describes how the package must be prominently and conspicuously labeled on the principal display panel in bold type on a contrasting background, with instructions to: ^{Pf}

- (i) Maintain the FOOD at 5°C (41°F) or below, ^{Pf} and
- (ii) Discard the food if within 30 calendar days of its packaging if it is not served for on-premises consumption, or consumed if served or sold for off-premises consumption; ^{Pf}

(D) Limits the refrigerated shelf life to no more than 30 calendar days from packaging to consumption, except the time the product is maintained frozen, or the original manufacturer's "sell by" or "use by" date, whichever occurs first; ^P

(E) Includes operational procedures that:

(i) Prohibit contacting ready-to-eat food with bare hands as specified under Section 9-18(a)(2), ^{Pf}

(ii) Identify a designated work area and the method by which: ^{Pf}

(aa) Physical barriers or methods of separation of raw foods and ready-to-eat foods minimize cross contamination, ^{Pf} and

(bb) Access to the processing equipment is limited to responsible trained personnel familiar with the potential hazards of the operation, ^{Pf} and

(iii) Delineate cleaning and sanitization procedures for foodcontact surfaces; ^{Pf} and

(F) Describes the training program that ensures that the individual responsible for the reduced oxygen packaging operation understands the: ^{Pf}

(i) Concepts required for a safe operation, ^{Pf}

(ii) equipment and facilities, ^{Pf} and

(iii) Procedures specified under Paragraph (2)(E) of this subsection and Sections 9-65(a)(3)(C) and (D). ^{Pf}

(G) Is provided to the Department prior to implementation as specified under Section 9-65.

(3) Except for fish that is frozen before, during, and after packaging and bears a label indicating that it is to be kept frozen until time of use, a food establishment may not package fish using a reduced oxygen packaging method. ^P

(4) Except as specified under Paragraphs (3) and (6) of this subsection, a food establishment that packages time/temperature control for safety food using a cook-chill or sous vide process must:

(A) Provide to the Department prior to implementation, a HACCP plan that contains the information as specified under Sections 9-65(a)(3)(C) and (D); ^{Pf}

(B) Ensure the food is:

(i) Prepared and consumed on the premises, or prepared and consumed off the premises but within the same business entity with no distribution or sale of the packaged product to another business entity or the consumer, ^{Pf}

(ii) Cooked to heat all parts of the food to a temperature and for a time as specified under Section 9-25(a)(1), (2), and (3), ^P

(iii) Protected from contamination before and after cooking as specified under Divisions 2 and 3 of Article III, ^P

(iv) Placed in a package with an oxygen barrier and sealed before cooking, or placed in a package and sealed immediately after cooking and before reaching a temperature below 57°C (135°F), ^P

(v) Cooled to 5°C (41°F) in the sealed package or bag as specified under Section 9-22(d)^P and:

(aa) Cooled to 1°C (34°F) within 48 hours of reaching 5°C (41°F) and held at that temperature until consumed or discarded within 30 days after the date of packaging; ^P

(bb) Held at 5°C (41°F) or less for no more than seven (7) days, at which time the food must be consumed or discarded; ^P

(cc) Cooled to 1°C (34°F) within 48 hours of reaching 5°C (41°F), removed from refrigeration equipment that maintains a 1°C (34°F) food temperature and then held at 5°C (41°F) or less for no more than 7 days, not to exceed 30 days from its date of packaging, at which time the food must be consumed or discarded; ^P or

(dd) Held frozen with no shelf life restriction while frozen until consumed or used. ^P

(vi) Held in a refrigeration unit that is equipped with an electronic system that continuously monitors time and temperature and is visually examined for proper operation twice daily, ^{Pf}

(vii) If transported off-site to a satellite location of the same business entity, equipped with verifiable electronic monitoring devices to ensure that times and temperatures are monitored during transportation, ^{Pf} and

(viii) Labeled with the product name and the date packaged; ^{Pf} and

(C) Maintain the records required to confirm that cooling and cold holding refrigeration time/temperature parameters are required as part of the HACCP plan and:

(i) Make such records available to the Department upon request, ^{Pf} and

(ii) Hold such records for at least six (6) months; ^{Pf} and

(D) Implement written operational procedures as specified under Paragraph (2)(E) of this subsection and a training program as specified under Paragraph (2)(E) of this subsection. ^{Pf}

(5) Except as specified under Paragraph (6) of this subsection, a food establishment that packages cheese using a reduced oxygen packaging method must:

(A) Limit the cheeses packaged to those that are commercially manufactured in a food processing plant with no ingredients added in the food establishment and that meet the Standards of Identity as specified in 21 CFR 133.150 Hard Cheeses, 21 CFR 133.169 Pasteurized Process Cheese, or 21 CFR 133.187 Semisoft Cheeses; ^P

(B) Have a HACCP plan that contains the information specified under Section 9-65(a)(3)(C) and (D) and as specified under Paragraphs (2)(A), (2)(C)(i), (2)(E) and (2)(F) of this subsection; ^{Pf}

(C) Labels the package on the principal display panel with a “use by” date that does not exceed 30 days from its packaging or the original manufacturer’s “sell by” or “use by” date, whichever occurs first; ^{Pf} and

(D) Discards the reduced oxygen packaged cheese if it is not sold for off-premises consumption or consumed within 30 calendar days of its packaging. ^{Pf}

(6) A HACCP plan is not required when a food establishment uses a reduced oxygen packaging method to package time/temperature control for safety food that is always:

(A) Labeled with the production time and date,

(B) Held at 5°C (41°F) or less during refrigerated storage, and

(C) Removed from its package in the food establishment within 48 hours after packaging.

DIVISION 5. -FOOD IDENTITY, PRESENTATION, AND ON-PREMISES LABELING.

Sec. 9-31. -Accurate representation.

(a) Standards of identity. Packaged food must comply with standard of identity requirements in 21 CFR 131-169 and 9 CFR 319 Definitions and standards of identity or composition, and the general requirements in 21 CFR 130 – Food Standards: General and 9 CFR 319 Subpart A – General.

(b) Honestly presented.

(1) Food must be offered for human consumption in a way that does not mislead or misinform the consumer.

(2) Food or color additives, colored overwraps, or lights may not be used to misrepresent the true appearance, color, or quality of a food.

Sec. 9-32. -Labeling.

(a) Food labels.

(1) Food packaged in a food establishment, must be labeled as specified in law, including 21 CFR 101 - Food Labeling, and 9 CFR 317 Labeling, Marking Devices, and Containers.

(2) Label information must include:

(A) The common name of the food, or absent a common name, an adequately descriptive identity statement;

(B) If made from two or more ingredients, a list of ingredients and sub-ingredients in descending order of predominance by weight, including a declaration of artificial colors, artificial flavors and chemical preservatives, if contained in the food;

(C) An accurate declaration of the net quantity of contents;

(D) The name and place of business of the manufacturer, packer, or distributor; and

(E) The name of the food source for each major food allergen contained in the food unless the food source is already part of the common or usual name of the respective ingredient. ^{Pf}

(F) Except as exempted in the Federal Food, Drug, and Cosmetic Act § 403(q)(3) - (5), nutrition labeling as specified in 21 CFR 101 - Food Labeling and 9 CFR 317 Subpart B Nutrition Labeling.

(G) For any salmonid fish containing canthaxanthin or astaxanthin as a color additive, the labeling of the bulk fish container, including a list of ingredients, displayed on the retail container or by other written means, such as a counter card, that discloses the use of canthaxanthin or astaxanthin.

(3) Bulk food that is available for consumer self-dispensing must be prominently labeled with the following information in plain view of the consumer:

(A) The manufacturer's or processor's label that was provided with the food; or

(B) A card, sign, or other method of notification that includes the information specified under Subparagraphs (2)(A), (B), (E) and (F) of this subsection.

(4) Bulk, unpackaged foods such as bakery products and unpackaged foods that are portioned to consumer specification need not be labeled if:

(A) A health, nutrient content, or other claim is not made;

(B) There are no state or local laws requiring labeling; and

(C) The food is manufactured or prepared on the premises of the food establishment or at another food establishment or a food processing plant that is

owned by the same person and is regulated by the food regulatory agency that has jurisdiction.

(b) Other forms of information.

(1) If required by law, consumer warnings must be provided.

(2) Food establishment or manufacturers' dating information on foods may not be concealed or altered.

Sec. 9-33. -Consumer advisory.

(a) Consumption of animal foods that are raw, undercooked, or not otherwise processed to eliminate pathogens.

(1) Except as specified in Section 9-25(a)(3) and Section 9-25(a)(4)(D) and under Section 9-35(a)(3), if an animal food such as beef, eggs, fish, lamb, milk, pork, poultry, or shellfish is served or sold raw, undercooked, or without otherwise being processed to eliminate pathogens, either in ready-to-eat form or as an ingredient in another ready-to-eat food, the permit holder shall inform consumers of the significantly increased risk of consuming such foods by way of a disclosure and reminder, as specified in Paragraphs (2) and (3) of this subsection using brochures, deli case or menu advisories, label statements, table tents, placards, or other effective written means. ^{Pf}

(2) The disclosure must include:

(A) A description of the animal-derived foods, such as “oysters on the half shell (raw oysters),” “raw-egg Caesar salad,” and “hamburgers (can be cooked to order)”; ^{Pf} or

(B) Identification of the animal-derived foods by asterisking them to a footnote that states that the items are served raw or undercooked, or contain (or may contain) raw or undercooked ingredients. ^{Pf}

(3) A reminder must include asterisking the animal-derived foods requiring disclosure to a footnote that states:

(A) Regarding the safety of these items, written information is available upon request; ^{Pf}

(B) Consuming raw or undercooked meats, poultry, seafood, shellfish, or eggs may increase your risk of foodborne illness; ^{Pf} or

(C) Consuming raw or undercooked meats, poultry, seafood, shellfish, or eggs may increase your risk of foodborne illness, especially if you have certain medical conditions. ^{Pf}

DIVISION 6. -CONTAMINATED FOOD.

Sec. 9-34. -Disposition.

(a) Discarding or reconditioning unsafe, adulterated, or contaminated food.

(1) A food that is unsafe, adulterated, or not honestly presented as specified under Section 9-13 must be discarded or reconditioned according to an approved procedure. ^P

(2) food that is not from an approved source as specified under Sections 9-14(a) – (g) must be discarded. ^P

(3) Ready-to-eat food that may have been contaminated by an employee who has been restricted or excluded as specified under Section 9-8 must be discarded. ^P

(4) Food that is contaminated by food employees, consumers, or other persons through contact with their hands, bodily discharges, such as nasal or oral discharges, or other means must be discarded. ^P

DIVISION 7. -SPECIAL REQUIREMENTS FOR HIGHLY SUSCEPTIBLE POPULATIONS.

Sec. 9-35. -Additional safeguards.

(a) Pasteurized foods, prohibited re-service, and prohibited food. In a food establishment that serves a highly susceptible population:

(1) The following criteria apply to juice:

(A) For the purposes of this paragraph only, children who are age nine (9) or less and receive food in a school, day care setting, or similar facility that provides custodial care are included as highly susceptible populations;

(B) Prepackaged juice or a prepackaged beverage containing juice, that bears a warning label as specified in 21 CFR, 101.17(g) Food Labeling, Warning, Notice, and Safe Handling Statements, juices that have not been specifically processed to prevent, reduce, or eliminate the presence of pathogens, or a packaged juice or beverage containing juice, that bears a warning label as specified under Section 9-28(2) may not be served or offered for sale; ^P and

(C) Unpackaged juice that is prepared on the premises for service or sale in a ready-to-eat form must be processed under a HACCP plan that contains the information specified under Sections 9-65(a)(3)(C) – (E) and as specified in 21 CFR Part

120 – Hazard Analysis and Critical Control Point (HACCP) Systems, Subpart B Pathogen Reduction, 120.24 Process Controls. ^P

(2) Pasteurized eggs or egg products must be substituted for raw eggs in the preparation of: ^P

(A) Foods such as Caesar salad, hollandaise or Béarnaise sauce, mayonnaise, meringue, eggnog, ice cream, and egg-fortified beverages, ^P and

(B) Except as specified in Paragraph (6) of this subsection, recipes in which more than one egg is broken and the eggs are combined. ^P

(3) The following foods may not be served or offered for sale in a ready-to-eat form: ^P

(A) Raw animal foods such as raw fish, raw-marinated fish, raw molluscan shellfish, and steak tartare, ^P

(B) A partially cooked animal food such as lightly cooked fish, rare meat, soft-cooked eggs that are made from raw EGGS, and meringue; ^P and

(C) Raw seed sprouts. ^P

(D) Packaged food as specified under Section 9-25(f).

(4) Food employees may not contact ready-to-eat food as specified under Sections 9-18(a)(2) and (5). ^P

(5) Time only, as the public health control as specified under Section 9-29(i)(4), may not be used for raw eggs. ^P

(6) Subparagraph (2)(b) of this subsection does not apply if:

(A) The raw eggs are combined immediately before cooking for one consumer's serving at a single meal, cooked as specified under Section 9-25(a)(1)(A), and served immediately, such as an omelet, soufflé, or scrambled eggs;

(B) The raw eggs are combined as an ingredient immediately before baking and the eggs are thoroughly cooked to a ready-to-eat form, such as a cake, muffin, or bread; or

(C) The preparation of the food is conducted under a HACCP plan that:

(i) Identifies the food to be prepared,

(ii) Prohibits contacting ready-to-eat food with bare hands,

(iii) Includes specifications and practices that ensure *Salmonella Enteritidis* growth is controlled before and after cooking, and *Salmonella Enteritidis* is destroyed by cooking the eggs according to the temperature and time specified in Section 9-25(a)(1)(B),

(iv) Contains the information specified under Section 9-65(a)(3)(D), including procedures that control cross contamination of ready-to eat food with raw eggs, and delineate cleaning and sanitization procedures for food-contact surfaces, and

(v) Describes the training program that ensures that the food employee responsible for the preparation of the food understands the procedures to be used.

(b) Re-service of food. Except as specified in Subsection (c) of this section, food may be re-served as specified under Sections 9-23(d)(2)(A) and (B).

(c) Prohibited re-service of food. Food may not be re-served under the following conditions:

(1) Any food served to patients or clients who are under contact precautions in medical isolation or quarantine, or protective environment isolation may not be re-served to others outside.

(2) Packages of food from any patients, clients, or other consumers should not be re-served to persons in protective environment isolation.

ARTICLE IV. EQUIPMENT, UTENSILS, AND LINENS

Sec. 9-36. -Materials for construction and repair.

(a) Multiuse.

(1) Characteristics. Materials that are used in the construction of utensils and food-contact surfaces of equipment may not allow the migration of deleterious substances or impart colors, odors, or tastes to food and under normal use conditions must be: ^P

(A) Safe; ^P

(B) Durable, corrosion-resistant, and nonabsorbent;

(C) Sufficient in weight and thickness to withstand repeated warewashing;

(D) Finished to have a smooth, easily cleanable surface; and

(E) Resistant to pitting, chipping, crazing, scratching, scoring, distortion, and decomposition.

(2) Cast iron, use limitation.

(A) Except as specified in Subparagraphs (B) and (C) of this paragraph, cast iron may not be used for utensils or food-contact surfaces of equipment.

(B) Cast iron may be used as a surface for cooking.

(C) Cast iron may be used in utensils for serving food if the utensils are used only as part of an uninterrupted process from cooking through service.

(3) Lead, use limitation.

(A) Ceramic, china, and crystal utensils, and decorative utensils such as hand painted ceramic or china that are used in contact with food must be lead-free or contain levels of lead not exceeding the limits of the following utensil categories: ^P

UTENSIL Category	Ceramic Article Description	Maximum Lead MG/L
Beverage Mugs, Cups, Pitchers	Coffee Mugs	0.5
Large Hollowware (excluding pitchers)	Bowls > 1.1 Liter (1.16 Quart)	1
Small Hollowware (excluding cups & mugs)	Bowls < 1.1 Liter (1.16 Quart)	2.0
Flat Tableware	Plates, Saucers	3.0

(B) Pewter alloys containing lead in excess of 0.05% may not be used as a food-contact surface. ^P

(C) Solder and flux containing lead in excess of 0.2% may not be used as a food-contact surface.

(4) Copper, use limitation.

(A) Except as specified in Subparagraph (B) of this paragraph, copper and copper alloys such as brass may not be used in contact with a food that has a pH below six (6) such as vinegar, fruit juice, or wine or for a fitting or tubing installed between a backflow prevention device and a carbonator. ^P

(B) Copper and copper alloys may be used in contact with beer brewing ingredients that have a pH below six (6) in the prefermentation and fermentation steps of a beer brewing operation such as a brewpub or microbrewery.

(5) Galvanized metal, use limitation. Galvanized metal may not be used for utensils or food-contact surfaces of equipment that are used in contact with acidic food.^P

(6) Sponges, use limitation. Sponges may not be used in contact with cleaned and sanitized or in-use food-contact surfaces.

(7) Wood, use limitation.

(A) Except as specified in Subparagraphs (B), (C), and (D) of this paragraph, wood and wood wicker may not be used as a food-contact surface.

(B) Hard maple or an equivalently hard, close-grained wood may be used for:

(i) Cutting boards; cutting blocks; bakers' tables; and utensils such as rolling pins, doughnut dowels, salad bowls, and chopsticks; and

(ii) Wooden paddles used in confectionery operations for pressure scraping kettles when manually preparing confections at a temperature of 110°C (230°F) or above.

(C) Whole, uncut, raw fruits and vegetables, and nuts in the shell may be kept in the wood shipping containers in which they were received, until the fruits, vegetables, or nuts are used.

(D) If the nature of the food requires removal of rinds, peels, husks, or shells before consumption, the whole, uncut, raw food may be kept in:

(i) Untreated wood containers; or

(ii) Treated wood containers if the containers are treated with a preservative that meets the requirements specified in 21 CFR 178.3800 Preservatives for Wood.

(8) Nonstick coatings, use limitation. Multiuse kitchenware such as frying pans, griddles, sauce pans, cookie sheets, and waffle bakers that have a perfluorocarbon resin coating must be used with nonscoring or nonscratching utensils and cleaning aids.

(9) Nonfood-contact surfaces. Nonfood-contact surfaces of equipment that are exposed to splash, spillage, or other food soiling or that require frequent cleaning must be constructed of a corrosion-resistant, nonabsorbent, and smooth material.

(b) Single-service or single-use.

(1) Characteristics. Materials that are used to make single-service and single-use articles:

(A) May not allow the migration of deleterious substances, ^P or impart colors, odors, or tastes to food; and

(B) Must be safe ^P and clean.

Sec. 9-37. -Design and construction.

(a) Durability and strength.

(1) Equipment and utensils. Equipment and utensils must be designed and constructed to be durable and to retain their characteristic qualities under normal use conditions.

(2) Food temperature measuring devices. Food temperature measuring devices may not have sensors or stems constructed of glass, except that thermometers with glass sensors or stems that are encased in a shatterproof coating such as candy thermometers may be used. ^P

(b) Cleanability.

(1) Food-contact surfaces.

(A) Multiuse food-contact surfaces must be:

(i) Smooth; ^{Pf}

(ii) Free of breaks, open seams, cracks, chips, inclusions, pits, and similar imperfections; ^{Pf}

(iii) Free of sharp internal angles, corners, and crevices; ^{Pf}

(iv) Finished to have smooth welds and joints; ^{Pf} and

(v) Except as specified in Subparagraph (B) of this paragraph, accessible for cleaning and inspection by one of the following methods:

(aa) Without being disassembled, ^{Pf}

(bb) By disassembling without the use of tools, ^{Pf} or

(cc) By easy disassembling with the use of handheld tools commonly available to maintenance and cleaning personnel such as screwdrivers, pliers, open-end wrenches, and Allen wrenches. ^{Pf}

(B) Subparagraph (A)(v) of this subsection does not apply to cooking oil storage tanks, distribution lines for cooking oils, or beverage syrup lines or tubes.

(2) CIP equipment.

(A) CIP equipment must meet the characteristics specified under Section 9-37(b)(1) and must be designed and constructed so that:

(i) Cleaning and sanitizing solutions circulate throughout a fixed system and contact all interior food-contact surfaces, ^{Pf} and

(ii) The system is self-draining or capable of being completely drained of cleaning and sanitizing solutions; and

(B) CIP equipment that is not designed to be disassembled for cleaning must be designed with inspection access points to ensure that all interior food-contact surfaces throughout the fixed system are being effectively cleaned.

(3) "V" threads, use limitation. Except for hot oil cooking or filtering equipment, "V" type threads may not be used on food-contact surfaces.

(4) Hot oil filtering equipment. Hot oil filtering equipment must meet the characteristics specified under Sections 9-37(b)(1) and (2) and must be readily accessible for filter replacement and cleaning of the filter.

(5) Can openers. Cutting or piercing parts of can openers must be readily removable for cleaning and for replacement.

(6) Nonfood-contact surfaces. Nonfood-contact surfaces must be free of unnecessary ledges, projections, and crevices, and designed and constructed to allow easy cleaning and to facilitate maintenance.

(7) Kick plates, removable. Kick plates must be designed so that the areas behind them are accessible for inspection and cleaning by being:

(A) Removable by one of the methods specified under Section 9-37(b)(1)(A)(v) or capable of being rotated open; and

(B) Removable or capable of being rotated open without unlocking equipment doors.

(8) Ventilation hood systems, filters. Filters or other grease extracting equipment must be designed to be readily removable for cleaning and replacement if not designed to be cleaned in place.

(c) Accuracy.

(1) Temperature measuring devices, food.

(A) Food temperature measuring devices that are scaled only in Celsius or dually scaled in Celsius and Fahrenheit must be accurate to $\pm 1^{\circ}\text{C}$ in the intended range of use. ^{Pf}

(B) Food temperature measuring devices that are scaled only in Fahrenheit must be accurate to $\pm 2^{\circ}\text{F}$ in the intended range of use. ^{Pf}

(2) Temperature measuring devices, ambient air and water.

(A) Ambient air and water temperature measuring devices that are scaled in Celsius or dually scaled in Celsius and Fahrenheit must be designed to be easily readable and accurate to $\pm 1.5^{\circ}\text{C}$ in the intended range of use. ^{Pf}

(B) Ambient air and water temperature measuring devices that are scaled only in Fahrenheit must be accurate to $\pm 3^{\circ}\text{F}$ in the intended range of use. ^{Pf}

(3) Pressure measuring devices, mechanical warewashing equipment. Pressure measuring devices that display the pressures in the water supply line for the fresh hot water sanitizing rinse must have increments of 7 kilopascals (1 pound per square inch) or smaller and must be accurate to ± 14 kilopascals (± 2 pounds per square inch) in the range indicated on the manufacturer's data plate.

(d) Functionality.

(1) Ventilation hood systems, drip prevention. Exhaust ventilation hood systems in food preparation and warewashing areas including components such as hoods, fans, guards, and ducting must be designed to prevent grease or condensation from draining or dripping onto food, equipment, utensils, linens, and single-service and single-use articles.

(2) Equipment openings, closures and deflectors.

(A) A cover or lid for equipment must overlap the opening and be sloped to drain.

(B) An opening located within the top of a unit of equipment that is designed for use with a cover or lid must be flanged upward at least five (5) millimeters (two-tenths of an inch).

(C) Except as specified under Subparagraph (D) of this paragraph, fixed piping, temperature measuring devices, rotary shafts, and other parts extending into equipment must be provided with a watertight joint at the point where the item enters the equipment.

(D) If a watertight joint is not provided, the piping, temperature measuring devices, rotary shafts, and other parts extending through the openings must be equipped with an apron designed to deflect condensation, drips, and dust from openings into the food, and the opening must be flanged as specified under Subparagraph (B) of this paragraph.

(3) Dispensing equipment, protection of equipment and food. In equipment that dispenses or vends liquid food or ice in unpackaged form:

(A) The delivery tube, chute, orifice, and splash surfaces directly above the container receiving the food must be designed in a manner, such as with barriers, baffles, or drip aprons, so that drips from condensation and splash are diverted from the opening of the container receiving the food;

(B) The delivery tube, chute, and orifice must be protected from manual contact such as by being recessed;

(C) The delivery tube or chute and orifice of equipment used to vend liquid food or ice in unpackaged form to self-service consumers must be designed so that the delivery tube or chute and orifice are protected from dust, insects, rodents, and other contamination by a self-closing door if the equipment is:

(i) Located in an outside area that does not otherwise afford the protection of an enclosure against the rain, windblown debris, insects, rodents, and other contaminants that are present in the environment, or

(ii) Available for self-service during hours when it is not under the full-time supervision of a food employee; and

(D) The dispensing equipment actuating lever or mechanism and filling device of consumer self-service beverage dispensing equipment must be designed to prevent contact with the lip-contact surface of glasses or cups that are refilled.

(E) Dispensing equipment in which time/temperature control for safety food in a homogenous liquid form is maintained outside of the temperature control requirements as specified under Section 9-29(f)(1) must:

(i) be specifically designed and equipped to maintain the commercial sterility of aseptically packaged food in a homogenous liquid form for a specified duration from the time of opening the packaging within the equipment; ^P and

(ii) conform to the requirements for this equipment as specified in NSF/ANSI 18-2006-Manual Food and Beverage Dispensing Equipment. ^P

(4) Vending machine, vending stage closure. The dispensing compartment of a vending machine including a machine that is designed to vend prepackaged snack food that is not time/temperature control for safety food such as chips, party mixes, and pretzels must be equipped with a self-closing door or cover if the machine is:

(A) Located in an outside area that does not otherwise afford the protection of an enclosure against the rain, windblown debris, insects, rodents, and other contaminants that are present in the environment; or

(B) Available for self-service during hours when it is not under the full-time supervision of a food employee.

(5) Bearings and gear boxes, leakproof. equipment containing bearings and gears that require lubricants must be designed and constructed so that the lubricant cannot leak, drip, or be forced into food or onto food-contact surfaces.

(6) Beverage tubing, separation. Except for cold plates that are constructed integrally with an ice storage bin, beverage tubing and cold-plate beverage cooling devices may not be installed in contact with stored ice.

(7) Ice units, separation of drains. Liquid waste drain lines may not pass through an ice machine or ice storage bin.

(8) Condenser unit, separation. If a condenser unit is an integral component of equipment, the condenser unit must be separated from the food and food storage space by a dustproof barrier.

(9) Can openers on vending machines. Cutting or piercing parts of can openers on vending machines must be protected from manual contact, dust, insects, rodents, and other contamination.

(10) Molluscan shellfish tanks.

(A) Except as specified under Subparagraph (B) of this subsection, molluscan shellfish life support system display tanks may not be used to store or display shellfish that are offered for human consumption and must be conspicuously marked so that it is obvious to the consumer that the shellfish are for display only. ^P

(B) Molluscan shellfish life-support system display tanks that are used to store or display shellfish that are offered for human consumption must be operated and maintained in accordance with a variance granted by the Department as specified in Section 9-64(c)(1) and a HACCP plan that: ^{Pf}

(i) Is submitted by the permit holder and approved as specified under Section 9-64(c)(2); ^{Pf} and

(ii) Ensures that:

(aa) Water used with fish other than molluscan shellfish does not flow into the molluscan tank, ^{Pf}

(bb) The safety and quality of the shellfish as they were received are not compromised by the use of the tank, ^{Pf} and

(cc) The identity of the source of the shellstock is retained as specified under Section 9-17(b). ^{Pf}

(11) Vending machines, automatic shutoff.

(A) A machine vending time/temperature control for safety food must have an automatic control that prevents the machine from vending food:

(i) If there is a power failure, mechanical failure, or other condition that results in an internal machine temperature that cannot maintain food temperatures as specified under Article III. ^P

(ii) If a condition specified under Subparagraph (A)(i) of this paragraph occurs, until the machine is serviced and restocked with food that has been maintained at temperatures specified under Article III. ^P

(B) When the automatic shutoff within a machine vending time/temperature control for safety food is activated:

(i) In a refrigerated vending machine, the ambient air temperature may not exceed 5°C (41°F) for more than 30 minutes immediately after the machine is filled, serviced, or restocked; ^P or

(ii) In a hot holding vending machine, the ambient air temperature may not be less than 57°C (135°F) for more than 120 minutes immediately after the machine is filled, serviced, or restocked. ^P

(12) Temperature measuring devices.

(A) In a mechanically refrigerated or hot food storage unit, the sensor of a temperature measuring device must be located to measure the air temperature or a simulated product temperature in the warmest part of a mechanically refrigerated unit and in the coolest part of a hot food storage unit.

(B) Except as specified in Subparagraph (C) of this paragraph, cold or hot holding equipment used for time/temperature control for safety food must be designed to include and must be equipped with at least one integral or permanently affixed temperature measuring device that is located to allow easy viewing of the device's temperature display.

(C) Subparagraph (B) of this paragraph does not apply to equipment for which the placement of a temperature measuring device is not a practical means for measuring the ambient air surrounding the food because of the design, type, and use of the equipment, such as calrod units, heat lamps, cold plates, bainmaries, steam tables, insulated food transport containers, and salad bars.

(D) Temperature measuring devices must be designed to be easily readable.

(E) Food temperature measuring devices and water temperature measuring devices on warewashing machines must have a numerical scale, printed record, or digital readout in increments no greater than 1°C or 2°F in the intended range of use. ^{Pf}

(13) Warewashing machine, data plate operating specifications. A warewashing machine must be provided with an easily accessible and readable data plate affixed to the machine by the manufacturer that indicates the machine's design and operation specifications including the:

(A) Temperatures required for washing, rinsing, and sanitizing;

(B) Pressure required for the fresh water sanitizing rinse unless the machine is designed to use only a pumped sanitizing rinse; and

(C) Conveyor speed for conveyor machines or cycle time for stationary rack machines.

(14) Warewashing machines, internal baffles. Warewashing machine wash and rinse tanks must be equipped with baffles, curtains, or other means to minimize internal cross contamination of the solutions in wash and rinse tanks.

(15) Warewashing machines, temperature measuring devices. A warewashing machine must be equipped with a temperature measuring device that indicates the temperature of the water:

(A) In each wash and rinse tank; ^{Pf} and

(B) As the water enters the hot water sanitizing final rinse manifold or in the chemical sanitizing solution tank. ^{Pf}

(16) Manual warewashing equipment, heaters and baskets. If hot water is used for sanitization in manual warewashing operations, the sanitizing compartment of the sink must be:

(A) Designed with an integral heating device that is capable of maintaining water at a temperature not less than 77°C (171°F); ^{Pf} and

(B) Provided with a rack or basket to allow complete immersion of equipment and utensils into the hot water. ^{Pf}

(17) Warewashing machines, automatic dispensing of detergents and sanitizers. A warewashing machine that is installed after adoption of this Code must be equipped to:

(A) Automatically dispense detergents and sanitizers; ^{Pf} and

(B) incorporate a visual means to verify that detergents and sanitizers are delivered or a visual or audible alarm to signal if the detergents and sanitizers are not delivered to the respective washing and sanitizing cycles. ^{Pf}

(18) Warewashing machines, flow pressure device.

(A) Warewashing machines that provide a fresh hot water sanitizing rinse must be equipped with a pressure gauge or similar device such as a transducer that measures and displays the water pressure in the supply line immediately before entering the warewashing machine, and if the flow pressure measuring device is upstream of the fresh hot water sanitizing rinse control valve, the device must be mounted in a 6.4 millimeter or one-fourth inch Iron Pipe Size (IPS) valve.

(B) Subparagraph (A) of this paragraph does not apply to a machine that uses only a pumped or recirculated sanitizing rinse.

(19) Warewashing sinks and drainboards, self-draining. Sinks and drainboards of warewashing sinks and machines must be self-draining.

(20) Equipment compartments, drainage. Equipment compartments that are subject to accumulation of moisture due to conditions such as condensation, food or beverage drip, or water from melting ice must be sloped to an outlet that allows complete draining.

(21) Vending machines, liquid waste products.

(A) Vending machines designed to store beverages that are packaged in containers made from paper products must be equipped with diversion devices and retention pans or drains for container leakage.

(B) Vending machines that dispense liquid food in bulk must be:

(i) Provided with an internally mounted waste receptacle for the collection of drip, spillage, overflow, or other internal wastes; and

(ii) Equipped with an automatic shutoff device that will place the machine out of operation before the waste receptacle overflows.

(C) Shutoff devices specified under Subparagraph (B)(ii) of this paragraph must prevent water or liquid food from continuously running if there is a failure of a flow control device in the water or liquid food system or waste accumulation that could lead to overflow of the waste receptacle.

(22) Case lot handling apparatuses, moveability. Apparatuses, such as dollies, pallets, racks, and skids used to store and transport large quantities of packaged foods received from a supplier in a cased or overwrapped lot, must be designed to be moved by hand or by conveniently available apparatuses such as hand trucks and forklifts.

(23) Vending machine doors and openings.

(A) Vending machine doors and access opening covers to food and container storage spaces must be tight-fitting so that the space along the entire interface between the doors or covers and the cabinet of the machine, if the doors or covers are in a closed position, is no greater than 1.5 millimeters or one-sixteenth inch by:

(i) Being covered with louvers, screens, or materials that provide an equivalent opening of not greater than 1.5 millimeters or one-sixteenth inch. Screening of 12 or more mesh to 2.5 centimeters (12 mesh to 1 inch) meets this requirement;

(ii) Being effectively gasketed;

(iii) Having interface surfaces that are at least 13 millimeters or one-half inch wide; or

(iv) Jambs or surfaces used to form an L-shaped entry path to the interface.

(B) Vending machine service connection openings through an exterior wall of a machine must be closed by sealants, clamps, or grommets so that the openings are no larger than 1.5 millimeters or one-sixteenth inch.

(e) Acceptability.

(1) Food equipment, certification and classification. Food equipment that is certified or classified for sanitation conformance to a recognized American National Standards Institute (ANSI)-accredited certification program is deemed to comply with Sections 9-36 and 9-37.

(2) ANSI certified utensils and equipment.

(A) Food equipment must be certified or classified to comply with the American National Standard by an American National Standards Institute (ANSI) – accredited certification program for the intended use of the equipment.

(B) Establishments may not use food equipment that is labeled or listed by the manufacturer as “household or residential use.”

Sec. 9-38. - Numbers and capacities; equipment, utensils, cleaning agents.

(a) Equipment.

(1) Cooling, heating, and holding capacities.

(A) Equipment for cooling and heating food, and holding cold and hot food, must be sufficient in number and capacity to provide food temperatures as specified under Article III.^{Pf}

(B) Except when time as a public health control is used, mechanical refrigeration, capable of holding food items at an internal temperature of 5°C (41°F), must be provided for all cold holding of time/temperature control for safety foods.^{Pf}

(C) A food service establishment must have adequate refrigeration and hot holding and storage facilities for the proper storage, transportation, display, and service of potentially hazardous foods. Specific refrigeration and hot holding and storage needs must be based upon the menu, number of meals, frequency of delivery, and preparation in advance of service.^{Pf}

(D) Air circulation within refrigeration units may not be obstructed and must allow for an even and consistent flow of cold air throughout the units. Fans circulating air within refrigeration units must be kept clean, dust free, and in working condition. Gaskets must be kept clean and intact and must be replaced as needed so that refrigeration units may maintain food at required temperatures.

(E) Refrigeration units, unless specified by the manufacturer and designed for such use, may not be located directly adjacent to cooking equipment or other high heat producing equipment which may cause the cooling system to not operate according to the manufacturer's specification. ^{Pf}

(F) Refrigerators located outdoors, or in an area that is outside the permit holders designated food preparation area, including but not limited to, a customer self-service area of a store, or other such area that is accessible to persons that are not employed by the permit holder, must be kept clean, locked, secure, and in operating condition, and may not permit entry or harborage of pests.

(2) Manual warewashing, sink compartment requirements.

(A) Except as provided in this paragraph, a sink with at least three (3) compartments must be provided for manually washing, rinsing, and sanitizing equipment and utensils. ^{Pf}

(B) An additional sink with at least three (3) compartments must be provided where bar service or counter service is offered, including but not limited to where blender, coffee or tea service is performed. ^{Pf}

(C) Sink compartments must be large enough to accommodate immersion of the largest equipment and utensils. If equipment or utensils are too large for the warewashing sink, a warewashing machine or alternative equipment as specified in Subparagraph (D) of this paragraph must be used. ^{Pf}

(D) Alternative manual warewashing equipment may be used when there are special cleaning needs or constraints and its use is approved by the Department. Alternative manual warewashing equipment may include:

- (i) High-pressure detergent sprayers;
- (ii) Low-or line-pressure spray detergent foamers;
- (iii) Other task-specific cleaning equipment;
- (iv) Brushes or other implements;
- (v) Two-compartment sinks as specified under Subparagraphs (E) and (F) of this Paragraph; or
- (vi) Receptacles that substitute for the compartments of a multicompartment sink.

(E) Before a two-compartment sink is used:

(i) The permit holder shall have its use approved; and

(ii) The permit holder shall limit the number of kitchenware items cleaned and sanitized in the two-compartment sink, and shall limit warewashing to batch operations for cleaning kitchenware such as between cutting one type of raw MEAT and another or cleanup at the end of a shift, and shall:

(aa) Make up the cleaning and sanitizing solutions immediately before use and drain them immediately after use, and

(bb) Use a detergent-sanitizer to sanitize and apply the detergent-sanitizer in accordance with the manufacturer's label instructions and as specified under Section 9-40(a)(15), or

(cc) Use a hot water sanitization immersion step as specified under Section 9-41(c)(6)(C).

(F) A two-compartment sink may not be used for warewashing operations where cleaning and sanitizing solutions are used for a continuous or intermittent flow of kitchenware or tableware in an ongoing warewashing process.

(3) Drainboards. Drainboards, utensil racks, or tables large enough to accommodate all soiled and cleaned items that may accumulate during hours of operation must be provided for necessary utensil and warewashing rack holding before cleaning and after sanitizing. All items must be stored at least six (6) inches above the floor and protected from environmental contamination.

(4) Ventilation hood systems, adequacy. Ventilation hood systems and devices must be sufficient in number and capacity to prevent grease or condensation from collecting on walls and ceilings.

(5) Clothes washers and dryers.

(A) Except as specified in Subparagraph (B) of this paragraph, if work clothes or linens are laundered on the premises, a mechanical clothes washer and dryer must be provided and used.

(B) If on-premises laundering is limited to wiping cloths intended to be used moist, or wiping cloths are air-dried as specified under Section 9-44(a)(2), a mechanical clothes washer and dryer need not be provided.

(b) Utensils, temperature measuring devices, and testing devices.

(1) Utensils, consumer self-service. A food dispensing utensil must be available for each container displayed at a consumer self-service unit such as a buffet or salad bar.^{Pf}

(2) Food temperature measuring devices.

(A) Food temperature measuring devices must be provided and readily accessible for use in ensuring attainment and maintenance of food temperatures as specified under Article III. ^{Pf}

(B) A temperature measuring device with a suitable small-diameter probe that is designed to measure the temperature of thin masses must be provided and readily accessible to accurately measure the temperature in thin foods such as meat patties and fish filets. ^{Pf}

(3) Temperature measuring devices, manual and mechanical warewashing.

(A) In manual warewashing operations, a temperature measuring device must be provided and readily accessible for frequently measuring the washing and sanitizing temperatures. ^{Pf}

(B) In hot water mechanical warewashing operations, an irreversible registering temperature indicator must be provided and readily accessible for measuring the utensil surface temperature. ^{Pf}

(4) Sanitizing solutions, testing devices. A test kit or other device that accurately measures the concentration in MG/L of sanitizing solutions must be provided for each type of sanitizer used and must be used and maintained in accordance with manufacturer instructions. ^{Pf}

(c) Cleaning agents and sanitizers.

(1) Cleaning agents and sanitizers, availability.

(A) Cleaning agents that are used to clean equipment and utensils as specified under Section 9-41 must be provided and available for use during all hours of operation. ^{Pf}

(B) Except for those that are generated on-site at the time of use, chemical sanitizers that are used to sanitize equipment and utensils as specified under Section 9-42 must be provided and available for use during all hours of operation. ^{Pf}

Sec. 9-39. -Location and installation.

(a) Location.

(1) Equipment, clothes washers and dryers, and storage cabinets, contamination prevention.

(A) Except as specified in Subparagraph (B) of this paragraph, equipment, a cabinet used for the storage of food, or a cabinet that is used to store cleaned and sanitized equipment, utensils, laundered linens, and single-service and single-use articles may not be located in the following areas:

- (i) In locker rooms.
- (ii) In toilet rooms.^{Pf}
- (iii) In garbage rooms.
- (iv) In mechanical rooms.
- (v) Under sewer lines that are not shielded to intercept potential drips.
- (vi) Under leaking water lines including leaking automatic fire sprinkler heads or under lines on which water has condensed.
- (vii) Under open stairwells.
- (viii) Under other sources of contamination.

(B) A storage cabinet used for linens or single-service or single-use articles may be stored in a locker room.

(C) If a mechanical clothes washer or dryer is provided, it must be located so that the washer or dryer is protected from contamination and only where there is no exposed food; clean equipment, utensils, and linens; and unwrapped single-service and single-use articles.

(b) Installation.

(1) Fixed equipment, spacing or sealing.

(A) Equipment that is fixed because it is not easily movable must be installed so that it is:

- (i) Spaced to allow access for cleaning along the sides, behind, and above the equipment;
- (ii) Spaced from adjoining equipment, walls, and ceilings a distance of not more than 1 millimeter or one thirty-second inch; or

(iii) Sealed to adjoining equipment or walls, if the equipment is exposed to spillage or seepage.

(B) Counter-mounted equipment that is not easily movable must be installed to allow cleaning of the equipment and areas underneath and around the equipment by being sealed, or elevated on legs as specified under Subparagraph (2)(D) of this.

(2) Fixed equipment, elevation or sealing.

(A) Except as specified in Subparagraphs (B) and (C) of this paragraph, floor-mounted equipment that is not easily movable must be sealed to the floor or elevated on legs that provide at least a 15 centimeter (6 inch) clearance between the floor and the equipment.

(B) If no part of the floor under the floor-mounted equipment is more than 15 centimeters (6 inches) from the point of cleaning access, the clearance space may be only 10 centimeters (4 inches).

(C) This section does not apply to display shelving units, display refrigeration units, and display freezer units located in the consumer shopping areas of a retail food store, if the floor under the units is maintained clean.

(D) Except as specified in Subparagraph (E) of this paragraph, counter-mounted equipment that is not easily movable must be elevated on legs that provide at least a 10 centimeter (4 inch) clearance between the table and the equipment.

(E) The clearance space between the table and counter-mounted equipment may be:

(i) 7.5 centimeters (3 inches) if the horizontal distance of the table top under the EQUIPMENT is no more than 50 centimeters (20 inches) from the point of access for cleaning; or

(ii) 5 centimeters (2 inches) if the horizontal distance of the table top under the equipment is no more than 7.5 centimeters (3 inches) from the point of access for cleaning.

Sec. 9-40. -Maintenance and operation; equipment, utensils and measuring devices.

(a) Equipment.

(1) Good repair and proper adjustment.

(A) Equipment must be maintained in a state of repair and condition that meets the requirements specified under Sections 9-36 and 9-37.

(B) Equipment components such as doors, seals, hinges, fasteners, and kick plates must be kept intact, tight, and adjusted in accordance with manufacturer's specifications.

(C) Cutting or piercing parts of can openers must be kept sharp to minimize the creation of metal fragments that can contaminate food when the container is opened.

(2) Cutting surfaces. Surfaces such as cutting blocks and boards that are subject to scratching and scoring must be resurfaced if they can no longer be effectively cleaned and sanitized, or discarded if they are not capable of being resurfaced.

(3) Microwave ovens. Microwave ovens must meet the safety standards specified in 21 CFR 1030.10 Microwave Ovens.

(4) Warewashing equipment, cleaning frequency. A warewashing machine; the compartments of sinks, basins, or other receptacles used for washing and rinsing equipment, utensils, or raw foods, or laundering wiping cloths; and drainboards or other equipment used to substitute for drainboards as specified under Section 9-38(a)(3) must be cleaned as follows:

(i) Before use.

(ii) Throughout the day at a frequency necessary to prevent recontamination of equipment and utensils and to ensure that the equipment performs its intended function.

(iii) If used, at least every 24 hours.

(5) Warewashing machines, manufacturers' operating instructions.

(A) A warewashing machine and its auxiliary components must be operated in accordance with the machine's data plate and other manufacturer's instructions.

(B) A warewashing machine's conveyor speed or automatic cycle times must be maintained accurately timed in accordance with manufacturer's specifications.

(6) Warewashing sinks, use limitation.

(A) A warewashing sink may not be used for handwashing as specified under Section 9-10(a)(5).

(B) If a warewashing sink is used to wash wiping cloths, wash produce, or thaw food, the sink must be cleaned as specified under Subsection (a)(4) of this section before and after each time it is used to wash wiping cloths or wash produce or thaw food. Sinks used to wash or thaw food must be sanitized as specified under Section 9-42 before and after using the sink to wash produce or thaw food.

(7) Warewashing equipment, cleaning agents. When used for warewashing, the wash compartment of a sink, mechanical warewasher, or wash receptacle of alternative manual warewashing equipment as specified in Section 9-38(a)(2), must contain a wash solution of soap, detergent, acid cleaner, alkaline cleaner, degreaser, abrasive cleaner, or other cleaning agent according to the cleaning agent manufacturer's label instructions.^{Pf}

(8) Warewashing equipment, clean solutions. The wash, rinse, and sanitize solutions must be maintained clean.

(9) Manual warewashing equipment, wash solution temperature. The temperature of the wash solution in manual warewashing equipment must be maintained at not less than 43°C (110°F) or the temperature specified on the cleaning agent manufacturer's label instructions.^{Pf}

(10) Mechanical warewashing equipment, wash solution temperature.

(A) The temperature of the wash solution in spray type warewashers that use hot water to sanitize may not be less than:

- (i) For a stationary rack, single temperature machine,
74°C (165°F);^{Pf}
- (ii) For a stationary rack, dual temperature machine, 66°C
(150°F);^{Pf}
- (iii) For a single tank, conveyor, dual temperature machine,
71°C (160°F);^{Pf} or
- (iv) For a multitank, conveyor, multitemperature machine,
66°C (150°F).^{Pf}

(B) The temperature of the wash solution in spray-type warewashers that use chemicals to sanitize may not be less than 49°C (120°F).^{Pf}

(11) Manual warewashing equipment, hot water sanitization temperatures. If immersion in hot water is used for sanitizing in a manual operation, the temperature of the water must be maintained at 77°C (171°F) or above.^P

(12) Mechanical warewashing equipment, hot water sanitization temperatures.

(A) Except as specified in Subparagraph (B) of this paragraph, in a mechanical operation, the temperature of the fresh hot water sanitizing rinse as it enters the manifold may not be more than 90°C (194°F), or less than: ^{Pf}

(i) For a stationary rack, single temperature machine, 74°C (165°F); ^{Pf} or

(ii) For all other machines, 82°C (180°F). ^{Pf}

(B) The maximum temperature specified under Subparagraph (A) of this paragraph, does not apply to the high pressure and temperature systems with wand-type, hand-held, spraying devices used for the in-place cleaning and sanitizing of equipment such as meat saws.

(13) Mechanical warewashing equipment, sanitization pressure. The flow pressure of the fresh hot water sanitizing rinse in a warewashing machine, as measured in the water line immediately downstream or upstream from the fresh hot water sanitizing rinse control valve, must be within the range specified on the machine manufacturer's data plate and may not be less than 35 kilopascals (5 pounds per square inch) or more than 200 kilopascals (30 pounds per square inch).

(14) Manual and mechanical warewashing equipment, chemical sanitization - temperature, pH, concentration, and hardness. A chemical sanitizer used in a sanitizing solution for a manual or mechanical operation at contact times specified under Section 9-42(c) must meet the criteria specified under Section 9-56(d)(1), and must be used in accordance with the EPA-registered label use instructions ^P as follows:

(A) A chlorine solution must have a minimum temperature based on the concentration and pH of the solution as listed in the following chart; ^P

Concentration Range (MG/L)	Minimum Temperature pH 10 or less °C (°F)	Minimum Temperature pH 8 or less °C (°F)
25 – 49	49 (120)	49 (120)
50 – 99	38 (100)	24 (75)
100	13 (55)	13 (55)

(B) An iodine solution must have a:

(i) Minimum temperature of 20°C (68°F), ^P

(ii) pH of 5.0 or less or a pH no higher than the level for which the manufacturer specifies the solution is effective,^P and

(iii) Concentration between 12.5 MG/L and 25 MG/L; ^P

(C) A quaternary ammonium compound solution must:

(i) Have a minimum temperature of 24°C (75°F),^P

(ii) Have a concentration as specified under Section 9-56(d)(1) and as indicated by the manufacturer's use directions included in the labeling,^P and

(iii) Be used only in water with 500 MG/L hardness or less or in water having a hardness no greater than specified by the EPA-registered label use instructions;^P

(D) If another solution of a chemical specified under Subparagraphs (A) through (C) of this paragraph is used, the permit holder shall demonstrate to the Department that the solution achieves sanitization and the use of the solution must be approved;

(E) If a chemical sanitizer other than chlorine, iodine, or a quaternary ammonium compound is used, it must be applied in accordance with the EPA-registered label use instructions; and

(F) If a chemical sanitizer is generated by a device located on-site at the food establishment, it must be used as specified in Subparagraphs (A) through (D) of this paragraph and must be produced by a device that:

(i) Complies with regulation as specified in §§ 2(q)(1) and 12 of the Federal Insecticide, Fungicide, and Rodenticide Act (FIFRA),^P

(ii) Complies with 40 CFR 152.500 Requirement for Devices and 40 CFR 156.10 Labeling Requirements,^P

(iii) Displays the EPA device manufacturing facility registration number on the device,^{Pf} and

(iv) Is operated and maintained in accordance with manufacturer's instructions.^{Pf}

(15) Manual warewashing equipment, chemical sanitization using detergent-sanitizers. If a detergent-sanitizer is used to sanitize in a cleaning and sanitizing procedure where there is no distinct water rinse between the washing and

sanitizing steps, the agent applied in the sanitizing step must be the same detergent-sanitizer that is used in the washing step.

(16) Warewashing equipment, determining chemical sanitizer concentration. Concentration of the sanitizing solution must be accurately determined by using a test kit or other device. ^{Pf}

(b) Utensils and temperature and pressure measuring devices.

(1) Good repair and calibration.

(A) Utensils must be maintained in a state of repair or condition that complies with the requirements specified under Sections 9-36 and 9-37 or must be discarded.

(B) Food temperature measuring devices must be calibrated in accordance with manufacturer's specifications as necessary to ensure their accuracy. ^{Pf}

(C) Ambient air temperature, water pressure, and water temperature measuring devices must be maintained in good repair and be accurate within the intended range of use.

(2) Single-service and single-use articles, required use. A food establishment without facilities specified under Sections 9-41 and 9-42 for cleaning and sanitizing kitchenware and tableware must provide only single-use kitchenware, single-service articles, and single-use articles for use by food employees and single-service articles for use by consumers. ^P

(3) Single-service and single-use articles, use limitation.

(A) Single-service and single-use articles may not be reused.

(B) The bulk milk container dispensing tube must be cut on the diagonal leaving no more than one inch protruding from the chilled dispensing head.

(4) Shells, use limitation. Mollusk and crustacea shells may not be used more than once as serving containers.

Sec. 9-41. -Cleaning of equipment and utensils.

(a) Objective.

(1) Equipment, food-contact surfaces, nonfood-contact surfaces, and utensils.

(A) Equipment food-contact surfaces and utensils must be clean to sight and touch.^{Pf}

(B) The food-contact surfaces of cooking equipment and pans must be kept free of encrusted grease deposits and other soil accumulations.

(C) Nonfood-contact surfaces of equipment must be kept free of an accumulation of dust, dirt, food residue, and other debris.

(b) Frequency.

(1) Equipment food-contact surfaces and utensils.

(A) Equipment food-contact surfaces and utensils must be cleaned:

(i) Except as specified in Subparagraph (B) of this paragraph, before each use with a different type of raw animal food such as beef, fish, lamb, pork, or poultry;^P

(ii) Each time there is a change from working with raw foods to working with ready-to-eat foods;^P

(iii) Between uses with raw fruits and vegetables and with time/temperature control for safety food;^P

(iv) Before using or storing a food temperature measuring device;^P and

(v) At any time during the operation when contamination may have occurred.^P

(B) Subparagraph (A)(i) of this paragraph does not apply if the food-contact surface or utensil is in contact with a succession of different types of raw meat and poultry each requiring a higher cooking temperature as specified under Section 9-25(a) than the previous type.

(C) Except as specified in Subparagraph (D) of this paragraph, if used with time/temperature control for safety food, equipment food-contact surfaces and utensils must be cleaned throughout the day at least every four (4) hours.^P

(D) Surfaces of utensils and equipment contacting time/temperature control for safety food may be cleaned less frequently than every four (4) hours if:

(i) In storage, containers of time/temperature control for safety food and their contents are maintained at temperatures specified under Article III and the containers are cleaned when they are empty;

(ii) Utensils and equipment are used to prepare food in a refrigerated room or area that is maintained at one of the temperatures in the following chart and:

(aa) The utensils and equipment are cleaned at the frequency in the following chart that corresponds to the temperature; and

Temperature	Cleaning Frequency
5.0°C (41°F) or less	24 hours
>5.0°C - 7.2°C (>41°F - 45°F)	20 hours
>7.2°C - 10.0°C (>45°F - 50°F)	16 hours
>10.0°C - 12.8°C (>50°F - 55°F)	10 hours

(bb) The cleaning frequency based on the ambient temperature of the refrigerated room or area is documented in the food establishment.

(iii) Containers in serving situations such as salad bars, delis, and cafeteria lines hold ready-to-eat time/temperature control for safety food that is maintained at the temperatures specified under Article III, are intermittently combined with additional supplies of the same food that is at the required temperature, and the containers are cleaned at least every 24 hours;

(iv) Temperature measuring devices are maintained in contact with food, such as when left in a container of deli food or in a roast, held at temperatures specified under Article III;

(v) Equipment is used for storage of packaged or unpackaged food such as a reach-in refrigerator and the equipment is cleaned at a frequency necessary to preclude accumulation of soil residues;

(vi) The cleaning schedule is approved based on consideration of:

(aa) Characteristics of the equipment and its use,

(bb) The type of food involved,

(cc) The amount of food residue accumulation, and

(dd) The temperature at which the food is maintained during the operation and the potential for the rapid and progressive multiplication of pathogenic or toxigenic microorganisms that are capable of causing foodborne disease; or

(vii) In-use utensils are intermittently stored in a container of water in which the water is maintained at 57°C (135°F) or more and the utensils and container are cleaned at least every 24 hours or at a frequency necessary to preclude accumulation of soil residues.

(E) Except when dry cleaning methods are used as specified under Section 9-41(c)(1), surfaces of utensils and equipment contacting food that is not time/temperature control for safety food must be cleaned:

(i) At any time when contamination may have occurred;

(ii) At least every 24 hours for iced tea dispensers and consumer self-service utensils such as tongs, scoops, or ladles;

(iii) Before restocking consumer self-service equipment and utensils such as condiment dispensers and display containers; and

(iv) In equipment such as ice bins and beverage dispensing nozzles and enclosed components of equipment such as ice makers, cooking oil storage tanks and distribution lines, beverage and syrup dispensing lines or tubes, coffee bean grinders, and water vending equipment:

(aa) At a frequency specified by the manufacturer, or

(bb) Absent manufacturer specifications, at a frequency necessary to preclude accumulation of soil or mold.

(2) Cooking and baking equipment.

(A) The food-contact surfaces of cooking and baking equipment must be cleaned at least every 24 hours. This section does not apply to hot oil cooking and filtering equipment if it is cleaned as specified in Paragraph (1)(D)(vi).

(B) The cavities and door seals of microwave ovens must be cleaned at least every 24 hours by using the manufacturer's recommended cleaning procedure.

(3) Nonfood-contact surfaces. Nonfood-contact surfaces of equipment must be cleaned at a frequency necessary to preclude accumulation of soil residues.

(c) Methods.

(1) Dry cleaning.

(A) If used, dry cleaning methods such as brushing, scraping, and vacuuming must contact only surfaces that are soiled with dry food residues that are not time/temperature control for safety food.

(B) Cleaning equipment used in dry cleaning food-contact surfaces may not be used for any other purpose.

(2) Precleaning.

(A) Food debris on equipment and utensils must be scraped over a waste disposal unit or garbage receptacle or must be removed in a warewashing machine with a prewash cycle.

(B) If necessary for effective cleaning, utensils and equipment must be preflushed, presoaked, or scrubbed with abrasives.

(3) Loading of soiled items, warewashing machines. Soiled items to be cleaned in a warewashing machine must be loaded into racks, trays, or baskets or onto conveyors in a position that:

(A) Exposes the items to the unobstructed spray from all cycles;
and

(B) Allows the items to drain.

(4) Wet cleaning.

(A) Equipment food-contact surfaces and utensils must be effectively washed to remove or completely loosen soils by using the manual or mechanical means necessary such as the application of detergents containing wetting agents and emulsifiers; acid, alkaline, or abrasive cleaners; hot water; brushes; scouring pads; high-pressure sprays; or ultrasonic devices.

(B) The washing procedures selected must be based on the type and purpose of the equipment or utensil, and on the type of soil to be removed.

(5) Washing, procedures for alternative manual warewashing equipment. If washing in sink compartments or a warewashing machine is impractical such as when the equipment is fixed or the utensils are too large, washing must be done by using alternative manual warewashing equipment as specified in Section 9-38(a)(2)(D) in accordance with the following procedures:

(A) Equipment must be disassembled as necessary to allow access of the detergent solution to all parts;

(B) Equipment components and utensils must be scraped or rough cleaned to remove food particle accumulation; and

(C) Equipment and utensils must be washed as specified under Subparagraph (c)(4)(A) of this section.

(6) Rinsing procedures. Washed utensils and equipment must be rinsed so that abrasives are removed and cleaning chemicals are removed or diluted through the use of water or a detergent-sanitizer solution by using one of the following procedures:

(A) Use of a distinct, separate water rinse after washing and before sanitizing if using:

(i) A three-compartment sink,

(ii) Alternative manual warewashing equipment equivalent to a three-compartment sink as specified in Section 9-38(a)(2)(D), or

(iii) A three-step washing, rinsing, and sanitizing procedure in a warewashing system for CIP equipment;

(B) Use of a detergent-sanitizer as specified under Section 9-40(a)(15) if using:

(i) Alternative warewashing equipment as specified in 9-38(a)(2)(D) that is approved for use with a detergent-sanitizer, or

(ii) A warewashing system for CIP equipment;

(C) Use of a nondistinct water rinse that is integrated in the hot water sanitization immersion step of a two-compartment sink operation;

(D) If using a warewashing machine that does not recycle the sanitizing solution as specified under Subparagraph (E) of this paragraph, or alternative manual warewashing equipment such as sprayers, use of a nondistinct water rinse that is:

(i) Integrated in the application of the sanitizing solution, and

(ii) Wasted immediately after each application; or

(E) If using a warewashing machine that recycles the sanitizing solution for use in the next wash cycle, use of a nondistinct water rinse that is integrated in the application of the sanitizing solution.

Sec. 9-42. -Sanitization of equipment and utensils.

- (a) Objective. Equipment food-contact surfaces and utensils must be sanitized.
- (b) Frequency. Utensils and food-contact surfaces of equipment must be sanitized before use after cleaning.^P
- (c) Methods. After being cleaned, equipment food-contact surfaces and utensils must be sanitized in:
 - (1) Hot water manual operations by immersion for at least 30 seconds and as specified under Section 9-40(a)(11);
 - (2) Hot water mechanical operations by being cycled through equipment that is set up as specified under Sections 9-40(a)(5), (a)(12), and (a)(13) and achieving a utensil surface temperature of 71°C (160°F) as measured by an irreversible registering temperature indicator;^P or
 - (3) Chemical manual or mechanical operations, including the application of sanitizing chemicals by immersion, manual swabbing, brushing, or pressure spraying methods, using a solution as specified under Section 9-40(a)(14). Contact times must be consistent with those on EPA-registered label use instructions by providing:
 - (A) Except as specified under Subparagraph (2)(B) of this subsection, a contact time of at least 10 seconds for a chlorine solution specified under Section 9-40(a)(14)(A),^P
 - (B) A contact time of at least seven (7) seconds for a chlorine solution of 50 MG/L that has a pH of 10 or less and a temperature of at least 38°C (100°F) or a pH of eight (8) or less and a temperature of at least 24°C (75°F),^P
 - (C) A contact time of at least 30 seconds for other chemical sanitizing solutions,^P or
 - (D) A contact time used in relationship with a combination of temperature, concentration, and pH that, when evaluated for efficacy, yields sanitization as defined in Section 9-5.^P

Sec. 9-43. -Laundering.

- (a) Objective. Clean linens must be free from food residues and other soiling matter.

(b) Frequency.

(1) Specifications.

(A) Linens that do not come in direct contact with food must be laundered between operations if they become wet, sticky, or visibly soiled.

(B) Cloth gloves used as specified in Section 9-21(E)(4) must be laundered before being used with a different type of raw animal food such as beef, fish, lamb, pork or poultry.

(C) Linens that are used as specified under Section 9-21(c) and cloth napkins must be laundered between each use.

(D) Wet wiping cloths must be laundered daily.

(E) Dry wiping cloths must be laundered as necessary to prevent contamination of food and clean serving utensils.

(c) Methods.

(1) Storage of soiled linens. Soiled linens must be kept in clean, nonabsorbent receptacles or clean, washable laundry bags and stored and transported to prevent contamination of food, clean equipment, clean utensils, and single-service and single-use articles.

(2) Mechanical washing.

(A) Except as specified in Subparagraph (B) of this paragraph, linens must be mechanically washed.

(B) In food establishments in which only wiping cloths are laundered as specified in Section 9-38(a)(5), the wiping cloths may be laundered in a mechanical washer, sink designated only for laundering wiping cloths, or a warewashing or food preparation sink that is cleaned as specified under Section 9-40(a)(4).

(3) Use of laundry facilities.

(A) Except as specified in Subparagraph (B) of this paragraph, laundry facilities on the premises of a food establishment must be used only for the washing and drying of items used in the operation of the establishment.

(B) Separate laundry facilities located on the premises for the purpose of general laundering such as for institutions providing boarding and lodging may also be used for laundering food establishment items.

Sec. 9-44. -Protection of clean items.

(a) Drying.

(1) Equipment and utensils, air-drying required. After cleaning and sanitizing, equipment and utensils:

(A) Must be air-dried or used after adequate draining as specified in the first paragraph of 40 CFR 180.940 Tolerance exemptions for active and inert ingredients for use in antimicrobial formulations (food-contact surface sanitizing solutions), before contact with food; and

(B) May not be cloth dried except that utensils that have been air-dried may be polished with cloths that are maintained clean and dry.

(2) Wiping cloths, air-drying locations. Wiping cloths laundered in a food establishment that does not have a mechanical clothes dryer as specified in Section 9-38(a)(5) must be air-dried in a location and in a manner that prevents contamination of food, equipment, utensils, linens, and single-service and single-use articles and the wiping cloths. This section does not apply if wiping cloths are stored after laundering in a sanitizing solution as specified under Section 9-40(a)(4).

(b) Lubricating and reassembling.

(1) Food-contact surfaces. Lubricants as specified under Section 9-44(b)(1) must be applied to food-contact surfaces that require lubrication in a manner that does not contaminate food-contact surfaces.

(2) Equipment. Equipment must be reassembled so that food-contact surfaces are not contaminated.

(c) Storing.

(1) Equipment, utensils, linens, and single-service and single-use articles.

(A) Except as specified in Subparagraph (D) of this paragraph, cleaned equipment and utensils, laundered linens, and single-service and single-use articles must be stored:

- (i) In a clean, dry location;
- (ii) Where they are not exposed to splash, dust, or other contamination; and

(iii) At least 15 cm (6 inches) above the floor.

(B) Clean equipment and utensils must be stored as specified under Subparagraph (A) of this paragraph and must be stored:

(i) In a self-draining position that allows air drying; and

(ii) Covered or inverted.

(C) Single-service and single-use articles must be stored as specified under Subparagraph (A) of this paragraph and must be kept in the original protective package or stored by using other means that afford protection from contamination until used.

(D) Items that are kept in closed packages may be stored less than 15 cm (6 inches) above the floor on dollies, pallets, racks, and skids that are designed as specified under Section 9-37(d)(22).

(2) Prohibitions.

(A) Except as specified in Paragraph (B) of this paragraph, cleaned and sanitized equipment, utensils, laundered linens, and single-service and single-use articles may not be stored in the following area:

(i) In locker rooms.

(ii) In toilet rooms. ^{Pf}

(iii) In garbage rooms.

(iv) In mechanical rooms.

(v) Under sewer lines that are not shielded to intercept potential drips.

(vi) Under leaking water lines including leaking automatic fire sprinkler heads or under lines on which water has condensed.

(vii) Under open stairwells.

(viii) Under other sources of contamination.

(B) Laundered linens and single-service and single-use articles that are packaged or in a facility such as a cabinet may be stored in a locker room.

(d) Preventing contamination.

(1) Kitchenware and tableware.

(A) Single-service and single-use articles and cleaned and sanitized utensils must be handled, displayed, and dispensed so that contamination of food-and lip-contact surfaces is prevented.

(B) Knives, forks, and spoons that are not prewrapped must be presented so that only the handles are touched by employees and by consumers if consumer self-service is provided.

(C) Except as specified under Subparagraph (B) of this paragraph, single-service articles that are intended for food-or lip-contact must be furnished for consumer self-service with the original individual wrapper intact or from an approved dispenser.

(2) Soiled and clean tableware. Soiled tableware must be removed from consumer eating and drinking areas and handled so that clean tableware is not contaminated.

(3) Preset tableware.

(A) Except as specified in Subparagraph (B) of this paragraph, tableware that is preset must be protected from contamination by being wrapped, covered, or inverted.

(B) Preset tableware may be exposed if:

(i) Unused settings are removed when a consumer is seated; or

(ii) Settings not removed when a consumer is seated are cleaned and sanitized before further use.

(4) Rinsing equipment and utensils after cleaning and sanitizing. After being cleaned and sanitized, equipment and utensils may not be rinsed before air drying or use unless:

(A) The rinse is applied directly from a potable water supply by a warewashing machine that is maintained and operated as specified under Sections 9-37(d) and 9-40(a); and

(B) The rinse is applied only after the equipment and utensils have been sanitized by the application of hot water or by the application of a chemical sanitizer solution whose EPA-registered label use instructions call for rinsing off the sanitizer after it is applied in a commercial warewashing machine.

ARTICLE V. WATER, PLUMBING, AND WASTE

Sec. 9-45. -Water.

(a) Source.

(1) Approved system. Drinking water must be obtained from an approved source that is:

(A) A public water system;^P or

(B) A nonpublic water system that is constructed, maintained, and operated according to law.^P

(2) System flushing and disinfection. A drinking water system must be flushed and disinfected before being placed in service after construction, repair, or modification and after an emergency situation, such as a flood, that may introduce contaminants to the system.^P

(3) Bottled drinking water. Bottled drinking water used or sold in a food establishment must be obtained from approved sources in accordance with 21 CFR 129 - Processing and Bottling of Bottled drinking water.^P

(b) Water quality standards.

(1) Public and private water systems.

(A) Water from a public water system must meet 40 CFR 141 – National Primary Drinking Water Regulations, state drinking water quality standards in accordance that 30 TAC §§290.38 – 290.47 (relating to Rules and Regulations for Public Water Systems). And 30 TAC §§290.101 – 290.114, 290.117 290.119, 290.121, and 290.122 (relating to Drinking Water Standards Governing Drinking Water Quality and Reporting Requirements for Public Water Systems).^P

(B) Water from nonpublic water system must meet the requirements of 30 TAC Chapter 290, Subchapter F (relating to Drinking Water Standards Governing Drinking Water Quality and Reporting Requirements for Public Water Systems), pertaining to transient non-community water systems.^P

(2) Nondrinking water.

(A) A nondrinking water supply must be used only if its use is approved.^P

(B) Nondrinking water must be used only for non-culinary purposes such as air conditioning, nonfood equipment cooling, and fire protection.^P

(3) Sampling. A water source obtained from other than a community public water system must be sampled and analyzed in accordance with the requirements found in 30 TAC Chapter 290, Subchapter F (relating to Drinking Water Standards Governing Drinking Water Quality and Reporting Requirements for Public Water Systems), concerning transient non-community water systems, except nondrinking water.^{Pf}

(4) Sample report. The most recent sample report for the nonpublic water system must be retained on file in the food establishment, or the report must be maintained as specified in 30 TAC Chapter 290, Subchapter F, concerning transient non-community water systems.

(c) Quantity and availability.

(1) Capacity.

(A) The water source and system must be of sufficient capacity to meet the peak water demands of the food establishment.^{Pf}

(B) Hot water generation and distribution systems must be sufficient to meet the peak hot water demands throughout the food establishment.^{Pf}

(2) Pressure. Water under pressure must be provided to all fixtures, equipment, and nonfood equipment that are required to use water except that water supplied as specified under Subsection (d)(2)(A) and (B) to a temporary food establishment or in response to a temporary interruption of a water supply need not be under pressure.^{Pf}

(d) Distribution, delivery, and retention.

(1) System. Water must be received from the source through the use of:

(A) An approved public water main;^{Pf} or

(B) One or more of the following that must be constructed, maintained, and operated according to law:^{Pf}

(i) Water transport vehicles,^{Pf}

(ii) Water containers^{Pf}; or

(iii) Nonpublic water system. The nonpublic water mains, water pumps, pipes, hoses, connections, and other appurtenances must meet the requirements of 30 TAC Chapter 290, Subchapter F (relating to Drinking Water Standards

Governing Drinking Water Quality and Reporting Requirements for Public Water Systems), concerning transient non-community water systems. ^{Pf}

(2) Alternative water supply. Water meeting the requirements specified under Subsections (a) through (c) of this section must be made available for a mobile facility, for a temporary food establishment without a permanent water supply, and for a food establishment with a temporary interruption of its water supply through:

- (A) A supply of containers of commercially bottled drinking water; ^{Pf}
- (B) One or more closed portable water containers; ^{Pf}
- (C) An enclosed vehicular water tank; ^{Pf}
- (D) An on-premises water storage tank; ^{Pf} or
- (E) Piping, tubing, or hoses connected to an adjacent approved source. ^{Pf}

Sec. 9-46. -Plumbing system.

(a) Materials.

(1) Approved.

(A) A plumbing system and hoses conveying water must be constructed and repaired with approved materials according to law. ^P

(B) A water filter must be made of safe materials. ^P

(b) Design, construction, and Installation.

(1) Approved system and cleanable fixtures.

(A) A plumbing system must be designed, constructed, and installed according to law. ^P

(B) A plumbing fixture such as a handwashing sink, toilet, or urinal must be easily cleanable.

(2) Handwashing sink, installation.

(A) A handwashing sink must be equipped to provide water at a temperature of at least 38°C (100°F) through a mixing valve or combination faucet. ^{Pf}

(B) A steam mixing valve may not be used at a handwashing sink.

(C) A self-closing, slow-closing, or metering faucet must provide a flow of water for at least 15 seconds without the need to reactivate the faucet.

(D) An automatic handwashing facility must be installed in accordance with manufacturer's instructions.

(3) Backflow prevention, air gap. An air gap between the water supply inlet and the flood level rim of the plumbing fixture, equipment, or nonfood equipment must be at least twice the diameter of the water supply inlet and may not be less than 25 mm (1 inch).^P

(4) Backflow prevention device, design standard. A backflow or backsiphonage prevention device installed on a water supply system must meet American Society of Sanitary Engineering (A.S.S.E.) standards for construction, installation, maintenance, inspection, and testing for that specific application and type of device.^P

(5) Conditioning device, design. A water filter, screen, and other water conditioning device installed on water lines must be designed to facilitate disassembly for periodic servicing and cleaning. A water filter element must be of the replaceable type.

(6) Water heaters.

(A) Water heaters must be installed and maintained in accordance with the Plumbing Code.^P

(B) Water heaters must be listed as a commercial unit by an ANSI accredited testing and certification organization and approved by the regulatory authority.

(C) Residential water heaters are prohibited in retail establishments, except for those facilities providing only commercially pre-packaged food.^{Pf}

(c) Numbers and capacities.

(1) Handwashing sinks.

(A) Except as specified in Subparagraph (B) of this paragraph, at least one (1) handwashing sink, a number of handwashing sinks necessary for their convenient use by employees in areas specified under Section 9-46(d)(1), and not fewer than the number of handwashing sinks required by law must be provided.^{Pf}

(B) If approved and capable of removing the types of soils encountered in the food operations involved, automatic handwashing facilities may be

substituted for handwashing sinks in a food establishment that has at least one (1) handwashing sink.

(2) Toilets and urinals. At least one (1) toilet and not fewer than the toilets required by law must be provided. If authorized by law and urinals are substituted for toilets, the substitution must be done as specified in law.

(3) Service sink.

(A) At least one (1) service sink or one (1) curbed cleaning facility equipped with a floor drain must be provided and conveniently located for the cleaning of mops or similar wet floor cleaning tools and for the disposal of mop water and similar liquid waste.

(B) Lavatories, utensil-washing sinks, equipment-washing sinks, food preparation sinks, toilets, urinals, and showers may not be used as a service sink for the disposal of mop water and similar liquid waste.

(4) Backflow prevention device, when required. A plumbing system must be installed to preclude backflow of a solid, liquid, or gas contaminant into the water supply system at each point of use at the food establishment, including on a hose bibb if a hose is attached or on a hose bibb if a hose is not attached and backflow prevention is required by law, by:

(A) Providing an air gap as specified under Subsection (b)(3) of this section;^P or

(B) Installing an approved backflow prevention device as specified under Subsection (b)(4) of this section.^P

(5) Backflow prevention device, carbonator.

(A) If not provided with an air gap as specified under Subsection (b)(3) of this section, a dual check valve with an intermediate vent preceded by a screen of not less than 100 mesh to 25.4 mm (100 mesh to 1 inch) must be installed upstream from a carbonating device and downstream from any copper in the water supply line.^P

(B) A dual check valve attached to the carbonator need not be of the vented type if an air gap or vented backflow prevention device has been otherwise provided as specified under Subparagraph (A) of this paragraph.

(6) Food preparation sink. A food preparation sink is required for washing of food if the menu or method of preparation requires soaking, rinsing, culling, or cleaning of raw ingredients or produce.^{Pf}

(7) Dump sink.

(A) At least one (1) waste sink must be provided where bar service or counter service is offered, including but not limited to where blender, coffee, or tea service is performed.

(B) When a facility is observed using a hand sink as a dump sink in a bar or counter service area at three (3) or more routine inspections in a two-year period, the Department may require the facility to install a dump sink in the bar or counter service area.

(d) Location and placement.

(1) Handwashing sinks.

(A) A handwashing sink must be located within 25 linear feet of food preparation, food dispensing, and warewashing areas convenient for use by employees, and in, or immediately adjacent to, toilet rooms. ^{Pf}

(B) Hand sinks located adjacent to food preparation, food preparation equipment, wares, or food storage areas must be protected with splash guards that are at least as high as the top of the faucet supplying water to the hand sink. ^{Pf}

(C) Any area in which a hand wash sink is located must be unobstructed by doors or equipment, and access must be kept clear to enable its use as required by this Code. ^{Pf}

(2) Backflow prevention device, location. A backflow prevention device must be located so that it may be serviced and maintained.

(3) Conditioning device, location. A water filter, screen, and other water conditioning device installed on water lines must be located to facilitate disassembly for periodic servicing and cleaning.

(e) Operation and maintenance.

(1) Using a handwashing sink.

(A) A handwashing sink must be maintained so that it is accessible at all times for employee use. ^{Pf}

(B) A handwashing sink may not be used for purposes other than handwashing. ^{Pf}

(C) An automatic handwashing facility must be used in accordance with manufacturer's instructions. ^{Pf}

(2) Prohibiting a cross connection.

(A) A person may not create a cross connection by connecting a pipe or conduit between the drinking water system and a nondrinking water system or a water system of unknown quality.^P

(B) The piping of a nondrinking water system must be durably identified so that it is readily distinguishable from piping that carries drinking water.^{Pf}

(3) Scheduling inspection and service for a water system device. A device such as a water treatment device or backflow preventer must be scheduled for inspection and service, in accordance with manufacturer's instructions and as necessary to prevent device failure based on local water conditions, and records demonstrating inspection and service must be maintained by the person in charge.^{Pf}

(4) Water reservoir of fogging devices, cleaning.

(A) A reservoir that is used to supply water to a device such as a produce fogger must be:

(1) Maintained in accordance with manufacturer's specifications;^P and

(2) Cleaned in accordance with manufacturer's specifications or according to the procedures specified under Subparagraph (B) of this paragraph, whichever is more stringent.^P

(B) Cleaning procedures must include at least the following steps and must be conducted at least once a week:

(1) Draining and complete disassembly of the water and aerosol contact parts;^P

(2) Brush-cleaning the reservoir, aerosol tubing, and discharge nozzles with a suitable detergent solution;^P

(3) Flushing the complete system with water to remove the detergent solution and particulate accumulation;^P and

(4) Rinsing by immersing, spraying, or swabbing the reservoir, aerosol tubing, and discharge nozzles with at least 50 MG/L hypochlorite solution.^P

(C) A cleaning log of the procedures identified in this paragraph must be maintained onsite and made available to the Department upon request.

(5) System maintained in good repair. A plumbing system must be:

(A) Repaired according to law; ^P and

(B) Maintained in good repair.

Sec. 9-47. -Mobile water tank and mobile food establishment water tank.

(a) Materials.

(1) Approved. Materials that are used in the construction of a mobile water tank, mobile food establishment water tank, and appurtenances must be:

(A) Safe; ^P

(B) Durable, corrosion-resistant, and nonabsorbent; and

(C) Finished to have a smooth, easily cleanable surface.

(b) Design and construction.

(1) Enclosed system, sloped to drain. A mobile water tank must be:

(A) Enclosed from the filling inlet to the discharge outlet; and

(B) Sloped to an outlet that allows complete drainage of the tank.

(2) Inspection and cleaning port, protected and secured. If a water tank is designed with an access port for inspection and cleaning, the opening must be in the top of the tank and:

(A) Flanged upward at least 13 mm (one-half inch); and

(B) Equipped with a port cover assembly that is:

(i) Provided with a gasket and a device for securing the cover in place, and

(ii) Flanged to overlap the opening and sloped to drain.

(3) "V" type threads, use limitation. A fitting with "V" type threads on a water tank inlet or outlet may be allowed only when a hose is permanently attached.

(4) Tank vent, protected. If provided, a water tank vent must terminate in a downward direction and must be covered with:

(A) 16 mesh to 25.4 mm (16 mesh to 1 inch) screen or equivalent when the vent is in a protected area; or

(B) A protective filter when the vent is in an area that is not protected from windblown dirt and debris.

(5) Inlet and outlet, sloped to drain.

(A) A water tank and its inlet and outlet must be sloped to drain.

(B) A water tank inlet must be positioned so that it is protected from contaminants such as waste discharge, road dust, oil, or grease.

(6) Hose, construction and identification. A hose used for conveying drinking water from a water tank must be:

(A) Safe;^P

(B) Durable, corrosion-resistant, and nonabsorbent;

(C) Resistant to pitting, chipping, crazing, scratching, scoring, distortion, and decomposition;

(D) Finished with a smooth interior surface; and

(E) Clearly and durably identified as to its use if not permanently attached.

(c) Numbers and capacities.

(1) Filter, compressed air. A filter that does not pass oil or oil vapors must be installed in the air supply line between the compressor and drinking water system when compressed air is used to pressurize the water tank system. ^P

(2) Protective cover or device. A cap and keeper chain, closed cabinet, closed storage tube, or other approved protective cover or device must be provided for a water inlet, outlet, and hose.

(3) Mobile food establishment tank inlet. A mobile food establishment's water tank inlet must be:

(A) 19.1 mm (three-fourths inch) in inner diameter or less; and

(B) Provided with a hose connection of a size or type that will prevent its use for any other service.

(d) Operation and maintenance.

(1) System flushing and sanitization. A water tank, pump, and hoses must be flushed and sanitized before being placed in service after construction, repair, modification, and periods of nonuse.^P

(2) Using a pump and hoses, backflow prevention. A person must operate a water tank, pump, and hoses so that backflow and other contamination of the water supply are prevented.

(3) Protecting inlet, outlet, and hose fitting. If not in use, a water tank and hose inlet and outlet fitting must be protected using a cover or device as specified under Subsection (c)(2).

(4) Tank, pump, and hoses, dedication.

(A) Except as specified in Subparagraph (B) of this paragraph, a water tank, pump, and hoses used for conveying drinking water must be used for no other purpose.^P

(B) Water tanks, pumps, and hoses approved for liquid foods may be used for conveying drinking water if they are cleaned and sanitized before they are used to convey water.

Sec. 9-48. -Sewage, other liquid waste, and rainwater.

(a) Mobile holding tank.

(1) Capacity and drainage. A sewage holding tank in a mobile food establishment must be:

(A) Sized 15 percent larger in capacity than the water supply tank;
and

(B) Sloped to a drain that is 25 mm (1 inch) in inner diameter or greater, equipped with a shut-off valve.

(b) Retention, drainage, and delivery.

(1) Establishment drainage system. Food establishment drainage systems, including grease traps, that convey sewage must be designed and installed as specified under Section 9-46(b)(1).

(2) Backflow prevention.

(A) Except as specified in Paragraphs (B), (C), and (D) of this paragraph, a direct connection may not exist between the sewage system and a drain originating from equipment in which food, portable equipment, or utensils are placed.^P

(B) Subparagraph (A) of this paragraph does not apply to floor drains that originate in refrigerated spaces that are constructed as an integral part of the building.

(C) If allowed by law, a warewashing machine may have a direct connection between its waste outlet and a floor drain when the machine is located within 1.5 m (5 feet) of a trapped floor drain and the machine outlet is connected to the inlet side of a properly vented floor drain trap.

(D) If allowed by law, a warewashing or culinary sink may have a direct connection.

(3) Grease trap.

(A) Unless a facility sells only prepackaged food, grease traps are required at new food establishments, existing food establishments, and food establishments that change ownership.^P

(B) Grease traps must be:

(i) adequately sized by a professional engineer, master plumber, or architect;^P

(ii) installed and maintained in accordance with the Plumbing Code and the City of Plano Liquid Waste Management ordinance;^P

(iii) located outside of the food preparation, food storage, and warewashing areas of the establishment;^{Pf} and

(iv) easily accessible for cleaning.

(4) Conveying sewage. Sewage must be conveyed to the point of disposal through an approved sanitary sewage system or other system, including use of sewage transport vehicles, waste retention tanks, pumps, pipes, hoses, and connections that are constructed, maintained, and operated according to law.^P

(5) Removing mobile food establishment wastes. Sewage and other liquid wastes must be removed from a mobile food establishment at an approved waste servicing area or by a sewage transport vehicle in such a way that a public health hazard or nuisance is not created.^{Pf}

(6) Flushing a waste retention tank. A tank for liquid waste retention must be thoroughly flushed and drained in a sanitary manner during the servicing operation.

(c) Disposal facility.

(1) Approved sewage disposal system. Sewage must be disposed through an approved facility that is:

(A) A public sewage treatment plant;^P or

(B) An individual sewage disposal system that is sized, constructed, maintained, and operated according to law.^P

(2) Other liquid wastes and rainwater. Condensate drainage and other non-sewage liquids and rainwater must be drained from point of discharge to disposal according to law.

Sec. 9-49. -Refuse, recyclables, and returnables.

(a) Facilities on the premises.

(1) Indoor storage area. If located within the food establishment, a storage area for refuse, recyclables, and returnables must meet the requirements specified under Sections 9-50(a)(1), 9-51(a)(1) – (7), 9-51(b)(5), and 9-51(b)(6).

(2) Outdoor storage surface. An outdoor storage surface for refuse, recyclables, and returnables must be constructed of nonabsorbent material such as concrete or asphalt and must be smooth, durable, and sloped to drain.

(3) Outdoor enclosure. If used, an outdoor enclosure for refuse, recyclables, and returnables must be constructed of durable and cleanable materials.

(4) Receptacles.

(A) Except as specified in Subparagraph (B) of this paragraph, receptacles and waste handling units for refuse, recyclables, and returnables and for use with materials containing food residue must be durable, cleanable, insect-and rodent-resistant, leakproof, and nonabsorbent.

(B) Plastic bags and wet strength paper bags may be used to line receptacles for storage inside the food establishment, or within closed outside receptacles.

(5) Receptacles in vending machines. Except for a receptacle for beverage bottle crown closures, a refuse receptacle may not be located within a vending machine.

(6) Outside receptacles.

(A) Receptacles and waste handling units for refuse, recyclables, and returnables used with materials containing food residue and used outside the food establishment must be designed and constructed to have tight-fitting lids, doors, or covers.

(B) Receptacles and waste handling units for refuse and recyclables such as an on-site compactor must be installed so that accumulation of debris and insect and rodent attraction and harborage are minimized and effective cleaning is facilitated around and, if the unit is not installed flush with the base pad, under the unit.

(7) Storage areas, rooms, and receptacles, capacity and availability.

(A) An inside storage room and area and outside storage area and enclosure, and receptacles must be of sufficient capacity to hold refuse, recyclables, and returnables that accumulate.

(B) A receptacle must be provided in each area of the food establishment or premises where refuse is generated or commonly discarded, or where recyclables or returnables are placed.

(C) If disposable towels are used at handwashing lavatories, a waste receptacle must be located at each lavatory or group of adjacent lavatories.

(8) Toilet room receptacle, covered. A toilet room used by females must be provided with a covered receptacle for sanitary napkins.

(9) Cleaning implements and supplies.

(A) Except as specified in Subparagraph (B) of this paragraph, suitable cleaning implements and supplies such as high pressure pumps, hot water, steam, and detergent must be provided as necessary for effective cleaning of receptacles and waste handling units for refuse, recyclables, and returnables.

(B) If approved, off-premises-based cleaning services may be used if on-premises cleaning implements and supplies are not provided.

(10) Storage areas, redeeming machines, receptacles and waste handling units, location.

(A) An area designated for refuse, recyclables, returnables, and, except as specified in Subparagraph (B) of this paragraph, a redeeming machine for recyclables or returnables must be located so that it is separate from food, equipment, utensils, linens, and single-service and single-use articles and a public health hazard or nuisance is not created.

(B) A redeeming machine may be located in the packaged food storage area or consumer area of a food establishment if food, equipment, utensils, linens, and single-service and single-use articles are not subject to contamination from the machines and a public health hazard or nuisance is not created.

(C) The location of receptacles and waste handling units for refuse, recyclables, and returnables may not create a public health hazard or nuisance or interfere with the cleaning of adjacent space.

(11) Storing refuse, recyclables, and returnables. Refuse, recyclables, and returnables must be stored in receptacles or waste handling units so that they are inaccessible to insects and rodents.

(12) Areas, enclosures, and receptacles, good repair. Storage areas, enclosures, and receptacles for refuse, recyclables, and returnables must be maintained in good repair.

(13) Outside storage prohibitions.

(A) Except as specified in Subparagraph (B) of this paragraph, refuse receptacles not meeting the requirements specified under Subparagraph (14)(A) such as receptacles that are not rodent-resistant, unprotected plastic bags and paper bags, or baled units that contain materials with food residue may not be stored outside.

(B) Cardboard or other packaging material that does not contain food residues and that is awaiting regularly scheduled delivery to a recycling or disposal site may be stored outside without being in a covered receptacle if it is stored so that it does not create a rodent harborage problem.

(14) Covering receptacles. Receptacles and waste handling units for refuse, recyclables, and returnables must be kept covered:

(A) Inside the food establishment if the receptacles and units:

(1) Contain food residue and are not in continuous use; or

(2) After they are filled; and

(B) With tight-fitting lids or doors if kept outside the food establishment.

(15) Using drain plugs. Drains in receptacles and waste handling units for refuse, recyclables, and returnables must have drain plugs in place.

(16) Maintaining refuse areas and enclosures. A storage area and enclosure for refuse, recyclables, or returnables must be maintained free of unnecessary items, as specified under Section 9-54(a)(4), and clean.

(17) Cleaning receptacles.

(A) Receptacles and waste handling units for refuse, recyclables, and returnables must be thoroughly cleaned in a way that does not contaminate food, equipment, utensils, linens, or single-service and single-use articles, and waste water must be disposed of as specified under Section 9-48(b)(4).

(B) Soiled receptacles and waste handling units for refuse, recyclables, and returnables must be cleaned at a frequency necessary to prevent them from developing a buildup of soil or becoming attractants for insects and rodents.

(b) Removal.

(1) Frequency. Refuse, recyclables, and returnables must be removed from the premises at a frequency that will minimize the development of objectionable odors and other conditions that attract or harbor insects and rodents.

(2) Receptacles or vehicles. Refuse, recyclables, and returnables must be removed from the premises by way of:

(A) Portable receptacles that are constructed and maintained according to law; or

(B) A transport vehicle that is constructed, maintained, and operated according to law.

(c) Facilities for disposal and recycling.

(1) Community or individual facility. Solid waste not disposed of through the sewage system such as through grinders and pulpers must be recycled or disposed of in an approved public or private community recycling or refuse facility; or solid waste must be disposed of in an individual refuse facility such as a landfill or incinerator which is sized, constructed, maintained, and operated according to law.

ARTICLE VI. PHYSICAL FACILITIES

Sec. 9-50. -Materials for construction and repair.

(a) Indoor areas.

(1) Surface characteristics.

(A) Except as specified in Subparagraph (B) of this paragraph, materials for indoor floor, wall, and ceiling surfaces under conditions of normal use must be:

(i) smooth, durable, and easily cleanable for areas where food establishment operations are conducted;

(ii) Closely woven and easily cleanable carpet for carpeted areas; and

(iii) Nonabsorbent for areas subject to moisture such as food preparation areas, walk-in refrigerators, warewashing areas, toilet rooms, mobile food establishment servicing areas, and areas subject to flushing or spray cleaning methods.

(B) Floors and floor coverings.

(i) Floors and floor coverings of all food preparation, food service, food storage, warewashing areas, walk-in refrigeration units, dressing rooms, locker rooms, and toilet rooms must be commercial grade, durable, smooth, non-absorbent, and easy to clean.

(ii) Floors must be coved at the juncture of the floor and wall, and toe kick/floor junctures, with a 3/8-inch-minimum radius coving which must extend up the wall at least four (4) inches in all areas except for dry storage or areas not subject to splash.

(iii) Grout between tiles must be sealed so it is water resistant.

(iv) Except as provided in Subparagraph (B)(v), prohibited floors and floor coverings in areas identified in Subparagraph (B)(i) include, but are not limited to cardboard, sawdust, wood shavings, peanut hulls, sheet vinyl, marble, and sealed or unsealed concrete.

(v) Commercial grade sheet vinyl:

(aa) may be used only in a dry storage area;

(bb) may not have felt backing;

(cc) must be at least 0.080-inches thick, with heat-welded seams;

(dd) must be properly installed in accordance with manufacturer's specifications;

(ee) must include a cove backing (cove stick) at the wall/floor and toe kick/floor junctures; and

(ff) must be approved by the regulatory authority.

(C) Brick and/or rock, whether sealed or unsealed, may not be used as a floor or wall covering in any area specified in Subparagraph (B)(i) of this paragraph.

(D) In a temporary food establishment:

(i) If graded to drain, a floor may be concrete, machine-laid asphalt, or dirt or gravel if it is covered with mats, removable platforms, duckboards, or other approved materials that are effectively treated to control dust and mud; and

(ii) Walls and ceilings may be constructed of a material that protects the interior from the weather and windblown dust and debris.

(b) Outdoor areas.

(1) Surface characteristics.

(A) The outdoor walking and driving areas must be surfaced with concrete, asphalt, or gravel or other materials that have been effectively treated to minimize dust, facilitate maintenance, and prevent muddy conditions.

(B) Exterior surfaces of buildings and mobile food establishments must be of weather-resistant materials and must comply with law.

(C) Outdoor storage areas for refuse, recyclables, or returnables must be of materials specified under Sections 9-49(a)(2) and 9-49(a)(3).

Sec. 9-51. -Design, construction, and installation.

(a) Cleanability.

(1) Floors, walls, and ceilings. Except as specified under § 6-201.14 and except for anti-slip floor coverings or applications that may be used for safety reasons, floors, floor coverings, walls, wall coverings, and ceilings must be designed, constructed, and installed so they are smooth and easily cleanable.

(2) Floors, walls, and ceilings, utility lines.

(A) Utility service lines and pipes may not be unnecessarily exposed.

(B) Exposed utility service lines and pipes must be installed so they do not obstruct or prevent cleaning of the floors, walls, or ceilings.

(C) Exposed horizontal utility service lines and pipes may not be installed on the floor.

(3) Floor and wall junctures, coved, and enclosed or sealed.

(A) In food establishments in which cleaning methods other than water flushing are used for cleaning floors, the floor and wall junctures must be coved and closed to no larger than 1 mm (one thirty-second inch).

(B) The floors in food establishments using water flush cleaning methods, or that receive discharges of water or other fluid waste from equipment, must have trapped floor drains graded to drain, and the floor and wall junctures must be coved and sealed.

(4) Floor carpeting, restrictions and installation.

(A) A floor covering such as carpeting or similar material may not be installed as a floor covering in food preparation areas, walk-in refrigerators, warewashing areas, toilet room areas where handwashing lavatories, toilets, and urinals are located, refuse storage rooms, or other areas where the floor is subject to moisture, flushing, or spray cleaning methods.

(B) If carpeting is installed as a floor covering in areas other than those specified under Paragraph (4)(A), it must be:

(i) Securely attached to the floor with a durable mastic, by using a stretch and tack method, or by another method; and

(ii) Installed tightly against the wall under the coving or installed away from the wall with a space between the carpet and the wall and with the edges of the carpet secured by metal stripping or some other means.

(5) Floor covering, mats and duckboards.

(A) Mats and duckboards must be designed to be removable and easily cleanable.

(B) Duckboards may not be used as storage racks.

(6) Wall and ceiling coverings and coatings.

(A) Wall and ceiling covering materials must be attached so that they are easily cleanable.

(B) Concrete, porous blocks, or brick must not be used for indoor wall construction in food preparation, food service, food storage, warewashing areas, walk-in refrigeration units, dressing rooms, locker rooms, or toilet rooms.

(C) All food preparation, food service, food storage, warewashing areas, walk-in refrigeration units, dressing rooms, locker rooms, and toilet rooms in a food establishment must:

(i) be covered with durable waterproof materials;

(ii) be light in color; and

(iii) use waterproof materials extending from the top of the coved base (wall/floor or toe-kick/floor junctures) to at least three (3) feet above the backsplash.

(D) Walls including non-supporting partitions, wall covering and ceilings of the walk-in refrigeration units, dry storage areas, food preparation areas, equipment and utensil washing areas, toilet rooms and vestibules must be light in color or meet the requirements and approval of the regulatory authority.

(E) Darker-colored coverings for the items listed in Subparagraph (D) of this paragraph may require additional lighting, as specified in Section 9-52(c)(1), or meet the requirements set by the regulatory authority, to allow cleaning of the surface.

(7) Walls and ceilings, attachments.

(A) Except as specified in Subparagraph (B) of this paragraph, attachments to walls and ceilings such as light fixtures, mechanical room ventilation system components, vent covers, wall mounted fans, decorative items, and other attachments must be easily cleanable.

(B) In a consumer area, wall and ceiling surfaces and decorative items and attachments that are provided for ambiance need not meet this requirement if they are kept clean.

(C) Except for temporary food establishments, studs, joists, and rafters may not be exposed in areas subject to moisture.

(b) Functionality.

(1) Light bulbs, protective shielding.

(A) Except as specified in Subparagraph (B) of this paragraph, light bulbs must be shielded, coated, or otherwise shatter-resistant in areas where there is exposed food; clean equipment, utensils, and linens; or unwrapped single-service and single-use articles.

(B) Shielded, coated, or otherwise shatter-resistant bulbs need not be used in areas used only for storing food in unopened packages, if:

(i) The integrity of the packages cannot be affected by broken glass falling onto them;

(ii) The packages are capable of being cleaned of debris from broken bulbs before the packages are opened; and

(iii) LED lighting is used.

(C) An infrared or other heat lamp must be protected against breakage by a shield surrounding and extending beyond the bulb so that only the face of the bulb is exposed.

(2) Heating, ventilating, air conditioning system vents. Heating, ventilating, and air conditioning systems must be designed and installed so that make-up air intake and exhaust vents do not cause contamination of food, food-contact surfaces, equipment, or utensils.

(3) Insect control devices, design and installation.

(A) Insect control devices that are used to electrocute or stun flying insects must be designed to retain the insect within the device.

(B) Insect control devices must be installed so that:

(1) The devices are not located over a food preparation area; and

(2) Dead insects and insect fragments are prevented from being impelled onto or falling on exposed food; clean equipment, utensils, and linens; and unwrapped single-service and single-use articles.

(4) Toilet rooms, enclosed. Except where a toilet room is located outside a food establishment and does not open directly into the food establishment such as a toilet room that is provided by the management of a shopping mall, a toilet room located

on the premises must be completely enclosed and provided with a tight-fitting and self-closing door.

(5) Outer openings, protected.

(A) Except as specified in Subparagraphs (B), (C), and (E) and under Subparagraph (D) of this paragraph, outer openings of a food establishment must be protected against the entry of insects and rodents by:

- (1) Filling or closing holes and other gaps along floors, walls, and ceilings;
- (2) Closed, tight-fitting windows; and
- (3) Solid, self-closing, tight-fitting doors.

(B) Subparagraph (A) of this paragraph does not apply if a food establishment opens into a larger structure, such as a mall, airport, or office building, or into an attached structure, such as a porch, and the outer openings from the larger or attached structure are protected against the entry of insects and rodents.

(C) Exterior doors used as exits need not be self-closing if they are:

- (1) Solid and tight-fitting;
- (2) Designated for use only when an emergency exists, by the fire protection authority that has jurisdiction over the food establishment; and
- (3) Limited-use so they are not used for entrance or exit from the building for purposes other than the designated emergency exit use.

(D) Except as specified in Subparagraphs (B) and (E) of this paragraph, if the windows or doors of a food establishment, or of a larger structure within which a food establishment is located, are kept open for ventilation or other purposes or a temporary food establishment is not provided with windows and doors as specified under Subparagraph (A) of this paragraph, the openings must be protected against the entry of insects and rodents by:

- (1) 16 mesh to 25.4 mm (16 mesh to 1 inch) screens;
- (2) Properly designed and installed air curtains to control flying insects; or
- (3) Other effective means as approved by the Department.

(E) If approved by the Department, Subparagraph (D) of this paragraph does not apply if flying insects and other pests are absent due to the location of the establishment, the weather, or other limiting condition.

(6) Exterior walls and roofs, protective barrier. Perimeter walls and roofs of a food establishment must effectively protect the establishment from the weather and the entry of insects, rodents, and other animals.

(7) Outdoor food vending areas, overhead protection. Except for machines that vend canned beverages, if located outside, a machine used to vend food must be provided with overhead protection.

(8) Outdoor servicing areas, overhead protection. Except for areas used only for the loading of water or the discharge of sewage and other liquid waste, through the use of a closed system of hoses, servicing areas must be provided with overhead protection.

(9) Outdoor walking and driving surfaces, graded to drain. Exterior walking and driving surfaces must be graded to drain.

(10) Outdoor refuse areas, curbed and graded to drain.

(A) Outdoor refuse areas must be constructed in accordance with all local law, state, and federal laws and must be curbed and graded to drain to collect and dispose of liquid waste that results from the refuse and from cleaning the area and waste receptacles.

(B) It shall be an offense for an outdoor refuse area to drain to a storm drain.^P

(11) Private homes and living or sleeping quarters, use prohibition. A private home, a room used as living or sleeping quarters, or an area directly opening into a room used as living or sleeping quarters may not be used for conducting food establishment operations.^P

(12) Living or sleeping quarters, separation. Living or sleeping quarters located on the premises of a food establishment such as those provided for lodging registration clerks or resident managers must be separated from rooms and areas used for food establishment operations by complete partitioning and solid self-closing doors.

Sec. 9-52. -Numbers and capacities.

(a) Handwashing sinks.

(1) Minimum number. Handwashing sinks must be provided as specified under Section 9-52(a).

(2) Handwashing cleanser, availability. Each handwashing sink or group of two (2) adjacent handwashing sinks must be provided with a supply of hand cleaning liquid in a dispenser. ^{Pf}

(3) Hand drying provision.

(A) Each handwashing sink or group of adjacent handwashing sinks must be provided with:

(i) Individual, disposable towels in a dispensing unit; ^{Pf} or

(ii) A hand drying device that is air-heated or employs an air-knife system that delivers high velocity, pressurized air at ambient temperatures as provided in this paragraph. ^{Pf}

(B) Toilet rooms without paper towels from a dispensing unit must provide a kick plate or foot pull to avoid recontamination of hands when exiting the restroom facilities, except where the toilet room door swings outward or is exempted as provided in Section 9-51(b)(4). ^{Pf}

(C) No forced air dryers are allowed in food preparation areas. ^{Pf}

(4) Handwashing aids and devices, use restrictions. A sink used for food preparation or utensil washing, or a service sink or curbed cleaning facility used for the disposal of mop water or similar wastes, may not be provided with the handwashing aids and devices required for a handwashing sink as specified under Subsection(a)(2) and (a)(3) of this section and Section 9-49(a)(7)(C).

(5) Handwashing signage. A sign or poster that notifies food employees to wash their hands must be provided at all handwashing sinks used by food employees and must be clearly visible to food employees.

(6) Disposable towels, waste receptacle. A handwashing sink or group of adjacent handwashing sinks that is provided with disposable towels must be provided with a waste receptacle as specified under Section 9-49(a)(7)(C). Waste receptacles shall be located within easy access of the restroom door. ^{Pf}

(b) Toilets and urinals.

(1) Minimum number. Toilets and urinals must be provided as specified under Section 9-46(c)(2).

(2) Toilet tissue, availability. A supply of toilet tissue must be available in a dispenser at each toilet. ^{Pf}

(c) Lighting.

(1) Intensity. The light intensity must be:

(A) At least 108 lux (10 foot candles) at a distance of 75 cm (30 inches) above the floor, in walk-in refrigeration units and dry food storage areas and in other areas and rooms during periods of cleaning;

(B) At least 215 lux (20 foot candles):

(1) At a surface where food is provided for consumer self-service such as buffets and salad bars or where fresh produce or packaged foods are sold or offered for consumption,

(2) Inside equipment such as reach-in and under-counter refrigerators, and

(3) At a distance of 75 cm (30 inches) above the floor in areas used for handwashing, warewashing, and equipment and utensil storage, and in toilet rooms; and

(C) At least 540 lux (50 foot candles) at a surface where a food employee is working with food or working with utensils or equipment such as knives, slicers, grinders, or saws where employee safety is a factor.

(d) Ventilation.

(1) Mechanical.

(A) If necessary to keep rooms free of excessive heat, steam, condensation, vapors, obnoxious odors, smoke, and fumes, mechanical ventilation of sufficient capacity must be provided.

(B) All ventilation areas which involve cooking, grilling, baking, and frying must meet requirements as set forth by applicable codes, including, but not limited to, Fire Code, Mechanical Code, Electric Code, and Plumbing Code.

(e) Dressing areas and lockers.

(1) Designation.

(A) Dressing rooms or dressing areas must be designated if employees routinely change their clothes in the establishment.

(B) Lockers or other suitable facilities must be provided for the orderly storage of employees' clothing and other possessions.

(f) Service sinks.

(1) Availability. A service sink or curbed cleaning facility must be provided as specified under Section 9-46(c)(3)(A).

Sec. 9-53. -Location and placement.

(a) Handwashing sinks.

(1) Conveniently located. Handwashing sinks must be conveniently located as specified under Section 9-46(d)(1).

(b) Toilet rooms.

(1) Convenience and accessibility. Toilet rooms must be conveniently located and accessible to employees during all hours of operation.

(c) Employee accommodations.

(1) Designated areas.

(A) Areas designated for employees to eat, drink, and use tobacco products must be located so that food, equipment, linens, and single-service and single-use articles are protected from contamination.

(B) Lockers or other suitable facilities must be located in a designated room or area where contamination of food, equipment, utensils, linens, and single-service and single-use articles cannot occur.

(d) Distressed merchandise.

(1) Segregation and location. Products that are held by the permit holder for credit, redemption, or return to the distributor, such as damaged, spoiled, or recalled products, must be segregated and held in designated areas that are separated from food, equipment, utensils, linens, and single-service and single-use articles.^{Pf}

(e) Refuse, recyclables, and returnables.

(1) Receptacles, waste handling units, and designated storage areas. Units, receptacles, and areas designated for storage of refuse and recyclable and returnable containers must be located as specified under Section 9-49(a)(10).

Sec. 9-54. -Maintenance and operation; premises.

(a) Premises, structures, attachments, and fixtures – methods.

(1) Repairing. Physical facilities must be maintained in good repair.

(2) Cleaning, frequency, and restrictions.

(A) Physical facilities must be cleaned as often as necessary to keep them clean.

(B) Except for cleaning that is necessary due to a spill or other accident, cleaning must be done during periods when the least amount of food is exposed such as after closing.

(C) Physical facilities, equipment, and utensils must be cleaned before the facility is left unoccupied.

(3) Cleaning floors, dustless methods.

(A) Except as specified in Subparagraph (B) of this paragraph, only dustless methods of cleaning must be used, such as wet cleaning, vacuum cleaning, mopping with treated dust mops, or sweeping using a broom and dust-arresting compounds.

(B) Spills or drippage on floors that occur between normal floor cleaning times may be cleaned:

(i) Without the use of dust-arresting compounds; and

(ii) In the case of liquid spills or drippage, with the use of a small amount of absorbent compound such as sawdust or diatomaceous earth applied immediately before spot cleaning.

(4) Cleaning ventilation systems, nuisance and discharge prohibition.

(A) Intake and exhaust air ducts must be cleaned and filters changed so they are not a source of contamination by dust, dirt, and other materials.

(B) If vented to the outside, ventilation systems may not create a public health hazard or nuisance or unlawful discharge.

(5) Cleaning maintenance tools, preventing contamination. Food preparation sinks, handwashing sinks, and warewashing equipment may not be used for the cleaning of maintenance tools, the preparation or holding of maintenance materials, or the disposal of mop water and similar liquid wastes. ^{Pf}

(6) Drying Mops. After use, mops must be placed in a position that allows them to air-dry without soiling walls, equipment, or supplies.

(7) Absorbent materials on floors, use limitation. Except as specified in Subparagraph (3)(B), sawdust, wood shavings, granular salt, baked clay, diatomaceous earth, or similar materials may not be used on floors.

(8) Cleaning of plumbing fixtures. Plumbing fixtures such as handwashing sinks, toilets, and urinals must be cleaned as often as necessary to keep them clean.

(9) Closing toilet room doors. Except during cleaning and maintenance operations, toilet room doors as specified under Section 9-51(b)(4) must be kept closed.

(10) Using dressing rooms and lockers.

(A) Dressing rooms must be used by employees if the employees regularly change their clothes in the establishment.

(B) Lockers or other suitable facilities must be used for the orderly storage of employee clothing and other possessions.

(11) Controlling pests. The premises must be maintained free of insects, rodents, and other pests. the presence of insects, rodents, and other pests must be controlled to eliminate their presence on the premises by:

(A) Routinely inspecting incoming shipments of food and supplies;

(B) Routinely inspecting the premises for evidence of pests;

(C) Using methods, if pests are found, such as trapping devices or other means of pest control as specified under Sections 9-56(b)(2), 9-56(f)(2), and 9-56(f)(2); ^{Pf} and

(D) Eliminating harborage conditions.

(12) Removing dead or trapped birds, insects, rodents, and other pests. Dead or trapped birds, insects, rodents, and other pests must be removed from control devices and the premises at a frequency that prevents their accumulation, decomposition, or the attraction of pests.

(13) Storing maintenance tools. Maintenance tools such as brooms, mops, vacuum cleaners, and similar items must be:

(A) Stored so they do not contaminate food, equipment, utensils, linens, and single-service and single-use articles; and

(B) Stored in an orderly manner that facilitates cleaning the area used for storing the maintenance tools.

(14) Maintaining premises, unnecessary items and litter. The premises must be free of:

(A) Items that are unnecessary to the operation or maintenance of the establishment such as equipment that is nonfunctional or no longer used; and

(B) Litter.

(15) Prohibiting animals.

(A) Except as specified in Subparagraphs (B), (C), and (D) of this paragraph, live animals may not be allowed on the premises of a food establishment.^{Pf}

(B) Live animals may be allowed in the following situations if the contamination of food; clean equipment, utensils, and linens; and unwrapped single-service and single-use articles cannot result:

(i) Edible fish or decorative fish in aquariums, shellfish or crustacea on ice or under refrigeration, and shellfish and crustacea in display tank systems;

(ii) Patrol dogs accompanying police or security officers in offices and dining, sales, and storage areas, and sentry dogs running loose in outside fenced areas;

(iii) In areas that are not used for food preparation and that are usually open for customers, such as dining and sales areas, service animals that are controlled by the disabled employee or person, if a health or safety hazard will not result from the presence or activities of the service animal;

(iv) Pets in the common dining areas of institutional care facilities such as nursing homes, assisted living facilities, group homes, or residential care facilities at times other than during meals if:

(aa) Effective partitioning and self-closing doors separate the common dining areas from food storage or food preparation areas,

(bb) Condiments, equipment, and utensils are stored in enclosed cabinets or removed from the common dining areas when pets are present, and

(cc) Dining areas including tables, countertops, and similar surfaces are effectively cleaned before the next meal service; and

(v) In areas that are not used for food preparation, storage, sales, display, or dining, in which there are caged animals or animals that are similarly confined, such as in a variety store that sells pets or a tourist park that displays animals.

(C) Live or dead fish bait may be stored if contamination of food; clean equipment, utensils, and linens; and unwrapped single-service and single-use articles cannot result.

(D) Dogs may be allowed in outdoor dining areas of a food establishment if:

(i) the establishment posts a sign in a conspicuous location in the area stating that dogs are allowed;

(ii) the customer and dog access the area directly from the exterior of the establishment;

(iii) the dog does not enter the interior of the establishment;

(iv) the customer keeps the dog on a leash and controls the dog;

(v) the customer does not allow the dog on a seat, table, countertop, or similar surface; and

(vi) in the area, the establishment does not:

(aa) prepare food; or

(bb) permit open food other than food that is being served to a customer; and

(vii) the requirements specified in this subparagraph do not apply to service animals or service animals in training.

ARTICLE VII. POISONOUS OR TOXIC MATERIALS

Sec. 9-55. -Labeling and identification.

(a) Original containers.

(1) Identifying information, prominence. Containers of poisonous or toxic materials and personal care items must bear a legible manufacturer's label.^{Pf}

(b) Working containers.

(1) Common name. Working containers used for storing poisonous or toxic materials such as cleaners and sanitizers taken from bulk supplies must be clearly and individually identified with the common name of the material. ^{Pf}

Sec. 9-56. -Operational supplies and applications.

(a) Storage.

(1) Separation. Poisonous or toxic materials must be stored so they cannot contaminate food, equipment, utensils, linens, and single-service and single-use articles by:

(A) Separating the poisonous or toxic materials by spacing or partitioning; ^P and

(B) Locating the poisonous or toxic materials in an area that is not above food, equipment, utensils, linens, and single-service or single-use articles. this paragraph does not apply to equipment and utensil cleaners and sanitizers that are stored in warewashing areas for availability and convenience if the materials are stored to prevent contamination of food, equipment, utensils, linens, and single-service and single-use articles. ^P

(b) Presence and use.

(1) Restriction.

(A) Only those poisonous or toxic materials that are required for the operation and maintenance of a food establishment, such as for the cleaning and sanitizing of equipment and utensils and the control of insects and rodents, may be allowed in a food establishment.

(B) Subparagraph (A) of this paragraph does not apply to packaged poisonous or toxic materials that are for retail sale.

(2) Conditions of use. Poisonous or toxic materials must be:

(A) Used according to:

(i) Law and this Code,

(ii) Manufacturer's use directions included in labeling, and, for a pesticide, manufacturer's label instructions that state that use is allowed in a food establishment, ^P

(iii) The conditions of certification, if certification is required, for use of the pest control materials, ^P and

Department; and (iv) Additional conditions that may be established by the

(B) Applied so that:

(i) A hazard to employees or other persons is not constituted,^P and

(ii) contamination including toxic residues due to drip, drain, fog, splash or spray on food, equipment, utensils, linens, and single-service and single-use articles is prevented, and this is achieved by^P:

(aa) Removing the items,^P

or (bb) Covering the items with impermeable covers,^P

and (cc) Taking other appropriate preventive actions,^P

(dd) Cleaning and sanitizing equipment and utensils after the application.^P

(C) A restricted use pesticide may be applied only by an applicator certified as defined in 7 USC 136 Definitions, (e) Certified Applicator, of the Federal Insecticide, Fungicide, and Rodenticide Act, or a person under the direct supervision of a certified applicator.^{Pf}

(c) Container prohibitions.

(1) Poisonous or toxic material containers. A container previously used to store poisonous or toxic materials may not be used to store, transport, or dispense food, equipment, utensils, linens, single-service or single-use articles.^P

(d) Chemicals.

(1) Sanitizers, criteria. Chemical sanitizers, including chemical sanitizing solutions generated on-site, and other chemical antimicrobials applied to food-contact surfaces must:

(A) Meet the requirements specified in 40 CFR 180.940 Tolerance exemptions for active and inert ingredients for use in antimicrobial formulations (Food-contact surface sanitizing solutions),^P or

(B) Meet the requirements as specified in 40 CFR 180.2020 Pesticide Chemicals Not Requiring a Tolerance or Exemption from Tolerance-Non-food determinations.^P

(2) Chemicals for washing, treatment, storage and processing fruits and vegetables, criteria. Chemicals, including those generated on-site, used to wash or peel raw, whole fruits and vegetables or used in the treatment, storage, and processing of fruits and vegetables must:

(A) Be an approved food additive listed for this intended use in 21 CFR 173,^P or

(B) Be generally recognized as safe (GRAS) for this intended use,^P or

(C) Be the subject of an effective food contact notification for this intended use (only effective for the manufacturer or supplier identified in the notification),^P and

(D) Meet the requirements in 40 CFR 156 Labeling Requirements for Pesticide and Devices.^P

(3) Boiler water additives, criteria. Chemicals used as boiler water additives must meet the requirements specified in 21 CFR 173.310 Boiler water additives.^P

(4) Drying agents, criteria. Drying agents used in conjunction with sanitization must:

(A) Contain only components that are listed as one of the following:

(i) Generally recognized as safe for use in food as specified in 21 CFR 182 - Substances Generally Recognized as Safe, or 21 CFR 184 - Direct Food Substances Affirmed as Generally Recognized as Safe,^P

(ii) Generally recognized as safe for the intended use as specified in 21 CFR 186 - Indirect Food Substances Affirmed as Generally Recognized as Safe,^P

(iii) Generally recognized as safe for the intended use as determined by experts qualified in scientific training and experience to evaluate the safety of substances added, directly or indirectly, to food as described in 21 CFR 170.30 Eligibility for classification as generally recognized as safe (GRAS),^P

(iv) Subject of an effective Food Contact Notification as described in the Federal Food Drug and Cosmetic Act (FFDCA) Section 409(h),^P

(v) Approved for use as a drying agent under a prior sanction as described in the Federal Food Drug and Cosmetic Act (FFDCA) § 201(s)(4);^P

(vi) Specifically regulated as an indirect food additive for use as a drying agent as specified in 21 CFR Parts 174 - 178,^P or

(vii) Approved for use as a drying agent under the threshold of regulation process established by 21 CFR 170.39 Threshold of regulation for substances used in food-contact articles;^P and

(B) When sanitization is with chemicals, the approval required under Subparagraphs (A)(v) or (A)(vii) of this paragraph or the regulation as an indirect food additive required under Subparagraph (A)(vi) of this paragraph, must be specifically for use with chemical sanitizing solutions.^P

(e) Lubricants.

(1) Incidental food contact, criteria. Lubricants must meet the requirements specified in 21 CFR 178.3570 Lubricants with incidental food contact, if they are used on food-contact surfaces, on bearings and gears located on or within food-contact surfaces, or on bearings and gears that are located so that lubricants may leak, drip, or be forced into food or onto food-contact surfaces.^P

(f) Pesticides.

(1) Restricted use pesticides, criteria. Restricted use pesticides specified under Subsection (b)(2)(C) of this section must meet the requirements specified in 40 CFR 152 Subpart I Classification of Pesticides.^P

(2) Rodent bait stations. Rodent bait must be contained in a covered, tamper-resistant bait station.^P

(3) Tracking powders, pest control and monitoring.

(A) Except as specified in Subparagraph (B) of this paragraph, a tracking powder pesticide may not be used in a food establishment.^P

(B) If used, a nontoxic tracking powder such as talcum or flour may not contaminate food, equipment, utensils, linens, and single-service and single-use articles.

(g) Medicines.

(1) Restriction and storage.

(A) Except for medicines that are stored or displayed for retail sale, only those medicines that are necessary for the health of employees must be allowed in a food establishment. ^{Pf}

(B) Medicines that are in a food establishment for the employees' use must be labeled as specified under Section 9-55(a)(1) and located to prevent the contamination of food, equipment, utensils, linens, and single-service and single-use articles. ^P

(2) Refrigerated medicines, storage. Medicines belonging to employees or to children in a day care center that require refrigeration and are stored in a food refrigerator must be:

(A) Stored in a package or container and kept inside a covered, leakproof container that is identified as a container for the storage of medicines; ^P and

(B) Located so they are inaccessible to children. ^P

(h) First aid supplies.

(1) Availability. A first aid kit must be provided in all food establishments.

(2) Storage. First aid supplies that are in a food establishment for the employees' use must be:

(A) Labeled as specified under Section 9-55(a)(1); ^{Pf} and

(B) Stored in a kit or a container that is located to prevent the contamination of food, equipment, utensils, and linens, and single-service and single-use articles. ^P

(i) Other personal care items.

(1) Storage. Except as specified under Subsections (g)(2) and (h)(2) of this section, employees must store their personal care items in facilities as specified under Section 9-52(e)(1).

Sec. 9-57. -Stock and retail sale.

(a) Storage and display.

(1) Separation. Poisonous or toxic materials must be stored and displayed for retail sale so they cannot contaminate food, equipment, utensils, linens, and single-service and single-use articles by:

(A) Separating the poisonous or toxic materials by spacing or partitioning;^P and

(B) Locating the poisonous or toxic materials in an area that is not above food, equipment, utensils, linens, and single-service or single-use articles.^P

ARTICLE VIII. REQUIREMENTS APPLICABLE TO CERTAIN ESTABLISHMENTS

Sec. 9-58. -Mobile food units.

(a) Mobile food unit provisions.

(1) In general. Except as otherwise provided in this paragraph and in Subparagraph (2) of this subsection, the Department:

(A) may impose additional requirements to protect against health hazards related to the conduct of the food establishment as a mobile operation;

(B) may prohibit the sale of some or all time and temperature control for safety foods (TCS foods); and

(C) when no health hazard will result, may waive or modify requirements of this section relating to physical facilities, except those requirements as specified in Paragraphs (7) – (9) and (11)(A)(E) of this subsection, and Sections 9-25 – 9-29.

(2) Mobility.

(A) A mobile food establishment (MFE) must maintain mobility at all times. Examples of items needed to maintain mobility include, but are not limited to, a driver that is authorized and able to move the MFE at the request of the Department, a tow vehicle in the event a MFE is a trailer, no additional food prep or service items to be stored outside (i.e. food prep tables, handwashing sinks, 3 compartment sinks, refrigeration, ice coolers), and for drivable units, the engine must start on its own power at all times.^P

(B) Alterations, removal, attachments, additions, placement or change in, under, or upon a mobile food establishment that would prevent or reduce ready mobility is prohibited.^P

(C) If required by the Department, a mobile food establishment must come, on an annual basis or as often as required, to a location designated by the Department as proof that the mobile food establishment is readily moveable.

(3) Restricted operations. As approved by the Department, an MFE that serves only food that is prepared, packaged in individual servings, transported and stored under conditions meeting the requirements of this article, or beverages that are non-time and temperature control for safety food and are dispensed from covered urns or other protected equipment, need not comply with the requirements of this article, relating to the necessity of water and sewage systems nor to those requirements, relating to the cleaning and sanitization of equipment and utensils if the required equipment for cleaning and sanitization exists at its central preparation facility.

(4) Initial permit inspection process.

(A) A mobile food establishment must go to the location designated by the Department for any permit inspection. ^{Pf}

(B) If a mobile food establishment does not arrive for a scheduled inspection and does not provide a 24-hour notification to the Department, a cancellation fee will be assessed, and must be paid prior to any future issuance of permit.

(C) A mobile food establishment must be totally operable at all times during inspection, including but not limited to, handwash/warewash facilities, refrigeration and wastewater disposal. ^P

(D) A mobile food establishment must provide, upon request during an inspection, the following documentation:

(i) Certified food manager certification. ^P

(ii) A signed and notarized letter of authorization is required to verify facility use if the central preparation facility is not owned by the mobile unit operator. This authorization is required at the time of permit application and at each renewal of the permit. ^{Pf}

(iii) A copy of the most current health inspection of the central preparation facility. The copy of the inspection must be maintained on the mobile unit at all times.

(iv) If the servicing area is not owned by the mobile unit operator, a signed and properly filled out Mobile Food Establishment Central Preparation Facility Log Sheet.

(v) Menu of all food to be sold.

(vi) If a mobile food establishment is operating in one location for more than two (2) consecutive hours, the mobile food establishment operator shall provide a signed and notarized letter from the property/business owner stating that there is a restroom available for mobile food establishment employees to use while they

are selling food on their property. No port-a-potty or other portable toilet may be used to satisfy the requirements of the subparagraph.^{Pf}

(E) Mobile food establishments must identify the vehicle with characters at least four (4) inches high on both exterior sides of the unit stating the name of the mobile food establishment or business.

(6) Single-service articles. A MFE may only provide single service articles for use by the consumer.

(7) Equipment, numbers, and capacities.

(A) Equipment for cooling and heating food, and holding cold and hot food, must be sufficient in number and capacity to provide food temperatures as specified under Article III.^{Pf}

(B) Manual warewashing, sink compartment requirements:

(i) A sink with at least three compartments shall be provided for manually washing, rinsing, and sanitizing equipment and utensils as specified in Section 9-38(a)(2)(A).

(ii) Sink compartments must be large enough to accommodate immersion of the largest equipment and utensils as specified in Section 9-38(a)(2)(c).

(C) At least one handwashing sink must be available for convenient use by employees and properly provisioned in accordance with Sections 9-52(a)(2) and (3).

(8) Compliance with Code. In addition to the requirements found in this article, Mobile Food Establishment must comply with all applicable sections of the Code.^P

(9) Mobile food establishment water and wastewater systems.

(A) An MFE drinking water tank must meet the requirements of Section 9-47(c)(3).

(i) Fill hose and water holding tank must be labeled as "Potable Water."

(ii) Drinking water in an MFE holding tank must be tested for contamination by sampling upon request by the Department.^P

(B) Liquid waste generated from the operation of a MFE must be stored in a permanently installed retention tank.^{Pf} A leak-proof sewage holding tank in an MFE must meet the requirements of Section 9-48(a)(1) for capacity and drainage.^{Pf}

(C) All connections on the vehicle for servicing the MFE waste disposal facilities must be of a different size or type than those used for supplying potable water to the MFE. ^{Pf}

(D) Liquid waste may not be discharged from the retention tank while the MFE is in motion. ^P Flushing a waste retention tank must meet the requirements of Section 9-48(b)(6).

(E) Liquid waste holding tank(s) must be labeled as "waste water." Removing MFE wastes must meet the requirements of Section 9-48(b)(5).

(F) No residential water heater may be used in a mobile food establishment. ^{Pf}

(G) Toilet rooms must be located no more than 100 linear feet from the MFE. The toilet rooms must be accessible to employees during all hours of operation. ^{Pf}

(10) MFE water and wastewater exemption.

(A) A roadside vendor that sells only prepackaged food is exempt from the requirements of this article relating to water and wastewater.

(B) A MFE that sells food requiring no water for operations and no hand contact with food is exempt from the requirements of this chapter relating to water and wastewater if the required cleaning and sanitization equipment exists at its central preparation facility. Chemically treated towelettes for handwashing may be used as specified in Section 9-46(c)(1).

(11) Central preparation facility.

(A) An MFE must operate from a central preparation facility or other fixed food establishment and must report to such location daily for supplies, cleaning, and servicing operations. ^{Pf}

(B) The central preparation facility or other fixed food establishment, used as a base of operation for an MFE, must be constructed and operated in compliance with the requirements of Article IV.

(C) A private residence may not be used as a central preparation facility. ^P

(12) Outdoor servicing area and operations.

(A) An MFE servicing area must include at least overhead protection for any supplying, cleaning, or servicing operation. Those areas used only for the loading of water or the discharge of sewage and other liquid waste, through the use of a closed system of hoses, need not be provided with overhead protection. ^{Pf}

(B) Within the servicing area, the location provided for the flushing and drainage of liquid wastes must be separate from the location provided for potable water servicing and for the loading and unloading of food and related supplies.

(C) A servicing area will not be required where only packaged food is placed on the MFE or where a MFE does not contain waste retention tanks.

(D) The surface of the servicing area must be constructed of a smooth nonabsorbent material, such as concrete or machine-laid asphalt and must be maintained in good repair, kept clean, and be graded to drain.

(E) Potable water servicing equipment must be installed in the servicing area according to the Plumbing Code and must be stored and handled in a way that protects the water and equipment from contamination. ^P

(F) The construction of the walls and ceilings of the servicing area is exempted from the provisions of Section 9-51(a)(1).

(13) Central preparation facility log sheet.

(A) Mobile food establishments must maintain a central preparation facility log sheet with them at all times.

(B) A new central preparation log sheet must be filled out every month.

(C) A mobile food establishment central preparation facility log sheet must include:

- (i) The name of the mobile food unit;
- (ii) The date of service of the mobile food unit;
- (iii) The time of arrival to the central preparation facility;
- (iv) The time of departure from the central preparation facility; and
- (v) A signature from the owner or owner's designee of the central preparation facility each day of service at the facility.

(D) A mobile food establishment must email the previous month's properly completed and signed central preparation facility log sheet to the Department's email address of envhealth@plano.gov no later than the 5th day of every month.

(14) Interior and exterior surfaces.

(A) All interior and exterior surfaces of a mobile food establishment must be of a material that:

- (i) Is light in color (interior only);
- (ii) Is corrosion resistant;
- (iii) Is non-absorbent;
- (iv) Is smooth;
- (v) Is easily cleanable;
- (vi) Is free of breaks;
- (vii) Has no open seams;
- (viii) Is free from difficult to clean internal corners and crevices; and
- (ix) Is resistant to:
 - (aa) Denting;
 - (bb) Buckling;
 - (cc) Chipping; or
 - (dd) Crazing.

(B) Interior and exterior surfaces must be maintained in good repair.

(15) Generators.

(A) A mobile food establishment that is selling food or parked and not connected to an external power source must have a generator supplying power to the establishment. ^P

(B) Generators must be of adequate size to meet all power needs of the mobile food establishment.^P

(C) Generators must have adequate ventilation to prevent exposure to exhaust fumes. MFEs that use a generator must have a carbon monoxide sensor installed and maintained in accordance with the manufacturer's instructions.^P

(16) Compliance with Fire Code. All mobile food establishments must comply with the current Fire Code.^P

Sec. 9-59. -Temporary food establishments.

(a) Temporary food establishment requirements.

(1) In general.

(A) An applicant for a Temporary Food Establishment permit shall submit their application and any required fees at least five (5) business days prior to the event. An administrative fee will apply to applications received after this deadline.

(B) Food Establishments with a valid City of Plano food establishment permit shall apply for a temporary permit when participating in an event.

(C) Food manufacturers shall submit a copy of the state manufacturer's license with their application.

(D) The Department may impose additional requirements to protect against health hazards related to the conduct of the temporary food establishment, may prohibit the sale of some or all time and temperature control for safety foods (TCS foods), and when no health hazard will result, such as children's neighborhood beverage stands, may waive or modify requirements of this article.

(i) Food that is not prepared on site or that require extensive preparation or cooking must be prepared at a licensed food establishment. All food must be obtained from an approved source.^P

(ii) Each temporary establishment may be required by the Department to have at least one person on-site who has a minimum of an accredited food handler certification.^{Pf}

(E) The temporary or seasonal food event permit holder shall be the person in charge or shall designate a person in charge and shall ensure that a person in charge is present at the event during hours of food service operations when the operation is involved in handling TCS food. The person in charge shall have proof of successfully passing a recognized certified food handler course and shall make it available to the Department upon request.

(2) Food temperatures. All food temperature requirements must be met as contained in Sections 9-15, 9-17.1, 9-25 – 9-27, and 9-29.

(3) Ice. Ice that is consumed or that contacts food must have been made under conditions meeting the requirements of Article III. The ice must be obtained only in blocked, chipped, crushed, or cubed form and in single-use safe plastic or wet-strength paper bags filled and sealed at the point of manufacture. Ice for consumption must be held in the bags until it is dispensed and be dispensed in a way that protects it from contamination.^P

(4) Equipment and utensils.

(A) Equipment and utensils must be designed and constructed to be durable and to retain their characteristic qualities under normal use conditions.^{Pf}

(B) Equipment must be located and installed and cleaned in a way that prevents food contamination and that also facilitates cleaning of the temporary food establishment.^{Pf}

(C) Equipment for cooling or heating food and holding cold or hot food must be adequate in number and capacity to provide food temperatures as specified in Sections 9-25 – 9-27 and 9-29.

(D) Food-contact surfaces of equipment must be protected from contamination by consumers and other sources. Where necessary to prevent contamination, effective shields for such equipment must be provided.^{Pf}

(E) Alternative manual warewashing equipment, such as receptacles that substitute for the compartments of a three-compartment sink, may be used when there are special cleaning needs or constraints and the Department has approved the use of alternative equipment. Each compartment must be large enough to immerse the largest piece of equipment that will be used. A means to heat water must also be provided.^{Pf}

(5) Single-service articles. A temporary food establishment must provide only single-service articles for use by the consumer.

(6) Water.

(A) Water from an approved source must be made available in a temporary food establishment for food preparation, handwashing, and for cleaning and sanitizing utensils and equipment.^P

(B) Water does not need to be under pressure but must come from approved sources which include:

- (i) commercially bottled drinking water; ^P
- (ii) closed portable water containers; ^P
- (iii) enclosed vehicular water tanks; ^P
- (iv) on-premise water storage tanks; ^P or
- (v) piping, tubing or hoses connected to an approved source. ^P

(7) Wet storage. No packaged food may be stored in direct contact with ice or water if the food is subject to the entry of water because of the nature of its packaging, wrapping, or container or its positioning in the ice or water. ^P

(8) Sewage.

(A) All waste water and sewage generated from the temporary food establishment must be disposed of through an approved sanitary sewage system that is:

- (i) a public sewage system; ^P or
- (ii) an individual sewage disposal system that is sized, constructed, maintained, and operated according to 30 TAC Chapter 285 (relating to On-Site Sewage Facilities). ^P

(9) Handwashing. Handwashing facilities must include a container with a spigot that provides potable, clean, warm water; a wastewater container; soap; disposable towels; and a waste receptacle. Handwashing facilities are not required if the only food items offered are commercially pre-packaged foods that are dispensed in their original containers. ^{Pf}

(10) Floors. If graded to drain, a floor may be concrete, machine-laid asphalt, dirt, or gravel covered with mats, plywood, removable platforms, duckboards if covered with mats, or other suitable materials approved by the Department, such as tarps, that effectively control dust and mud.

(11) Ceilings & outer openings in food preparation areas.

(A) Walls and ceilings must be made of wood, canvas, or other materials that protect the interior of the establishment from the weather, windblown dust, birds, and debris.

and rodents by: (B) The outer openings must be protected against entry of insects

screens; (i) 16 mesh to 25.4 millimeters (16 mesh to 1 inch)

(ii) properly designed and installed air curtains; or

(iii) other effective means.

(C) If approved by the Department, Subparagraph (B) of this paragraph does not apply if flying insects and other pests are absent due to the location of the temporary food establishment or other limiting conditions.

(12) Verification and documentation of correction. In the case of temporary food establishments, all priority and priority foundation items must be corrected immediately, and other violations must be corrected within 24 hours or sooner if required by the Department. If violations are not corrected, the establishment must immediately cease food operations upon execution of an Emergency Suspension or Closing Order until authorized to resume by the Department.

Sec. 9-60. -Bed and breakfast.

(a) In general.

(1) A bed and breakfast extended, in addition to licensing and compliance with applicable city and state regulations, must comply with the minimum requirements of this section if the establishment:

(A) has more than seven rooms for rent; or

(B) provides food service other than breakfast to overnight guests.

(2) A bed and breakfast food establishment that provides food service to customers in addition to its overnight guests must comply with the rules and regulations applicable to retail food establishments, including licensing with the Department.

(3) A bed and breakfast limited:

(A) has seven (7) or fewer rooms for rent;

(B) serves only breakfast to overnight guests;

(C) is not a retail food establishment; and

(D) complies with Subsection (b) of this section.

(b) Certified food protection manager. The owner or manager shall successfully complete a food manager's certification course accredited by the state. ^{Pf}

(c) Food supplies. Food must be obtained from approved sources in accordance with Sections 9-14(a) – (h) and Section 9-29 and must be in sound condition and be safe for human consumption. ^P

(d) Food preparation and protection.

(1) Food preparation and protection. Food must be prepared and protected in accordance with Article III.

(2) Temperature requirements. All food temperature requirements must be met as contained Sections 9-15, 9-25 – 9-27, 9-29, and 9-17.1.

(e) Cleaning and sanitizing.

(1) Manual. A three-compartment sink must be used if washing, rinsing, and sanitizing of utensils and equipment is done manually; or a two-compartment sink may be utilized if single service tableware is provided, and if an approved detergent sanitizer is used. ^{Pf}

(2) Mechanical. Cleaning and sanitizing may be done by spray-type or immersion dishwashing machines or by any other type of machine or device if it is demonstrated that it thoroughly cleans and sanitizes equipment and utensils either by chemical or mechanical sanitization.

(f) Personal hygiene. Employees shall conform to good hygienic practices as required in Sections 9-10 and 9-11.

(g) Employee restrooms. A restroom must be available for use by employees. ^{Pf}

(h) Equipment and utensil design and construction. All equipment and utensils must be constructed of safe materials and maintained in good repair. ^P

(i) Handwash sinks.

(1) Location. An accessible and conveniently located handwash sink must be provided in or immediately adjacent to food preparation areas and restrooms. ^{Pf}

(2) Intended use. Handwash sinks must be used for no other purpose other than handwashing. ^{Pf}

(j) Food-contact surfaces. All food contact surfaces, counters, or work surfaces in the bed and breakfast establishment must be smooth, non-absorbent and easily cleanable.^{Pf}

(k) Insect proof/rodent proof.

(1) Construction. Food service preparation and storage areas must be constructed and maintained to prevent the entry of pests and other vermin.

(2) Chemical control. Pesticides and rodenticides must be applied in accordance with Section 9-56.

(l) Equipment. Equipment must be provided to maintain time and temperature control for safety foods (TCS foods) at the temperatures required in accordance with Article III.

(m) Garbage receptacles. A sufficient number of impervious receptacles must be provided for storage of garbage and refuse. Receptacles must be maintained in clean and sanitary condition.

(n) Sewage. Sewage must be disposed through an approved facility that is:

(1) a public sewage system;^P or

(2) an individual sewage disposal system that is sized, constructed, maintained, and operated according to law in 30 TAC Chapter 285 (relating to On-Site Sewage Facilities).^P

(o) Water supply. Hot and cold water under pressure must be provided^P and must be from an approved source that meets the standards in accordance with:

(1) state drinking water quality standards in accordance with 30 TAC §§290.38 - 290.47 (relating to Rules and Regulations for Public Water Systems), and 30 TAC §§290.101 - 290.114, 290.117 - 290.119, 290.121, and 290.122 (relating to Drinking Water Standards Governing Drinking Water Quality and Reporting Requirements for Public Water Systems);^P or

(2) private water system standards as provided in 30 TAC Chapter 290, Subchapter F (relating to Drinking Water Standards Governing Drinking Water Quality and Reporting Requirements for Public Water Systems), concerning transient noncommunity water systems.^P

Sec. 9-61. -Outfitter operations.

(a) In general. Requirements in this section are specific for outfitter operations. The Department may impose additional requirements to protect against health hazards that may be specific to these operations.

(b) Food supplies. Food supplies, including ice, must be obtained from approved sources described in Sections 9-14(a) – (h) and Section 9-15. No home-prepared products may be offered.

(c) Food temperatures. All food temperature requirements must be met as contained in Sections 9-15, 9-25 – 9-27, 9-29, and 9-17.1.

(d) Food preparation and protection for excursions.

(1) Except for Paragraphs (2) through (4) of this subsection, all food must be prepared and protected in central preparation facility and meet requirements contained in Chapter 3 - Food.

(2) Only commercially prepackaged ready-to-eat foods or ready-to-eat foods that have been prepared and packaged with no cooking at a central preparation facility may be served. ^P

(3) Raw time and temperature control for safety foods (TCS foods) may be cooked on-site if cooked and immediately served.

(4) All food must be stored to protect from contamination in accordance with Article III.

(5) TCS foods that require complex preparation must be served within the first 24 hours of the excursion departure time. ^P

(6) Leftover food may not be re-heated or re-served. ^P

(e) Warewashing.

(1) Alternative manual warewashing equipment, such as receptacles that substitute for the compartments of a multi-compartment sink, may be used for washing and sanitizing utensils when approved by the regulatory authority. ^{Pf}

(2) An outfitter operation without effective facilities for cleaning and sanitizing tableware may only provide single-service articles for use by food employees and consumers.

(f) Ice usage.

(1) Ice that is used for cooling food may not be used for human consumption. ^P

(2) Ice used for human consumption must be stored in a clean sanitized container that is properly constructed and maintained in good repair. ^P

(g) Potable water.

(1) Potable water must be used on excursions for human consumption, food preparation, handwashing, and for cleaning and sanitizing utensils and equipment. ^P

(2) Potable water must be stored in a clean sanitized container that is easily cleanable and good condition. ^P

(h) Handwashing.

(1) Handwashing facilities must include:

(A) a container with a spigot that can be turned on to allow potable, clean, water; ^{Pf}

(B) a wastewater container; ^{Pf}

(C) soap; ^{Pf}

(D) disposable towels; ^{Pf} and

(E) a waste receptacle.

(2) Handwashing facilities are not required if the only food items offered are commercially prepackaged foods that are dispensed in their original containers.

(i) Equipment. All equipment and utensils intended for food contact must be approved for food use. ^P

(j) Thermometers. Thermometers must be provided, accurate, and accessible during excursions. ^P

(k) Garbage receptacles. Impervious receptacles must be provided for storage of garbage and refuse.

(l) Certified food protection manager. If food other than pre-packaged ready to-eat food is being served, at least one guide or instructor of the outfitter operation, who is on the excursion, must successfully complete a food manager's certification course accredited by this Department. ^P

(m) Central preparation facility. An outfitter operation must have a central preparation facility as specified in the definition of Outfitter Operations in Section 9-5.

Sec. 9-62. -Self-service food markets.

(a) Self-service food market requirements.

(1) In general. Self-service food markets must comply with the minimum standards of this section.

(2) Additional requirements. In addition to the minimum standards of this section, self-service food markets must comply with all requirements of the Code the Department deems applicable.

(3) Surveillance & point of contact.

(A) Self-service food markets must:

(i) be equipped with 24/7 video surveillance records of consumers viewing, selecting, handling, and purchasing products that identify these consumers. Video surveillance records must be maintained and available for the regulatory authority for a period of 14 calendar days from the date of the video; and

(ii) provide information to the Department as to the responsible party that will be available for routine inspections. ^{Pf}

(4) Pre-packaged food.

(A) Pre-packaged food sold at a self-service food market must:

(i) meet the labeling requirements as specified in Food Code, Paragraph 3-201.11(C); and

(ii) be tamper evident. ^P

(5) Specified foods.

(A) A food specified in Sections 9-29(g)(1) or (2) or 9-29(h) must be discarded if it:

(i) exceeds the temperature or time specified in Sections 9-29(g)(1) and (2), except time that the product is frozen;

(ii) is in a container or package that does not bear an expiration date or day; ^P or

(iii) is not appropriately marked with a date or day that exceeds the temperature and time combination as specified in Sections 9-29(g)(1) and (2).

(6) Display-units offering TCS foods.

(A) All self-service food market display-units offering refrigerated, time and temperature control for safety foods (TCS foods) must have an automatic shut-off control ^{Pf} or a plan approved by the regulatory authority that prevents the market or market equipment from dispensing food if:

(i) there is a power failure, mechanical failure, or other condition that results in failure of the equipment to maintain food temperatures as specified under Article IV; ^{Pf} and

(ii) where a condition specified in Subparagraph (A)(1) occurs, until the equipment is serviced and restocked with food that has been maintained at temperatures specified in Sections 9-15, 9-25 – 9-27, and 9-29. ^{Pf}

(B) When a condition specified in Subparagraph (A)(i) of this subsection occurs, the ambient temperature may not exceed five degrees Celsius (41 degrees Fahrenheit), or seven degrees Celsius (45 degrees Fahrenheit) for a unit holding raw shell eggs only, for more than 30 minutes immediately after the display is filled, serviced, or restocked. ^P

(7) Display-unit requirements.

(A) All self-service food market display-units offering TCS food, must be:

(i) equipped with a self-closing door; or

(ii) maintained at five degrees Celsius (41 degrees Fahrenheit), or seven degrees Celsius (45 degrees Fahrenheit) for raw shell eggs, if it is an open display unit. ^P

(8) Signs at automated payment kiosk.

(A) Self-service food markets must have a sign readily visible from the automated payment kiosk stating:

(i) the name of the business to whom complaints or comments must be addressed;

(ii) the address of the business responsible for the market;
and

(iii) the responsible business's telephone number and email or web information, when applicable.

(9) Person in charge. When a retail food establishment operating as a self-service food market incorporates the provision in this section, it will not be required to maintain a person in charge onsite as specified in Section 9-6(a).

(10) Food equipment certification and classification. Food equipment that is certified or classified for sanitation by an American National Standards Institute (ANSI) accredited certification program is deemed to comply with Sections 9-36(a) and 9-36(b), and 9-37 (a) – (d).

(11) Floors and floor coverings.

(A) The floor and floor coverings of all food storage, self-service areas, walk-in refrigeration units, and vestibules must:

- (i) be commercial grade;
- (ii) include a cove backing at the wall/floor and toe kick/floor junctures;
- (iii) be constructed of smooth, durable material, that is non-absorbent and easy to clean. as approved by the regulatory authority; and
- (iv) be maintained in good repair.

(B) Grout between tiles should be sealed so it is water resistant.

(C) Commercial grade sheet vinyl may be used in dry storage areas. Commercial-grade sheet vinyl (no felt backing) which is at least 0.080-inches thick, with heat-welded seams, may be suitable for some applications if installed in conjunction with manufacturer's specifications and a cove backing (cove stick) must be used at the wall/floor and toe kick/floor junctures.

(12) Garbage receptacles.

(A) Impervious receptacles must be provided for storage of garbage and refuse.

(B) There must be a sufficient number of containers to hold all the garbage and refuse that accumulate. The Department may require more frequent collection, dumpsters, or larger dumpsters to accommodate the garbage and refuse that accumulates at the food establishment.

Sec. 9-63. -Farmer's markets.

The regulations of Title 25, Chapter 229.701-704 of the Texas Administrative Code (25 TAC 229.701-704) apply to farmer's markets located within the City of Plano, and each farmer's market must comply with those regulations as enforced by the Department.

ARTICLE IX. COMPLIANCE

Sec. 9-64. -Code applicability.

(a) Use for intended purpose.

(1) Public health protection.

(A) The Department shall apply this Code to promote its underlying purpose, as specified in Section 9-4(a), of safeguarding public health and ensuring that food is safe, unadulterated, and honestly presented when offered to the consumer or donated.

(B) In enforcing the provisions of this Code, the Department should assess existing facilities or equipment that were in use before the effective date of this Code based on the following considerations:

(i) Whether the facilities or equipment are in good repair and capable of being maintained in a sanitary condition;

(ii) Whether food-contact surfaces comply with Section 9-36(a);

(iii) Whether the capacities of cooling, heating, and holding equipment are sufficient to comply with Section 9-38(a)(1); and

(iv) The existence of a documented agreement with the permit holder that the facilities or equipment will be replaced as specified under Section 9-68(d)(1).

(b) Additional requirements.

(1) Preventing health hazards, provision for conditions not addressed.

(A) If necessary to protect against public health hazards or nuisances, the Department may impose specific requirements in addition to the requirements contained in this Code that are authorized by law.

(B) The Department shall document the conditions that necessitate the imposition of additional requirements and the underlying public health

rationale. The documentation must be provided to the permit applicant or permit holder and a copy must be maintained in the Department's file for the food establishment.

(c) Variances.

(1) Modifications and waivers. The Department may grant a variance by modifying or waiving the requirements of this Code if in the opinion of the Department a health hazard or nuisance will not result from the variance. If a variance is granted, the Department shall retain the information specified under Subsection (c)(2) of this section in its records for the food establishment.

(2) Documentation of proposed variance and justification. Before a variance from a requirement of this Code is approved, the information that must be provided by the person requesting the variance and retained in the Department's file on the food establishment includes:

(A) A statement of the proposed variance of the code requirement citing relevant Code section numbers; ^{Pf}

(B) An analysis of the rationale for how the potential public health hazards and nuisances addressed by the relevant code sections will be alternatively addressed by the proposal; ^{Pf} and

(C) A HACCP plan if required as specified under Section 9-65(a)(2)(A) that includes the information specified under Section 9-65(a)(3) as it is relevant to the variance requested. ^{Pf}

(3) Conformance with approved procedures. If the Department grants a variance as specified in Subsection (c)(1) of this section, or a HACCP plan is otherwise required as specified under Section 9-65(a)(2), the permit holder shall:

(A) Maintain the approved variance at the food establishment; ^{Pf}

(B) Comply with the HACCP plans and procedures that are submitted as specified under Section 9-65(a)(3) and approved as a basis for the modification or waiver; ^P and

(C) Maintain and provide to the Department, upon request, records specified under Sections 9-65(a)(3)(E) and 9-65(a)(3)(F)(iii) that demonstrate that the following are routinely employed:

(i) Procedures for monitoring the critical control points, ^{Pf}

(ii) Monitoring of the critical control points, ^{Pf}

process,^{Pf} and

(iv) Necessary corrective actions if there is failure at a critical control point.^{Pf}

Sec. 9-65. -Plan submission and approval.

(a) Facility and operating plans.

(1) When plans are required.

(A) A permit applicant or permit holder shall submit to the Department plans and specifications properly prepared by an engineer, architect, or as otherwise approved by the Department. Plans and specifications must be submitted for review and approval before:

(i) The construction of a food establishment;^{Pf}
(ii) The conversion of an existing structure for use as a food establishment;^{Pf}

(iii) The remodeling of a food establishment or a change of type of food establishment or food operation, or under the conditions set by the Department, if the Department determines that plans and specifications are necessary to ensure compliance with this Code.^{Pf}

(B) Any changes to the plans and specifications must be submitted to the Department for approval prior to making the planned changes.^{Pf}

(C) Prior to opening, the operator of the facility shall request a permitting inspection from the Department. If deficiencies are found during this inspection, corrections shall be made prior to receiving approval to operate, or as determined by the Department.^{Pf}

(2) Contents of the plans and specifications. The plans and specifications for a food establishment, including a food establishment specified under Paragraph (3) of this Subsection must include, as required by the Department based on the type of operation, type of food preparation, and foods prepared, the following information to demonstrate conformance with code provisions:

(A) Intended menu;
(B) Anticipated volume of food to be stored, prepared, and sold or served;

(C) Proposed layout, mechanical schematics, and construction materials, and finish schedules;

(D) Proposed equipment types, manufacturers, model numbers, locations, dimensions, performance capacities, and installation specifications;

(E) Evidence that standard procedures that ensure compliance with the requirements of this Code are developed or are being developed; and

(F) Other information that may be required by the Department for the proper review of the proposed construction, conversion or modification, and procedures for operating a food establishment.

(3) When a HACCP plan is required.

(A) Before engaging in an activity that requires a HACCP plan, a permit applicant or permit holder shall submit to the Department for approval a properly prepared HACCP plan as specified under Subsection (a)(4) of this section and the relevant provisions of this Code if:

(i) Submission of a HACCP plan is required according to law;

(ii) A variance is required as specified under Sections 9-25(a)(4)(D), 9-30(a), or 9-37(d)(10)(B); or

(iii) The Department determines that a food preparation or processing method requires a variance based on a plan submittal specified under Subsection (a)(1), an inspectional finding, or a variance request.

(B) Before engaging in reduced oxygen packaging without a variance as specified under Section 9-30(b), a permit applicant or permit holder shall submit a properly prepared HACCP plan to the Department.

(4) Contents of a HACCP plan. For a food establishment that is required under Subsection (a)(3) of this section to have a HACCP plan, the permit applicant or permit holder shall submit to the Department a properly prepared HACCP plan that includes:

(A) General information such as the name of the permit applicant or permit holder, the food establishment address, and contact information;

(B) A categorization of the types of time/temperature control for safety foods that are to be controlled under the HACCP plan; ^{Pf}

(C) A flow diagram or chart for each specific food or category type that identifies:

- (i) Each step in the process, ^{Pf} and
- (ii) The steps that are critical control points; ^{Pf}

(D) The ingredients, recipes or formulations, materials and equipment used in the preparation of each specific food or category type and methods and procedural control measures that address the food safety concerns involved; ^{Pf}

(E) A critical control points summary for each specific food or category type that clearly identifies:

- (i) Each critical control point, ^{Pf}
- (ii) The significant hazards for each critical control point, ^{Pf}
- (iii) The critical limits for each critical control point, ^{Pf}
- (iv) The method and frequency for monitoring and controlling each critical control point by the designated food employee or the person in charge, ^{Pf}
- (v) Action to be taken by the designated food employee or person in charge if the critical limits for each critical control point are not met, ^{Pf}
- (vi) The method and frequency for the person in charge to routinely verify that the food employee is following standard operating procedures and monitoring critical control points, ^{Pf} and
- (vii) Records to be maintained by the person in charge to demonstrate that the HACCP plan is properly operated and managed; ^{Pf}

(F) Supporting documents such as:

- (i) Food employee and supervisory training plan that addresses the food safety issues of concern; ^{Pf}
- (ii) Copies of blank records forms that are necessary to implement the HACCP plan; ^{Pf}
- (iii) Additional scientific data or other information, as required by the Department, supporting the determination that food safety is not compromised by the proposal; ^{Pf} and

(G) Any other information required by the Department.

Sec. 9-66. -Confidentiality, Trade secrets.

In accordance with the requirements of the Public Information Act, Texas Government Code, Chapter 552, the Department shall treat as confidential the information that meets the criteria specified in law for a trade secret and is contained on inspection report forms, photos, recordings or videos and in the plans and specifications submitted as specified in Sections 9-65(a)(2) and 9-65(a)(4).

Sec. 9-67. -Construction inspection and approval, preoperational inspections.

The Department may conduct one or more preoperational inspections to verify that the food establishment is constructed and equipped in accordance with the approved plans and approved modifications of those plans, has established standard operating procedures as specified in Section 9-65(a)(2)(E), and is in compliance with the Code.

Sec. 9-68. -Permit to operate.

(a) Requirement.

(1) Prerequisite to operation. No person may operate a food establishment without a valid permit to operate issued by the Department. ^{Pf}

(2) Property owner also responsible. No person may allow the operation of a business or activity regulated by this Code on any property they own unless the person operating the business or conducting the activity has the required permit. ^{Pf}

(b) Application procedure.

(1) Form of submission. An application for a permit or for the renewal of a permit must be made and submitted on forms furnished by the Department and containing all required information. The application must be signed by the permittee and constitutes an agreement that the permittee assumes responsibility for the conduct of the business, occupation, or other activity in accordance with the requirements of this Code or other applicable law. Applications may be submitted on paper or electronically.

(2) Contents of application. The application must be accompanied by such other information or documentation as the Department may require or as may be provided for in this code or other applicable law enforced by the Department. The application must, at a minimum, include the name, residence and business address, telephone numbers and email addresses of the permittee, and information the regulatory authority may need in order to contact the permittee in the event of an emergency.

(3) Qualifications and responsibilities of applicants. To qualify for a permit, an applicant shall:

(i) Be an owner of the food establishment or an officer of the entity who is legally authorized to enter into contracts for the entity;

- (ii) Comply with the requirements of this Code;
- (iii) As specified under Section 9-69(d)(2), agree to allow access to the food establishment and to provide all information required by the Department; and
- (iv) Pay the applicable permit fees at the time the application is submitted.

(4) Arm's length transaction. No new permit may be issued by the Department to any entity based on a sale or change of ownership of a permitted business or activity where the business has outstanding uncorrected violations or the prior owner has unpaid fines and penalties, unless the applicant submits satisfactory proof that the transfer of the business was the result of, and meets the definition of, an arm's length transaction and all outstanding violations have been corrected.

(c) Conditions of retention.

(1) Responsibilities of the permit holder. Upon issuance of the permit by the Department, the permit holder in order to retain the permit shall:

(A) Post the permit in a location in the food establishment that is conspicuous to consumers;

(B) Comply with the provisions of this Code including the conditions of a granted variance as specified under Section 9-64(c)(3), and approved plans as specified under Section 9-65(a)(1);

(C) If a food establishment is required under Section 9-65(a)(2) to operate under a HACCP plan, comply with the plan as specified under Section 9-64(c)(3);

(D) Immediately contact the Department to report an illness of a food employee or conditional employee as specified under Section 9-7(a)(2);

(E) Immediately discontinue operations and notify the Department if an imminent health hazard may exist as specified under Section 9-69(d)(1);

(F) Allow representatives of the Department access to the food establishment as specified under Section 9-69(b)(2);

(G) Replace existing facilities and equipment specified in Section 9-64(a)(1) with facilities and equipment that comply with this Code if:

(i) The Department directs the replacement because the facilities and equipment constitute a public health hazard or nuisance or no longer comply with the criteria upon which the facilities and equipment were accepted,

(ii) The Department directs the replacement of the facilities and equipment because of a change of ownership, or

(iii) The facilities and equipment are replaced in the normal course of operation;

(H) Comply with directives of the Department including time frames for corrective actions specified in inspection reports, notices, orders, warnings, and other directives issued by the Department in regard to the permit holder's food establishment or in response to community emergencies;

(I) Accept notices issued and served by the Department according to law;

(J) Be subject to the administrative, civil, injunctive, and criminal remedies authorized in law for failure to comply with this Code or a directive of the Department, including time frames for corrective actions specified in inspection reports, notices, orders, warnings, and other directives; and

(K) Notify customers that a copy of the most recent establishment inspection report is available upon request by posting a sign or placard in a location in the food establishment that is conspicuous to customers or by another method acceptable to the Department.

(d) Permits not transferable. No permit may be transferred from one person to another, from one food establishment to another, or from one type of operation to another if the food operation changes from the type of operation specified in the application as specified under Subsection (b)(2) of this section and the change in operation is not approved.

Sec. 9-69. -Inspections and correction of violations.

(a) Frequency

(1) Establishing Inspection Interval and performance and risk-based inspection. The Department shall establish inspection intervals and prioritize inspection of each food establishment based upon an assessment of the food establishment's history of compliance with this Code and the potential for causing foodborne illness by evaluating:

(A) past performance, for nonconformance with the Code or Hazard HACCP plan requirements that are priority items or priority foundation items;

(B) past performance, for numerous or repeat violations of the Code or HACCP plan requirements that are core items;

(C) past performance, for complaints investigated and found to be valid;

(D) the hazards associated with the particular foods that are prepared, stored, or served;

(E) the type of operation including the methods and extent of food storage, preparation, and service;

(F) the number of people served;

(G) whether the population served is a highly susceptible population; and

(H) any other risk factors deemed relevant to the operation by the Department.

(b) Competency of inspectors and access.

(1) Competency of inspectors. An individual conducting inspections of retail food establishments must be a Registered Professional Sanitarian in Texas or a Sanitarian-in-Training in Texas, as defined in 16 TAC Chapter 119, or must meet the U.S. Food and Drug Administration Voluntary National Retail Food Regulatory Program Standards' basic curriculum and field training elements in order to:

(A) assure application of basic scientific principles, including hazard analysis critical control point principles of food safety, during inspections;

(B) properly conduct foodborne illness investigations;

(C) assure uniformity in the interpretations of this Code; and

(D) assure fair and uniform enforcement of this Code.

(2) Access allowed at reasonable times after due notice. After the Department presents official credentials and provides notice of the purpose of, and an intent to conduct, an inspection, the person in charge shall allow the Department to determine if the food establishment is in compliance with this Code by allowing access to the establishment, allowing inspection, and providing information and records specified in this Code and to which the Department is entitled according to law, during the food establishment's hours of operation and other reasonable times.

(c) Report of findings.

(1) Documenting information and observations. The Department shall document on an inspection report form:

(A) Administrative information about the food establishment's legal identity, street and mailing addresses, type of establishment and operation, inspection date, and other information such as type of water supply and sewage disposal, status of the permit, and personnel certificates that may be required; and

(B) Specific factual observations of violative conditions or other deviations from this Code that require correction by the permit holder including:

(i) Failure of the person in charge to demonstrate the knowledge of foodborne illness prevention, application of HACCP principles, and the requirements of this Code as specified under Section 9-6(b)(1),

(ii) Failure of food employees, conditional employees, and the person in charge to report a disease or medical condition as specified under Sections 9-7(a)(2) and (4),

(iii) Nonconformance with priority items or priority foundation items of this Code,

(iv) Failure of the appropriate food employees to demonstrate their knowledge of, and ability to perform in accordance with, the procedural, monitoring, verification, and corrective action practices required by the Department as specified under Section 9-64(c)(3),

(v) Failure of the person in charge to provide records required by the Department for determining conformance with a HACCP plan as specified under Section 9-65(a)(3)(E)(vii), and

(vi) Nonconformance with critical limits of a HACCP plan.

(2) Specifying time frame for corrections. The Department shall specify on the inspection report form the time frame for correction of the violations as specified under Sections 9-69(d)(1), 9-69(e)(1), and 9-69(f)(1).

(3) Issuing report and obtaining acknowledgment of receipt. At the conclusion of the inspection and according to law, the Department shall provide a copy of the completed inspection report and the notice to correct violations to the permit holder or to the person in charge and request a signed acknowledgment of receipt.

(4) Public information. The Department shall treat the inspection report as a public document and shall make it available for disclosure to a person who requests it as provided in law.

(d) Imminent health hazard.

(1) Ceasing operations and reporting.

(A) Except as specified in Subparagraphs (B) and (C) of this paragraph, a permit holder shall immediately discontinue operations and notify the Department if an imminent health hazard may exist because of an emergency such as a fire, flood, extended interruption of electrical or water service, sewage backup, misuse of poisonous or toxic materials, onset of an apparent foodborne illness outbreak, gross insanitary occurrence or condition, or other circumstance that may endanger public health.

(B) A permit holder need not discontinue operations in an area of an establishment that is unaffected by the imminent health hazard.

(C) Considering the nature of the potential hazard involved and the complexity of the corrective action needed, the Department may agree to continuing operations in the event of an extended interruption of electrical or water service if:

(i) A written emergency operating plan has been approved;

(ii) Immediate corrective action is taken to eliminate, prevent, or control any food safety risk and imminent health hazard associated with the electrical or water service interruption; and

(iii) The Department is informed upon implementation of the written emergency operating plan.

(2) Resumption of operations. If operations are discontinued as specified under Subsection (c)(1) of this section or otherwise according to law, the permit holder shall obtain approval from the Department before resuming operations. A fee shall be assessed for reinspections.

(e) Violation of priority item or priority foundation item.

(1) Timely correction.

(A) Except as specified in Subparagraph (B) of this paragraph, a permit holder shall at the time of inspection correct a violation of a priority item or priority foundation item of this Code and implement corrective actions for a HACCP plan provision that is not in compliance with its critical limit.

(B) Considering the nature of the potential hazard involved and the complexity of the corrective action needed, the Department may agree to or specify a longer time frame, not to exceed:

(i) 72 hours after the inspection for the permit holder to correct violations of a priority item; or

(ii) 10 calendar days after the inspection for the permit holder to correct violations of a priority foundation item or HACCP plan deviations.

(2) Verification and documentation of correction.

(A) After observing at the time of inspection a correction of a violation of a priority item or priority foundation item or a HACCP plan deviation, the Department shall enter the violation and information about the corrective action on the inspection report.

(B) As specified under Subsection (d)(1)(B) of this section, after receiving notification that the permit holder has corrected a violation of a priority item or priority foundation item or HACCP plan deviation, or at the end of the specified period of time, the Department shall verify correction of the violation, document the information on an inspection report, and enter the report in the Department's records.

(C) A fee shall be assessed for all required reinspections.

(f) Core item violation.

(1) Time frame for correction.

(A) Except as specified in Subparagraph (B) of this paragraph, the permit holder shall correct core items by a date and time agreed to or specified by the Department but no later than 90 calendar days after the inspection.

(B) The Department may approve a compliance schedule that extends beyond the time limits specified under Subparagraph (A) of this paragraph if a written schedule of compliance is submitted by the permit holder and no health hazard exists or will result from allowing an extended schedule for compliance.

(g) Temporary food establishments. In the case of temporary food establishments, all priority and priority foundation items must be corrected immediately, and other violations must be corrected within 24 hours or sooner if required by the Department. If violations are not corrected, the establishment shall immediately cease food operations upon execution of an Emergency Suspension or Closing Order until authorized to resume by the Department.

Sec. 9-70. -Investigation and control.

The Department shall release a food employee or conditional employee from restriction or exclusion according to Texas Health and Safety Code, §438.033, and the conditions specified under Section 9-9.

ARTICLE X. ENFORCEMENT

Sec. 9-71. –Authority for Enforcement; Offenses

(a) Authority. The director of environmental health and sustainability and his/her designees shall have authority to enforce this Code.

(b) Offenses.

(1) It is an offense for a permit holder, person in charge, or person with ownership in or care, custody or control over a food establishment to fail to comply with any requirement in this Code.

(2) It is an offense for a person to provide false or misleading information to the director of environmental health and sustainability, or the director's designee in the lawful performance of duties under this Code, state, local, or federal law.

Sec. 9-72. -Suspension, revocation of permit.

(a) Suspension of permit.

(1) Emergency suspension. If the Department finds a condition constituting an imminent health hazard or that a public health nuisance, as that term is defined in Texas Health and Safety Code, § 341.011, exists in an establishment operating under a valid permit issued by the Department, the Department may issue a summary suspension of said permit without prior warning, notice, or hearing. The notice shall:

(A) State the reasons for the suspension;

(B) State the evidence that the permit holder shall provide in order to demonstrate that the reasons for suspension have been eliminated;

(C) State that the permit holder may request an appeal hearing by submitting a timely request to the Department pursuant to Section 9-73 of this Code; and

(D) Provide the name and the address of the Department representative to whom a request for appeal hearing may be made.

(2) General suspension. If the Department finds a condition constituting a public health nuisance, as defined in Texas Health and Safety Code, § 341.011, but not constituting an immediate health hazard to the public health exists in the operation of an establishment operating under a valid permit issued by the Department, the Department may issue a written notice ordering abatement of the nuisance to any person responsible for the nuisance. Whenever a permit holder or operator has failed to comply with any notice issued under the provisions of this article, the permit holder or operator shall be

notified in writing that the permit is, upon receipt of the suspension notice, immediately suspended, and that an opportunity for a hearing will be provided if a written request for a hearing is filed with the Department by the permit holder within five (5) business days.

(3) Suspension; other remedies. The issuance of a suspension shall be a remedy in addition to, and not in lieu of, any penalty authorized under Paragraph (b) of this section, and shall not limit any other rights of the Department to pursue other actions or remedies to address any violation of the provisions of this Code.

(4) Reinstatement of suspended permit. Any person whose permit has been suspended may, not more than sixty (60) days after the date of suspension, make application for a re-inspection for the purpose of reinstating the permit. Within ten (10) business days following receipt of a written request, including a statement signed by the applicant that in his opinion the condition causing the suspension of the permit has been corrected, the Department shall make a re-inspection. If the applicant is complying with the requirements of this article, the permit shall be reinstated.

(b) Revocation of permit. If a permit holder has been issued more than three (3) general suspensions pertaining to any of the requirements of this Code during an eighteen-month (18) period, a permit may be permanently revoked after an opportunity for a hearing has been provided by the Department. Prior to such action, the Department must notify the permit holder in writing, stating the reasons that the permit should be permanently revoked. The permit will be revoked at the end of five (5) business days following service of this notice, unless a request for a hearing is filed with the Department by the permit holder within such five-day period.

Sec. 9-73. -Appeal of decision.

(a) An appeal may be made from the decision of the Department under this article. An appeal must be made in writing to the city manager or his designee no later than five (5) business days after notice of the complained-of action or decision has been received by the appellant. The appeal must:

(1) Set forth the decision of the regulatory authority complained of;

(2) Contain any documents and argument on this issue for the city manager or his designee to consider; and

(3) If applicable, discuss any emergency or exigent circumstances that appellant believes are material to when the hearing should be set.

(b) A hearing must be scheduled at a time and place designated by the city manager or his designee no later than five (5) business days after receiving an appeal that conforms with the requirements of this section, and the city manager or his designee's written decision must be furnished to the appellant no later than five (5) business days after the date of the hearing.

Sec. 9-74. -Fees.

All fees for this Code shall be reviewed, set, and adopted by the city council.

Sec. 9-75. -Penalties.

(a) Any violation of the provisions or terms of this Code by any person, firm or corporation is a misdemeanor offense and shall be subject to a fine in accordance with subsection 1-4(a) of the City Code of Ordinances for each offense. Every day a violation continues constitutes a separate offense.

(b) In addition to the penalties prescribed above, the city may pursue other remedies such as abatement of nuisances, injunctive relief, administrative adjudication and revocation of licenses or permits.”

Section II. All provisions of the Code of Ordinances of the City of Plano, codified or uncoded, in conflict with the provision of this Ordinance are hereby repealed, and all other provisions of the Code of Ordinances of the City of Plano, codified or uncoded, not in conflict with this Ordinance shall remain in full force and effect.

Section III. It is hereby declared to be the intention of the City Council that the sections, paragraphs, sentences, clauses, and phrases of this Ordinance are severable, and if any phrase, clause, sentence, or section of this Ordinance shall be declared unconstitutional or invalid by any court of competent jurisdiction, such unconstitutionality or invalidity shall not affect any other remaining phrase, clause, sentence, paragraph or section of this Ordinance.

Section IV. The repeal of any Ordinance or part of Ordinances effectuated by the enactment of this Ordinance shall not be construed as abandoning any action now pending under by virtue of such Ordinance or as discontinuing, abating, modifying or altering any penalty accruing or to accrue, or as affecting any rights of the municipality under any section or provisions at the time of passage of this ordinance.

Section V. This Ordinance shall become effective on July 1, 2025, and shall be published upon passage as required by law.

PASSED AND APPROVED this the ____ day of _____ 2025.

John B. Muns, MAYOR

ATTEST:

Lisa C. Henderson, CITY SECRETARY

APPROVED AS TO FORM:

Paige Mims, CITY ATTORNEY



CITY COUNCIL AGENDA MEMO

MEETING DATE: 4/14/2025

DEPARTMENT: Zoning

DIRECTOR: Christina Day, Director of Planning

AGENDA ITEM: Request to amend Planned Development-65-Central Business-1 to modify open space and signage development standards on 275.1 acres located at the northeast corner of the Legacy Drive and Communications Parkway within the Dallas North Tollway Overlay District.

RECOMMENDED ACTION: Items for Individual Consideration

ITEM SUMMARY

Public Hearing and consideration of an Ordinance as requested in Zoning Case 2024-026 to amend Planned Development-65-Central Business-1 to modify open space and signage development standards on 275.1 acres of land located at the northeast corner of Legacy Drive and Communications Parkway and within the Dallas North Tollway Overlay District in the City of Plano, Collin County, Texas; directing a change accordingly in the official zoning map of the City; and providing a penalty clause, a repealer clause, a savings clause, a severability clause, a publication clause, and an effective date. Petitioner: Legacy West Investors LP **Conducted and Adopted Ordinance No. 2025-4-4**

BACKGROUND

The Planning & Zoning Commission recommended approval of this zoning case with a vote of 7-0 per their Final Report in the attached Supporting Documents.

FINANCIAL SUMMARY/STRATEGIC GOALS

Approval of this agenda item will support the City's Critical Success Factor of Residential and Commercial Economic Vitality. For detailed comments on the comprehensive plan related to this item, please see the Staff Preliminary Report in the attached Supporting Documents.

ATTACHMENTS:

Description	Upload Date	Type
Ordinance	4/2/2025	Ordinance
Supporting Documents	3/31/2025	Informational

Zoning Case 2024-026

An Ordinance of the City of Plano, Texas, amending the Comprehensive Zoning Ordinance of the City, Ordinance No. 2015-5-2, as heretofore amended, so as to modify open space and signage development standards for Planned Development-65-Central Business-1 on 275.1 acres of land out of the Henry Cook Survey, Abstract No. 183, the J.C. Barrow Survey, Abstract No. 91, the G.R. Martin Survey, Abstract No. 622, the Collin County School Land Survey No. 6, Abstract No. 149, the J. Digman Survey, Abstract No. 279, the Maria C. Vela Survey, Abstract No. 935, the Samuel H. Brown Survey, Abstract No. 108 and the H.N. Thompson Survey, Abstract No. 896, located at the northeast corner of Legacy Drive and Communications Parkway and within the Dallas North Tollway Overlay District in the City of Plano, Collin County, Texas; directing a change accordingly in the official zoning map of the City; and providing a penalty clause, a repealer clause, a savings clause, a severability clause, a publication clause, and an effective date.

WHEREAS, the City Secretary of Plano, Texas, directed that notices of a hearing be issued, as required by the Zoning Ordinance of the City of Plano and laws of the State of Texas, at a meeting of the City Council, to be held on the 14th day of April, 2025, for the purpose of considering amending and expanding Planned Development-65-Central Business-1 to modify open space and signage development standards on 275.1 acres of land out of the Henry Cook Survey, Abstract No. 183, the J.C. Barrow Survey, Abstract No. 91, the G.R. Martin Survey, Abstract No. 622, the Collin County School Land Survey No. 6, Abstract No. 149, the J. Digman Survey, Abstract No. 279, the Maria C. Vela Survey, Abstract No. 935, the Samuel H. Brown Survey, Abstract No. 108 and the H.N. Thompson Survey, Abstract No. 896, located at the northeast corner of Legacy Drive and Communications Parkway and within the Dallas North Tollway Overlay District in the City of Plano, Collin County, Texas; and

WHEREAS, the City Secretary of said City accordingly caused to be issued and published the notices required by its Zoning Ordinance and laws of the State of Texas applicable thereto, the same having been published in a paper of general circulation in the City of Plano, Texas, at least fifteen (15) days prior to the time set for such hearing; and

WHEREAS, the City Council of said City, pursuant to such notice, held its public hearing and heard all persons wishing to be heard both for and against the aforesaid change in the Zoning Ordinance, on the 14th day of April, 2025; and

WHEREAS, the City Council is of the opinion and finds that such rezoning, as amended by the stipulations agreed upon during the public hearing, would not be detrimental to the public health, safety, or general welfare, and will promote the best and most orderly development of the properties affected thereby, and to be affected thereby, in the City of Plano, and as well, the owners and occupants thereof, and the City generally; and

WHEREAS, the City Council authorized this Ordinance to be executed without further consideration, consistent with the stipulated restrictions presented at the hearing.

NOW, THEREFORE, BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF PLANO, TEXAS, THAT:

Section I. The Comprehensive Zoning Ordinance of the City, Ordinance No. 2015-5-2, as the same has been heretofore amended, is hereby further amended to modify open space and signage development standards for Planned Development-65-Central Business-1 on 275.1 acres of land out of the Henry Cook Survey, Abstract No. 183, the J.C. Barrow Survey, Abstract No. 91, the G.R. Martin Survey, Abstract No. 622, the Collin County School Land Survey No. 6, Abstract No. 149, the J. Digman Survey, Abstract No. 279, the Maria C. Vela Survey, Abstract No. 935, the Samuel H. Brown Survey, Abstract No. 108 and the H.N. Thompson Survey, Abstract No. 896, located at the northeast corner of Legacy Drive and Communications Parkway and within the Dallas North Tollway Overlay District in the City of Plano, Collin County, Texas, said property being described in the legal description on Exhibit A attached hereto.

Section II. The modified development standards in Section 2.ii. (Residential Development Standards) and Section 6 (Signage Regulations) of Planned Development-65-Central Business-1 are hereby amended, according to the stipulations agreed upon during the public hearing, as described below:

...

- ii. The open space exhibit for Tracts C and D is adopted as part of this ordinance and open space for these tracts will be in accordance with the following:
 - Usable public open space must be provided in an amount not less than 8.8 acres. The 7.1 acres of public park land located on the south side of Tract C within PD-65-CB-1 can be counted towards the credit, and a minimum of 1.7 acres of usable open space must be provided within Tracts C and D as defined in the open space plan.
 - Usable open space must be accessible to the public at all times and must not be fenced.
 - Usable open space must have a minimum dimension of 30 feet long and 30 feet wide.

...

6. Signage Regulations

In addition to signs permitted by Article 22 of the Zoning Ordinance, the following additional signs and/or revised sign definitions and standards are permissible:

a. Freestanding Identification Signs

- i. Freestanding identification signs may be installed at the following locations and shall comply with the Dallas North Tollway Overlay District signage requirements:

- 1. The intersections of Type D and larger thoroughfares
- 2. The intersection of Bishop Road and Type D and larger thoroughfares

- ii. Freestanding identification signs are exempt from the requirement that they be located at least 30 feet from a private property line.

b. Directional Signs

i. General

- 1. A directional sign is any noncommercial sign, which directs the public to various locations, for instance, but not limited to, the retail, apartments, hotel, or parking areas.
- 2. A directional sign may be a freestanding sign, a wall sign, a projecting sign, or mounted to a vertical support.
- 3. These signs shall not contain advertising and shall be specifically directional in nature.

- ii. Sign Size – A directional sign mounted to a vertical support shall not exceed 15 square feet and the maximum sign width is 3 feet wide. The bottom of the sign shall not fall below 7 feet from the ground surface.

c. Banners – General

- i. Banners may be mounted to a vertical support or attached to a building or parking deck and may cross the street.
- ii. Banners, which are mounted to a vertical support, may be integrated onto street and pedestrian light poles.
- iii. Banners may display artwork or a message that pertains to the district or a special event.

d. Portals – General

- i. A portal is an entry feature, which may be freestanding, span across an area, or attached to a building or structure.

- ii. Portals may be located at the following locations:
 - 1. The intersections of Bishop Road and Type D and larger thoroughfares.
 - 2. The intersection of Henry Cook Boulevard and Parkwood Boulevard.
 - iii. Portals that span across the public right-of-way may be erected subject to city approval.
- e. Directory Map
- i. General
 - 1. A directory map is a noncommercial map listing the occupants within a shopping center, retail district, office district, or commercial site.
 - 2. A directory map may be freestanding, mounted to a wall, mounted to a vertical support, incorporated into a kiosk, or anchored within the public right-of-way.
 - 3. A directory map is used to provide way-finding information for pedestrians.
 - ii. Sign Size – A directory map, mounted to a vertical support, shall not exceed 40 square feet.
- f. Architectural Roof Signs
- i. General
 - 1. An architectural roof sign is a sign on top of a roof structure that may extend above the highest point of a roofline.
 - 2. Architectural roof signs are prohibited on building facades facing the Dallas North Tollway, Headquarters Drive, Parkwood Boulevard, Tennyson Parkway, and Legacy Drive.
 - ii. Sign Size – Architectural roof signs shall not exceed an overall height of 9 feet and shall not exceed a maximum square footage of 150 square feet.
- g. Sloping Roof Signs
- i. General
 - 1. A sloping roof sign sits at the base of a sloping roof structure/awning element and does not extend above the roofline of the structure or element.

2. Sloping roof signs are limited to the retail portion of Legacy Town Center and Tract C.
 - ii. Sign Size – Sloping roof sign height shall not exceed one-third of the height of the sloping roof seen in true elevation. (See attached zoning exhibit for sloping roof sign detail.)
- h. A-frame Signs
- i. General
 1. An a-frame sign is a self-supporting A-shaped sign with 2 visible sides that is located on or adjacent to a sidewalk.
 2. The sign shall be sufficiently weighted or anchored.
 3. A-frame signs may be located within the public right-of-way.
 - ii. Sign Size – The maximum square footage is 8 square feet per sign face and the maximum sign height is 4 feet high.
- i. Projecting Signs
- i. General
 1. Projecting signs must keep a minimum clearance of 8 feet above the sidewalk.
 2. Projecting signs may be located within the public right-of-way.
 - ii. Sign Size
 1. The horizontal portion of any projecting sign shall not be more than 6 feet 6 inches in length measured from the building face.
 2. The projecting sign shall not exceed 60 square feet.
- j. Murals – General
- i. Murals are noncommercial pictures, not advertising a product or service which is sold on the premises, painted on or attached to the exterior walls. The subject matter of a mural is expressed by means easily understood by a general audience.

- ii. Murals shall be reviewed and approved at the discretion of the Building Official for compliance with the definition of a mural and for appropriate size and placement.

k. Kiosks

- i. Within Tracts A and B, a maximum of 4 freestanding kiosks may be installed in the public right-of-way, 2 in the portion of the planned development district south of Legacy Drive and 2 in the portion north of Legacy Drive, subject to the following requirements:
 - 1. Kiosks are limited to 15 feet in height and the signage shall not exceed 40 square feet.
 - 2. All accessibility and visibility requirements must be met for public sidewalks and streets.
 - 3. Kiosks may display directory maps, artwork, or messages that pertain to the district or special events but shall not be used for commercial advertising signs.
- ii. Kiosks located on private property shall meet the following requirements:
 - 1. Signage on kiosks may not exceed 60 square feet.
 - 2. Kiosks may display commercial advertising signs.
- iii. For multiple-sided kiosks, the gross surface area of each side shall not exceed 2 times the allowable square footage divided by the number of sign faces.
- iv. Within Tract C, a maximum of 8 digital kiosks are permitted within 50 feet of Windrose Avenue, subject to the following:
 - 1. Kiosks must be located at least 75 linear feet apart.
 - 2. Kiosks may be digital or non-digital.
 - 3. Kiosks shall not be placed in any location that would prevent maintaining a minimum 7-foot-wide unobstructed pedestrian path or sidewalk as required by the district.

l. Multipurpose Wall Signs

i. General

- 1. A multipurpose wall sign is any sign mounted or projected on the wall of a building which is used to identify shopping centers, retail districts, office districts, or commercial sites and may include a listing of occupants within the development being identified. Advertising of products, services, or off-premises messaging is only permitted where explicitly specified below. The multipurpose wall sign may also be an electronic changeable wall sign as defined herein.

2. Multipurpose wall signs are exempt from Section 22.300.1.B and 2.F.
 3. An electronic changeable wall sign is a type of multipurpose wall sign that displays static images that change message or copy by programmable electronic processes. Electronic changeable wall signs shall be allowed to change copy every 8 seconds.
- ii. Size and Location
1. Unless otherwise specified below, multipurpose wall signs shall not be limited in height or width except that they shall be limited to 300 square feet in size.
 2. Unless otherwise specified below, multipurpose wall signs may only be used to advertise tenants, owners and uses, and any of their products or services within PD-65-CB-1.
 3. A maximum of 2 multipurpose wall signs shall be mounted to the parking garages located at the southeast corner of the Dallas North Tollway frontage road and Legacy Cr. only. The signs shall be mounted on the north, west, or south facades, and only one sign shall be permitted on each facade.
 4. A maximum of 6 multipurpose wall signs shall be permitted in Tract C, subject to the following:
 - a. When mounted to parking garage facades located adjacent to the Dallas North Tollway:
 - i. Maximum Number: 2
 - ii. Maximum Size: 500 square feet each
 - b. When located on a parking garage facade facing Windrose Avenue:
 - i. Maximum Number: 2
 - ii. Maximum Size, within 300 linear feet of Headquarters Drive: 1,100 square feet
 - iii. Maximum Size, over 300 linear feet from Headquarters Drive: 1,500 square feet
 - iv. Signs may include off-premises messaging.
 - v. Signs shall be located at least 100 linear feet from Legacy Drive and Headquarters Drive.
 - vi. Signs must not be visible from surrounding public rights-of-way at a height of 5 feet above ground level.

- c. When located on a building facade facing Windrose Avenue:
 - i. Maximum Number: 2
 - ii. Maximum Size for Signs East of Windrose: 400 square feet
 - iii. Maximum Size for Signs West of Windrose: 900 square feet
 - iv. Signs may include off-premises messaging.
 - v. Signs shall be located at least 200 linear feet from Legacy Drive and Headquarters Drive.

Section III. It is directed that the official zoning map of the City of Plano (which is retained in electronic record format) be changed to reflect the zoning classification established by this Ordinance.

Section IV. All provisions of the ordinances of the City of Plano in conflict with the provisions of this Ordinance are hereby repealed, and all other provisions of the Ordinances of the City of Plano not in conflict with the provisions of this Ordinance shall remain in full force and effect.

Section V. The repeal of any ordinance or part of ordinances effectuated by the enactment of this Ordinance shall not be construed as abandoning any action now pending under or by virtue of such ordinance or as discontinuing, abating, modifying or altering any penalty accruing or to accrue, or as affecting any rights of the municipality under any section or provisions of any ordinance at the time of passage of this Ordinance.

Section VI. Any violation of the provisions or terms of this ordinance by any person, firm or corporation shall be a misdemeanor offense and shall be subject to a fine in accordance with Section 1-4(a) of the City Code of Ordinances for each offense. Every day a violation continues shall constitute a separate offense.

Section VII. It is the intention of the City Council that this Ordinance, and every provision hereof, shall be considered severable, and the invalidity or partial invalidity of any section, clause or provision of this Ordinance shall not affect the validity of any other portion of this Ordinance.

Section VIII. This Ordinance shall become effective immediately upon its passage and publication as required by law.

PASSED AND APPROVED on the 14th day of April, 2025.

John B. Muns, MAYOR

ATTEST:

Lisa C. Henderson, CITY SECRETARY

APPROVED AS TO FORM:

Paige Mims, CITY ATTORNEY

Zoning Case 2024-026

BEING a tract of land situated in the Henry Cook Survey, Abstract No. 183, the J.C. Barrow Survey, Abstract No. 91, the G.R. Martin Survey, Abstract No. 622, the Collin County School Land Survey No. 6, Abstract No. 149, the J. Digman Survey, Abstract No. 279, the Maria C. Vela Survey, Abstract No. 935, the Samuel H. Brown Survey, Abstract No. 108 and the H.N. Thompson Survey, Abstract No. 896, Collin County, Texas and being all of Lot 1R and Lot 2, Block D and all of Lot 1, Block E, Legacy West Addition, an addition to the City of Plano, Texas according to the plat recorded in Volume 2015, Page 63, Map Records of Collin County, Texas, all of Lot 2, Block A, Legacy Town Center North No. 2, an addition to the City of Plano, Texas according to the plat recorded in Instrument No. 20070418010001360, Official Public Records of Collin County, Texas, all of Townhomes at Legacy Town Center Phase 4, an addition to the City of Plano, Texas according to the plat recorded in Instrument No. 20070718010002410, Official Public Records of Collin County, Texas, all of Lot 7, Block C, Legacy Town Center North, an addition to the City of Plano, Texas according to the plat recorded in Instrument No. 20130528010001510, Official Public Records of Collin County, Texas, all of Lot 8R, Block A, Legacy Town Center (North), an addition to the City of Plano, Texas according to the plat recorded in Instrument No. 20110804010001440, Official Public Records of Collin County, Texas, all of Lots 1 and 2, Block D, Legacy Town Center (North), an addition to the City of Plano, Texas according to the plat recorded in Cabinet 2006, Page 516, Map Records of Collin County, Texas, all of Lot 1, Block B and Lot 2, Block C, Legacy Town Center (North), an addition to the City of Plano, Texas according to the plat recorded in Cabinet 2006, Page 148, Map Records of Collin County, Texas, all of Lot 5, Block C, Legacy Town Center (North), an addition to the City of Plano, Texas according to the plat recorded in Instrument No. 20100806010001480, Official Public Records of Collin County, Texas, all of Lot 6R, Block A, Legacy Town Center (North), Lots 6R, and 8R, Block A, an addition to the City of Plano, Texas according to the plat recorded in Instrument No. 20100507010000900, Official Public Records of Collin County, Texas, all of Lot 4 and Lot 6, Block C, Legacy Town Center (North), an addition to the City of Plano, Texas according to the plat recorded in Instrument No. 20060710010002900, Official Public Records of Collin County, Texas, all of Lot 2R and Lot 3, Block A, Legacy Town Center (North), an addition to the City of Plano, Texas according to the plat recorded in Instrument No. 20071009010003610, Official Public Records of Collin County, Texas, all of Lot 1R and Lot 5, Block C, Legacy Town Center (North), an addition to the City of Plano, Texas according to the plat recorded in Instrument No. 20071107010003940, Official Public Records of Collin County, Texas, all of Lot 3, Block C, Legacy Town Center North, an addition to the City of Plano, Texas according to the plat recorded in Instrument No. 20060317010000990, Official Public Records of Collin County, Texas, all of Lot 1, Block A, Legacy Town Center (North), an addition to the City of Plano, Texas according to the plat recorded in Instrument No. 20080222010000710, Official Public Records of Collin County, Texas, all of The Town

Homes at Legacy Town Center, Phase 2, an addition to the City of Plano, Texas according to the plat recorded in Instrument No. 20060518010002110, Official Public Records of Collin County, Texas, all of Lot 1R and Lot 5, Block C, Legacy Town Center (North), an addition to the City of Plano, Texas according to the plat recorded in Instrument No. 20071107010003940, Official Public Records of Collin County, Texas, all of Lot 1, Block A, The Shops at Legacy Town Center (North), an addition to the City of Plano, Texas according to the plat recorded in Instrument No. 20061108010004830, Official Public Records of Collin County, Texas, all of Baccus Cemetery, all of Lot 1, Robb and Stucky Addition, an addition to the City of Plano, Texas according to the plat recorded in Instrument No. 2001-0095071, Official Public Records of Collin County, Texas, all of Lot 1, Block D, Lot 1, Block E, and Lot 1, Block F, The Shops at Legacy Town Center, an addition to the City of Plano, Texas according to the plat recorded in Instrument No. 2004-0038069, Official Public Records of Collin County, Texas, all of Lot 2, Block F, The Shops at Legacy Town Center, an addition to the City of Plano, Texas according to the plat recorded in Instrument No. 2004-0038062, Official Public Records of Collin County, Texas, all of The Shops at Legacy Town Center, Phase 2, an addition to the City of Plano, Texas according to the plat recorded in Instrument No. 2005-0064263, Official Public Records of Collin County, Texas, all of Lot 1, Block 1, Lincoln at Legacy Town Center, an addition to the City of Plano, Texas according to the plat recorded in Instrument No. 2002-0074310, Official Public Records of Collin County, Texas, all of Lot 1, Block G and Lot 3, Block G, Legacy Town Center (South), an addition to the City of Plano, Texas according to the plat recorded in Instrument No. 2003-0036901, Official Public Records of Collin County, Texas, all of Lot 2, Block 1 and Lot 3, Block 1, Two Legacy Town Center (South), an addition to the City of Plano, Texas according to the plat recorded in Instrument No. 2004-0038063, Official Public Records of Collin County, Texas, all of Lot 1, Block A and Lot 1, Block B, Doubletree Legacy Addition, an addition to the City of Plano, Texas according to the plat recorded in Instrument No. 2001-0020950, Official Public Records of Collin County, Texas, all of Lot 1R, Block H, Legacy Town Center (South), an addition to the City of Plano, Texas according to the plat recorded in Volume M, Page 47, Map Records of Collin County, Texas, all of Lot 1R, Block 1 and Lot 4, Block 1, Legacy Town Center (South), an addition to the City of Plano, Texas according to the plat recorded in Volume Q, Page 239, Map Records of Collin County, Texas, all of Lot 1R, Block A, Two Legacy Town Center, an addition to the City of Plano, Texas according to the plat recorded in Instrument No. 20060509010001880, Official Public Records of Collin County, Texas, all of Lot 2, Block 1, Two Legacy Town Center (South), an addition to the City of Plano, Texas according to the plat recorded in Instrument No. 2004-0011445, Official Public Records of Collin County, Texas, being all of Lot 1R, and Lot 5, Block 1, Two Legacy Town Center (South), an addition to the City of Plano, Texas according to the plat recorded in Volume P, Page 454, Map Records of Collin County, Texas and being more particularly described as follows:

BEGINNING at the intersection of the centerline of Legacy Drive (a variable width right-of-way) and the centerline of Communications Parkway (a variable width right-of-way);

THENCE with the centerline of Communications Parkway, the following courses and distances to wit:

North $0^{\circ}38'34''$ West, a distance of 284.84 feet to a point at the beginning of a tangent curve to the right having a central angle of $29^{\circ}58'12''$, a radius of 1143.74 feet, a chord bearing and distance of North $14^{\circ}20'32''$ East, 591.46 feet;

In a northeasterly direction, with said curve to the right, an arc distance of 598.26 feet to a point at the beginning of a non-tangent curve to the left having a central angle of $12^{\circ}34'33''$, a radius of 1261.08 feet, a chord bearing and distance of North $20^{\circ}03'31''$ East, 276.24 feet;

In a northeasterly direction, with said curve to the left, an arc distance of 276.79 feet to a point for corner;

THENCE departing said centerline, the following courses and distances to wit:

North $76^{\circ}19'54''$ West, a distance of 122.14 feet to a point at the beginning of a tangent curve to the left having a central angle of $12^{\circ}34'21''$, a radius of 559.37 feet, a chord bearing and distance of North $82^{\circ}37'05''$ West, 122.50 feet;

In a northwesterly direction, with said curve to the left, an arc distance of 122.74 feet to a point at the beginning of a non-tangent curve to the left having a central angle of $48^{\circ}26'58''$, a radius of 550.00 feet, a chord bearing and distance of North $21^{\circ}42'51''$ West, 451.35 feet;

In a northwesterly direction, with said curve to the left, an arc distance of 465.08 feet to a point for corner;

North $45^{\circ}56'20''$ West, a distance of 101.54 feet to a point at the beginning of a tangent curve to the right having a central angle of $13^{\circ}00'00''$, a radius of 700.00 feet, a chord bearing and distance of North $39^{\circ}26'20''$ West, 158.48 feet;

In a northwesterly direction, with said curve to the right, an arc distance of 158.82 feet to a point for corner;

North $32^{\circ}56'20''$ West, a distance of 101.40 feet to a point at the beginning of a tangent curve to the right having a central angle of $13^{\circ}00'00''$, a radius of 700.00 feet, a chord bearing and distance of North $26^{\circ}26'20''$ West, 158.48 feet;

In a northwesterly direction, with said curve to the right, an arc distance of 158.82 feet to a point for corner;

North $19^{\circ}56'20''$ West, a distance of 141.58 feet to a point at the beginning of a tangent curve to the left having a central angle of $39^{\circ}20'01''$, a radius of 480.00 feet, a chord bearing and distance of North $39^{\circ}36'20''$ West, 323.09 feet;

In a northwesterly direction, with said curve to the left, an arc distance of 329.52 feet to a point for corner;

North $31^{\circ}07'28''$ East, a distance of 60.01 feet to a point at the beginning of a tangent curve to the left having a central angle of $11^{\circ}28'12''$, a radius of 532.50 feet, a chord bearing and distance of North $25^{\circ}23'22''$ East, 106.42 feet;

In a northeasterly direction, with said curve to the left, an arc distance of 106.60 feet to a point for corner;

North $19^{\circ}39'16''$ East, a distance of 95.37 feet to a point in the centerline of Headquarters Drive (a variable width right-of-way) at the beginning of a non-tangent curve to the right having a central angle of $23^{\circ}03'41''$, a radius of 1191.79 feet, a chord bearing and distance of South $60^{\circ}53'48''$ East, 476.46 feet;

THENCE with the centerline of Headquarters Drive, in a southeasterly direction, with said curve to the right, an arc distance of 479.69 feet to a point at the beginning of a reverse curve to the left having a central angle of $41^{\circ}06'45''$, a radius of 561.00 feet, a chord bearing and distance of South $69^{\circ}55'20''$ East, 393.96 feet;

THENCE in a southeasterly direction, with said curve to the left, an arc distance of 402.55 feet to a point for corner;

THENCE North $89^{\circ}31'17''$ East, a distance of 1124.49 feet to a point at the intersection of said centerline of Headquarters Drive and the centerline of the Dallas North Tollway (a variable width right-of-way) and at the beginning of a non-tangent curve to the right having a central angle of $1^{\circ}02'17''$, a radius of 3819.72 feet, a chord bearing and distance of North $14^{\circ}59'09''$ East, 69.20 feet;

THENCE with said centerline of the Dallas North Tollway, the following courses and distances to wit:

In a northeasterly direction, with said curve to the right, an arc distance of 69.20 feet to a point for corner;

North 15°30'18" East, a distance of 584.33 feet to the intersection of said centerline and the centerline of Baltic Boulevard;

THENCE with the centerline of Baltic Boulevard, the following courses and distances to wit:

North 89°47'07" East, a distance of 1182.27 feet to a point for corner;

South 68°36'03" East, a distance of 408.43 feet to a point at intersection of said centerline and the centerline of Parkwood Boulevard (a variable width right-of-way) and at the beginning of a non-tangent curve to the left having a central angle of 20°08'49", a radius of 1003.66 feet, a chord bearing and distance of South 10°04'24" West, 351.10 feet;

THENCE with the centerline of Parkwood Boulevard, the following courses and distances to wit:

In a southwesterly direction, with said curve to the left, an arc distance of 352.92 feet to a point for corner;

South 0°00'00" East, a distance of 4760.63 feet to the intersection of the centerline of Parkwood Boulevard and Tennyson Parkway (a variable width right-of-way);

THENCE with the centerline of said Tennyson Parkway, the following courses and distances to wit:

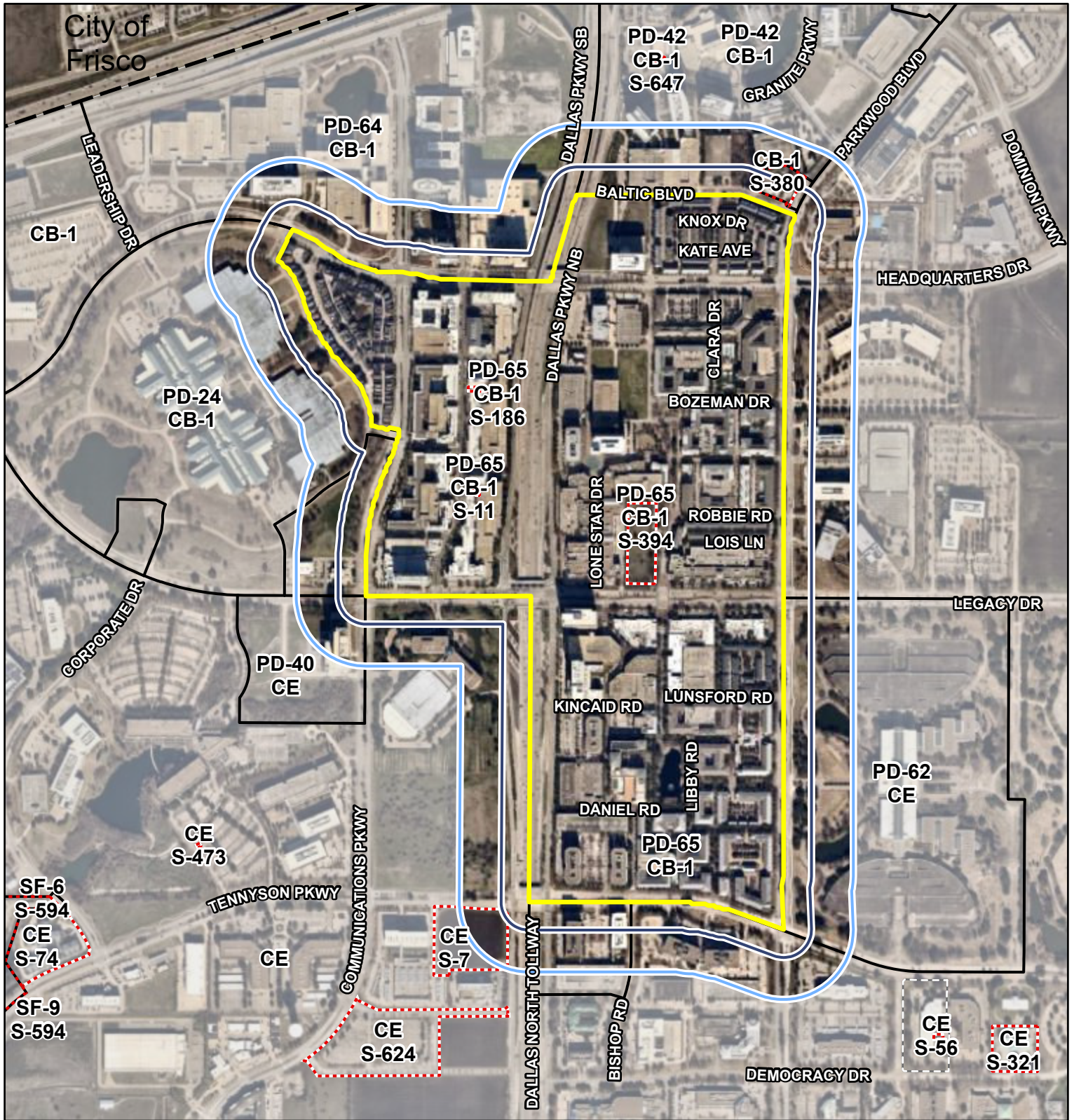
North 70°09'50" West, a distance of 414.03 feet to a point at the beginning of a tangent curve to the left having a central angle of 19°36'17", a radius of 1151.50 feet, a chord bearing and distance of North 79°57'59" West, 392.09 feet;

In a northwesterly direction, with said curve to the left, an arc distance of 394.01 feet to a point for corner;

North 89°46'07" West, a distance of 1020.78 feet to the intersection of said centerline of Tennyson Parkway and the said centerline of the Dallas North Tollway;

THENCE with said centerline of the Dallas North Tollway, North 0°00'00" East, a distance of 2158.23 feet to the intersection of said centerline and said centerline of Legacy Drive;

THENCE with said centerline of Legacy Drive, South 89°21'26" West, a distance of 1175.78 feet to the **POINT OF BEGINNING AND CONTAINING** 275.07 acres of land.



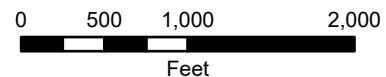
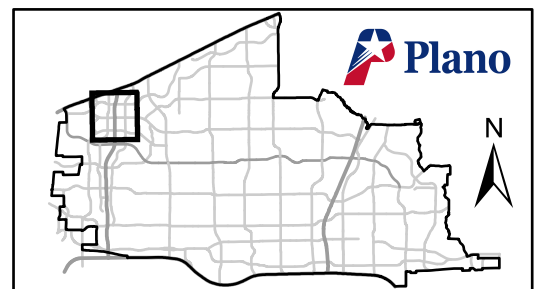
Project Number: ZC2024-026

Existing Zoning: Planned Development-65-Central Business-1

Proposed Zoning: Amend Planned Development-65-Central Business-1

- Subject Property
- Zoning Boundary
- Approved Parcels
- 200' Notification Buffer
- - - Specific Use Permit (SUP) Boundary
- Municipal Boundaries
- 500' Notification Buffer
- - - Zoning/SUP Boundary

Source: City of Plano



DATE: March 26, 2025

TO: Honorable Mayor & City Council

FROM: Planning & Zoning Commission

VIA: Mike Bell, AICP, Assistant Director of Planning acting as Secretary of the Planning & Zoning Commission
Christina D. Day, AICP, Director of Planning

SUBJECT: Results of Planning & Zoning Commission Meeting of March 25, 2025

AGENDA ITEM NO. 2A - ZONING CASE 2024-026
PETITIONER: LEGACY WEST INVESTORS, LP.

Request to amend Planned Development-65-Central Business-1 to modify open space and signage development standards on 275.1 acres located at the northeast corner of Legacy Drive and Communications Parkway and within the Dallas North Tollway Overlay District. Project #ZC2024-026. Tabled on January 21, 2025, February 17, 2025, and March 3, 2025. Project #ZC2024-026.

APPROVED: 7-0

Speaker Card(s) Received:	Support:	<u>5</u>	Oppose:	<u>0</u>	Neutral:	<u>0</u>
Letters Received Within 200' Notice Area:	Support:	<u>0</u>	Oppose:	<u>0</u>	Neutral:	<u>0</u>
Letters Received Within the Subject Property	Support:	<u>3</u>	Oppose:	<u>7</u>	Neutral:	<u>1</u>
Petition Signatures Received:	Support:	<u>0</u>	Oppose:	<u>0</u>	Neutral:	<u>0</u>
Other Responses:	Support:	<u>2</u>	Oppose:	<u>6</u>	Neutral:	<u>0</u>

RESULTS:

The Commission recommended the item for approval subject to the following stipulations:

Section 2.ii. to be amended as follows (additions are underlined; deletions are ~~struck through~~):

- ii. The open space exhibit for Tracts C and D is adopted as part of this ordinance and open space for these tracts will be in accordance with the following:
 - Usable public open space must be provided in an amount not less than ~~8.7~~8.8 acres. The 7.1 acres of public park land located on the south side of Tract C within PD-65-CB-1 can be counted towards the credit, and a minimum of ~~4.6~~1.7 acres of usable open space must be provided within Tracts C and D as defined in the open space plan.

- Usable open space must be accessible to the public at all times and must not be fenced.
- Usable open space must have a minimum dimension of 30 feet long and 30 feet wide.

Section 6 to be amended as follows (additions are underlined; deletions are ~~struck through~~):

6. Signage Regulations

In addition to signs permitted by Article 22 of the Zoning Ordinance, the following additional signs and/or revised sign definitions and standards are permissible:

a. *Freestanding Identification Signs*

- Freestanding identification signs may be installed at the following locations and shall comply with the Dallas North Tollway Overlay District signage requirements:
 - The intersections of Type D and larger thoroughfares
 - The intersection of Bishop Road and Type D and larger thoroughfares
- Freestanding identification signs are exempt from the requirement that they be located at least 30 feet from a private property line.

b. *Directional Signs*

- General
 - A directional sign is any noncommercial sign, which directs the public to various locations, for instance, but not limited to, the retail, apartments, hotel, or parking areas.
 - A directional sign may be a freestanding sign, a wall sign, a projecting sign, or mounted to a vertical support.
 - These signs shall not contain advertising and shall be specifically directional in nature.
- Sign Size – A directional sign mounted to a vertical support shall not exceed 15 square feet and the maximum sign width is 3 feet wide. The bottom of the sign shall not fall below 7 feet from the ground surface.

c. *Banners – General*

- Banners may be mounted to a vertical support or attached to a building or parking deck and may cross the street.
- Banners, which are mounted to a vertical support, may be integrated onto street and pedestrian light poles.
- Banners may display artwork or a message that pertains to the district or a special event.

d. *Portals – General*

- A portal is an entry feature, which may be freestanding, span across an area, or attached to a building or structure.

ii. Portals may be located at the following locations:

1. The intersections of Bishop Road and Type D and larger thoroughfares.
2. The intersection of Henry Cook Boulevard and Parkwood Boulevard.

iii. Portals that span across the public right-of-way may be erected subject to city approval.

e. *Directory Map*

i. General

1. A directory map is a noncommercial map listing the occupants within a shopping center, retail district, office district, or commercial site.
2. A directory map may be freestanding, mounted to a wall, mounted to a vertical support, incorporated into a kiosk, or anchored within the public right-of-way.
3. A directory map is used to provide way-finding information for pedestrians.

ii. Sign Size – A directory map, mounted to a vertical support, shall not exceed 40 square feet.

f. *Architectural Roof Signs*

i. General

1. An architectural roof sign is a sign on top of a roof structure that may extend above the highest point of a roofline.
2. Architectural roof signs are prohibited on building facades facing the Dallas North Tollway, Headquarters Drive, Parkwood Boulevard, Tennyson Parkway, and Legacy Drive.

ii. Sign Size – Architectural roof signs shall not exceed an overall height of 9 feet and shall not exceed a maximum square footage of 150 square feet.

g. *Sloping Roof Signs*

i. General

1. A sloping roof sign sits at the base of a sloping roof structure/awning element and does not extend above the roofline of the structure or element.
2. Sloping roof signs are limited to the retail portion of Legacy Town Center and Tract C.

ii. Sign Size – Sloping roof sign height shall not exceed one-third of the height of the sloping roof seen in true elevation. (See attached zoning exhibit for sloping roof sign detail.)

h. *A-frame Signs*

i. General

1. An a-frame sign is a self-supporting A-shaped sign with 2 visible sides that is located on or adjacent to a sidewalk.
 2. The sign shall be sufficiently weighted or anchored.
 3. A-frame signs may be located within the public right-of-way.
- ii. Sign Size – The maximum square footage is 8 square feet per sign face and the maximum sign height is 4 feet high.
- i. *Projecting Signs*
 - i. General
 1. Projecting signs must keep a minimum clearance of 8 feet above the sidewalk.
 2. Projecting signs may be located within the public right-of-way.
 - ii. Sign Size
 1. The horizontal portion of any projecting sign shall not be more than 6 feet 6 inches in length measured from the building face.
 2. The projecting sign shall not exceed 60 square feet.
- j. *Murals – General*
 - i. Murals are noncommercial pictures, not advertising a product or service which is sold on the premises, painted on or attached to the exterior walls. The subject matter of a mural is expressed by means easily understood by a general audience.
 - ii. Murals shall be reviewed and approved at the discretion of the Building Official for compliance with the definition of a mural and for appropriate size and placement.
- k. *Kiosks*
 - ~~i. General~~
 - ~~1. Freestanding kiosk structures may be anchored within the public right of way or erected on individual lots. If anchored in the public right of way, kiosks are limited to 15 feet in height, and all accessibility and visibility requirements must be met for public sidewalks and streets. A maximum of 4 freestanding kiosks may be installed in the public right of way, 2 in the portion of the planned development district south of Legacy Drive, and 2 in the portion north of Legacy Drive.~~
 - ~~2. Kiosks in the public right of way may display directory maps, artwork, or messages that pertain to the district or special events but shall not be used for commercial advertising signs. Kiosks located on private property may display commercial advertising signs.~~
 - ~~ii. Sign Size – Signage on all kiosks shall not exceed 40 square feet in the public right of way. Signage on kiosks located on private property may not exceed 60 square feet. For multiple-sided kiosks, the gross surface area of each side shall not exceed 2 times the allowable square footage divided by the number of sign faces.~~

- i. Within Tracts A and B, a maximum of 4 freestanding kiosks may be installed in the public right-of-way, 2 in the portion of the planned development district south of Legacy Drive and 2 in the portion north of Legacy Drive, subject to the following requirements:
 1. Kiosks are limited to 15 feet in height and the signage shall not exceed 40 square feet.
 2. All accessibility and visibility requirements must be met for public sidewalks and streets.
 3. Kiosks may display directory maps, artwork, or messages that pertain to the district or special events but shall not be used for commercial advertising signs.
- ii. Kiosks located on private property shall meet the following requirements:
 1. Signage on kiosks may not exceed 60 square feet.
 2. Kiosks may display commercial advertising signs.
- iii. For multiple-sided kiosks, the gross surface area of each side shall not exceed 2 times the allowable square footage divided by the number of sign faces.
- iv. Within Tract C, a maximum of 8 digital kiosks are permitted within 50 feet of Windrose Avenue, subject to the following:
 1. Kiosks must be located at least 75 linear feet apart.
 2. Kiosks may be digital or non-digital.
 3. Kiosks shall not be placed in any location that would prevent maintaining a minimum 7-foot wide unobstructed pedestrian path or sidewalk as required by the district.

I. Multipurpose Wall Signs

i. General

1. A multipurpose wall sign is any sign mounted or projected on the wall of a building which is used to identify shopping centers, retail districts, office districts, or commercial sites and may include a listing of occupants within the development being identified. Advertising of products, services, or off-premise messaging is only permitted where explicitly specified below. The multipurpose wall sign may also be an electronic changeable wall sign as defined herein.
2. Multipurpose wall signs are exempt from Section 22.300.1.B and 2.F.
3. An electronic changeable wall sign is a type of multipurpose wall sign that displays static images that change message or copy by programmable electronic processes. Electronic changeable wall signs shall be allowed to change copy every 8 seconds.

ii. Size and Location

1. Unless otherwise specified below, multipurpose wall signs shall not be limited in height or width except that they shall be limited to 300 square feet in size.

- ~~2. Multipurpose wall signs within Tract C shall be limited to 500 square feet in size.~~
- ~~3. A maximum of 2 multipurpose wall signs shall be mounted to parking garages located adjacent to the Dallas North Tollway within Tract C.~~
2. Unless otherwise specified below, multipurpose wall signs may only be used to advertise tenants, owners and uses, and any of their products or services within PD-65-CB-1.
3. A maximum of 2 multipurpose wall signs shall be mounted to the parking garages located at the southeast corner of the Dallas North Tollway frontage road and Legacy Cr. only. The signs shall be mounted on the north, west, or south facades, and only one sign shall be permitted on each facade.
4. A maximum of 6 multipurpose wall signs shall be permitted in Tract C, subject to the following:
 - a. When mounted to parking garage facades located adjacent to the Dallas North Tollway:
 - i. Maximum Number: 2
 - ii. Maximum Size: 500 square feet each
 - b. When located on a parking garage façade facing Windrose Avenue:
 - i. Maximum Number: 2
 - ii. Maximum Size, within 300 linear feet of Headquarters Drive: 1,100 square feet
 - iii. Maximum Size, over 300 linear feet from Headquarters Drive: 1,500 square feet
 - iv. Signs may include off-premise messaging.
 - v. Signs shall be located at least 100 linear feet from Legacy Drive and Headquarters Drive.
 - vi. Signs must not be visible from surrounding public rights-of-way at a height of 5 feet above ground level.
 - c. When located on a building facade facing Windrose Avenue:
 - i. Maximum Number: 2
 - ii. Maximum Size for Signs East of Windrose: 400 square feet
 - iii. Maximum Size for Signs West of Windrose: 900 square feet
 - iv. Signs may include off-premise messaging.
 - v. Signs shall be located at least 200 linear feet from Legacy Drive and Headquarters Drive.

To view the hearing, please click on the provided link:

<https://planotx.new.swagit.com/videos/338445?ts=3382>

DW/hm

cc: Christina Sebastian, Land Records Planning Manager
Melissa Kleineck, Lead Planner
Justin Cozart, Sr. GIS Technician
Jeanna Scott, Building Inspections Manager
Dorothy Alatorre, Sr. Administrative Assistant - Neighborhood Services

AGENDA ITEM NO. 2A

PUBLIC HEARING: Zoning Case 2024-026

PETITIONER: Legacy West Investors LP

CASE PLANNER: Destiny Woods

DESCRIPTION: Request to amend Planned Development-65-Central Business-1 to modify open space and signage development standards on 275.1 acres located at the northeast corner of Legacy Drive and Communications Parkway and within the Dallas North Tollway Overlay District. Tabled on January 21, 2025, February 17, 2025, and March 3, 2025. Project #ZC2024-026.

EXECUTIVE SUMMARY

The purpose of this request is to amend Planned Development-65-Central Business-1 (PD-65-CB-1) to modify signage development standards and to increase the usable open space for the district. PD-65-CB-1 includes the mixed-use developments commonly referred to as The Shops at Legacy and Legacy West. Proposed changes as part of this request are primarily limited to the Legacy West portion of PD-65-CB-1, including the area bound by the Communications Parkway, Headquarters Drive, the Dallas North Tollway, and Legacy Drive. Major topics of consideration include:

- Open Space Plan Changes – PD-65-CB-1 includes an open space plan adopted by ordinance. For this reason, any modification to the open space plan requires approval through the rezoning process. As part of this request, two changes to the open space plan are proposed:
 - *Closure of Water Street* – The petitioner is requesting to close the eastern portion of Water Street, a quasi-public street currently connecting Windrose Avenue to Communications Parkway, to facilitate an outdoor stage and active open space. The western portion of Water Street connecting Communications Parkway to a parking garage entrance will remain as a private drive. This change will increase the amount of open space by 0.18 acres.
 - *Retail Kiosks* – The petitioner is requesting to remove an area designated as open space on the east side of Windrose Avenue to allow construction of a retail kiosk. This change will decrease the amount of open space by 0.03 acres.

A net increase of 0.15 acres in usable open space is proposed as part of this request. Changes to allow the retail kiosk decreasing the open space, without associated improvements to Water Street increasing the open space, would not be allowed under the PD language.

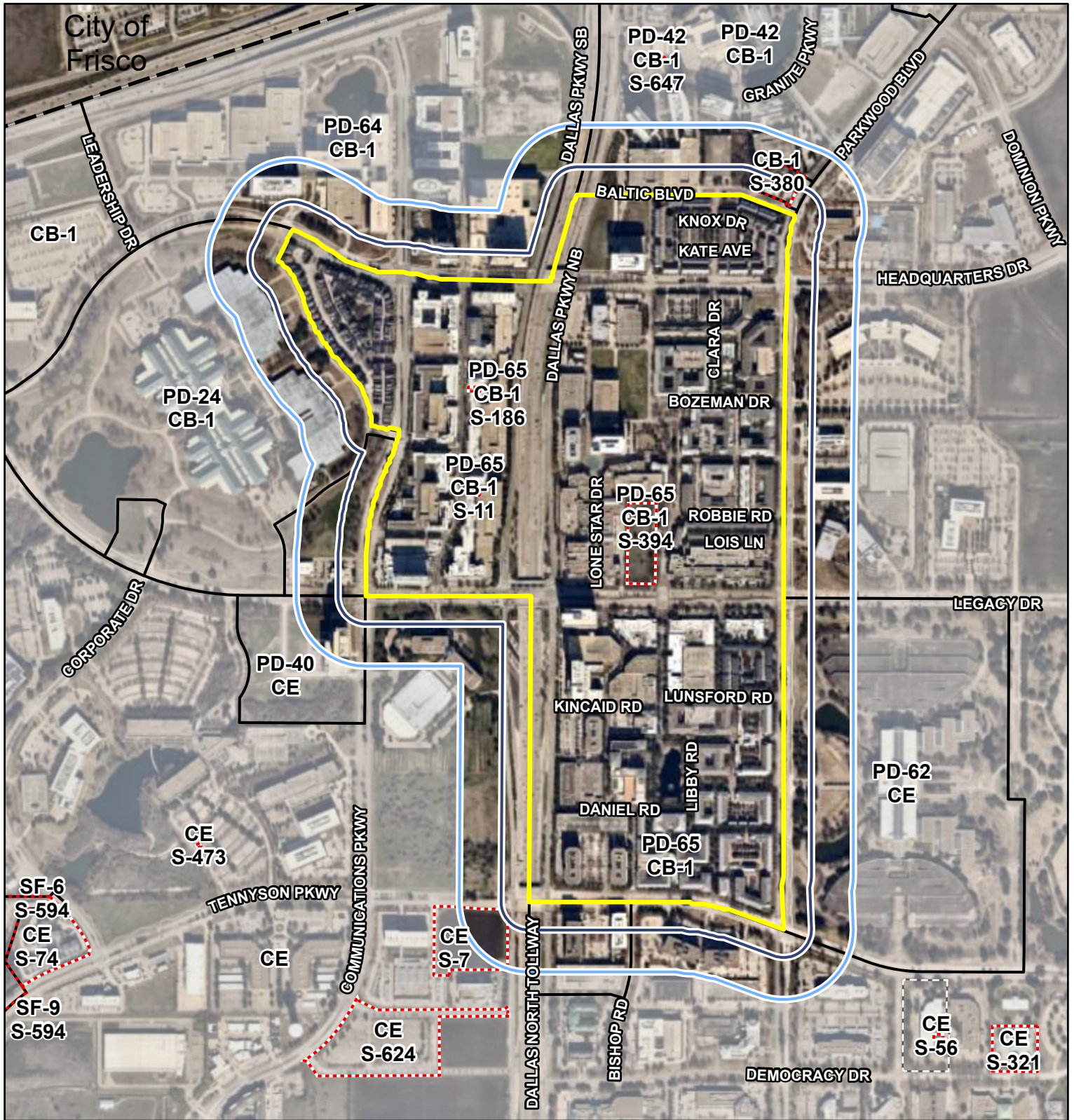
- Signage – PD-65-CB-1 includes specialized sign standards. The applicant is requesting to modify the signage standards to allow installation of four large signs and eight kiosks along

Windrose Avenue internal to the development. The signs and kiosks can be electronic, changeable content. The signage will be oriented towards internal private streets and drives, and setbacks from public streets are required to limit the visibility outside the development.

- Conformance to the Comprehensive Plan – The subject property is located within the Urban Activity Centers (UA) and Employment Centers (EM) categories of the Future Land Use Map (FLUM); however, only a small portion of the subject property is located within the EM category and no change is proposed within this area. This request meets the policies and priorities set by the Comprehensive Plan.

If approved, the existing open space configuration will be a non-conforming condition until the proposed changes are made. The new signage is allowed without associated open space changes. Conversely, the open space changes could occur without changes to the signage.

Staff recommends approval of the request. A revised open space plan is attached and, if approved, will be incorporated into the district's adopting ordinance. A revised site plan accompanies this request as Agenda Item No. 2B.



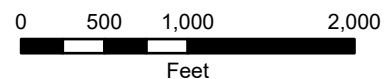
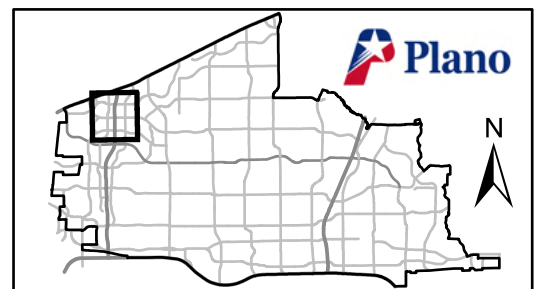
Project Number: ZC2024-026

Existing Zoning: Planned Development-65-Central Business-1

Proposed Zoning: Amend Planned Development-65-Central Business-1

- Subject Property
- Zoning Boundary
- Approved Parcels
- 200' Notification Buffer
- - - Specific Use Permit (SUP) Boundary
- Municipal Boundaries
- 500' Notification Buffer
- - - Zoning/SUP Boundary

Source: City of Plano



STAFF PRELIMINARY REPORT – INTRODUCTORY REMARKS

The purpose of the request is to amend Planned Development-65-Central Business-1 (PD-65-CB-1) to modify the adopted open space plan and signage development standards.

Existing Zoning

Section 10.900 (CB-1, Central Business-1 District) of Article 10 (Nonresidential Districts) of the Zoning Ordinance identifies the purpose of the Central Business-1 (CB-1) district as follows:

The CB-1 district is intended for use in conjunction with the CE district to permit a highly concentrated business center similar to traditional downtown areas of major cities.

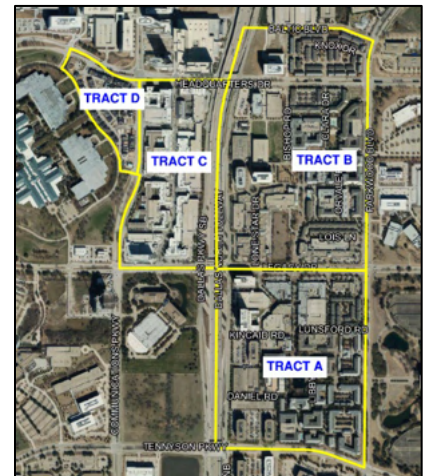
Planned Developments

A Planned Development (PD) district provides the ability to amend use, height, setback, and other development standards at the time of zoning to promote innovative design and better development controls appropriate to both off and onsite conditions. Section 12.100 (Purpose) of Article 12 (Planned Development District) of the Zoning Ordinance guides the establishment of planned development districts. This PD was established in 1998.

Site History

The subject property was zoned Central Business-1 (CB-1) in 1980 as part of the initial establishment of the Legacy Business Park. PD-65-CB-1 was established in 1998 to create The Shops at Legacy mixed-use development. At the time of its establishment, the extent of the PD was limited to Tracts A and B south of Headquarters in the image to the right. In 2005, 18.4 acres north of Headquarters Drive were added to expand Tract B.

In 2014, Tracts C and D were added to PD-65-CB-1 to facilitate the development of Legacy West. There have been several modifications to PD-65-CB-1 since its creation. The latest was in 2022, which modified the open space requirements and open space plan for the district.



Proposed Planned Development Stipulations

The proposed modifications to the existing PD-65-CB-1 stipulations are isolated to Section 2.ii. (Residential Development Standards) and Section 6 (Signage Regulations) under Specific Provisions of the Planned Development. A full list of PD-65-CB-1 stipulations with proposed changes is attached; however, only the sections with changes are included in this report. Modifications to the open space plan are also proposed, and the plan is attached.

Changes to Section 2

Section 2.ii. is proposed to be amended to incorporate the additional open space required as follows (additions are underlined; deletions are ~~struck through~~):

- ii. The open space exhibit for Tracts C and D is adopted as part of this ordinance and open space for these tracts will be in accordance with the following:
 - Usable public open space must be provided in an amount not less than ~~8.7~~8.8 acres. The 7.1 acres of public park land located on the south side of Tract C within PD-65-CB-1 can be counted towards the credit, and a minimum of ~~4.6~~1.7 acres of usable open space must be provided within Tracts C and D as defined in the open space plan.
 - Usable open space must be accessible to the public at all times and must not be fenced.
 - Usable open space must have a minimum dimension of 30 feet long and 30 feet wide.

Changes to Section 6

Section 6 has been restructured for administrative clarity with substantive changes indicated by underline and substantive deletions indicated by strike-through:

6. Signage Regulations

In addition to signs permitted by Article 22 of the Zoning Ordinance, the following additional signs and/or revised sign definitions and standards are permissible:

a. *Freestanding Identification Signs*

- i. Freestanding identification signs may be installed at the following locations and shall comply with the Dallas North Tollway Overlay District signage requirements:
 - 1. The intersections of Type D and larger thoroughfares
 - 2. The intersection of Bishop Road and Type D and larger thoroughfares
- ii. Freestanding identification signs are exempt from the requirement that they be located at least 30 feet from a private property line.

b. *Directional Signs*

i. General

- 1. A directional sign is any noncommercial sign, which directs the public to various locations, for instance, but not limited to, the retail, apartments, hotel, or parking areas.
 - 2. A directional sign may be a freestanding sign, a wall sign, a projecting sign, or mounted to a vertical support.
 - 3. These signs shall not contain advertising and shall be specifically directional in nature.
- ii. Sign Size – A directional sign mounted to a vertical support shall not exceed 15 square feet and the maximum sign width is 3 feet wide. The bottom of the sign shall not fall below 7 feet from the ground surface.

c. *Banners – General*

- i. Banners may be mounted to a vertical support or attached to a building or parking deck and may cross the street.
- ii. Banners, which are mounted to a vertical support, may be integrated onto street and pedestrian light poles.
- iii. Banners may display artwork or a message that pertains to the district or a special event.

d. *Portals – General*

- i. A portal is an entry feature, which may be freestanding, span across an area, or attached to a building or structure.
- ii. Portals may be located at the following locations:
 - 1. The intersections of Bishop Road and Type D and larger thoroughfares.
 - 2. The intersection of Henry Cook Boulevard and Parkwood Boulevard.
- iii. Portals that span across the public right-of-way may be erected subject to city approval.

e. *Directory Map*

i. General

- 1. A directory map is a noncommercial map listing the occupants within a shopping center, retail district, office district, or commercial site.
- 2. A directory map may be freestanding, mounted to a wall, mounted to a vertical support, incorporated into a kiosk, or anchored within the public right-of-way.
- 3. A directory map is used to provide way-finding information for pedestrians.

- ii. Sign Size – A directory map, mounted to a vertical support, shall not exceed 40 square feet.

f. *Architectural Roof Signs*

i. General

- 1. An architectural roof sign is a sign on top of a roof structure that may extend above the highest point of a roofline.
- 2. Architectural roof signs are prohibited on building facades facing the Dallas North Tollway, Headquarters Drive, Parkwood Boulevard, Tennyson Parkway, and Legacy Drive.
- ii. Sign Size – Architectural roof signs shall not exceed an overall height of 9 feet and shall not exceed a maximum square footage of 150 square feet.

g. *Sloping Roof Signs*

i. General

1. A sloping roof sign sits at the base of a sloping roof structure/awning element and does not extend above the roofline of the structure or element.
2. Sloping roof signs are limited to the retail portion of Legacy Town Center and Tract C.

- ii. Sign Size – Sloping roof sign height shall not exceed one-third of the height of the sloping roof seen in true elevation. (See attached zoning exhibit for sloping roof sign detail.)

h. *A-frame Signs*

i. General

1. An a-frame sign is a self-supporting A-shaped sign with 2 visible sides that is located on or adjacent to a sidewalk.
2. The sign shall be sufficiently weighted or anchored.
3. A-frame signs may be located within the public right-of-way.

- ii. Sign Size – The maximum square footage is 8 square feet per sign face and the maximum sign height is 4 feet high.

i. *Projecting Signs*

i. General

1. Projecting signs must keep a minimum clearance of 8 feet above the sidewalk.
2. Projecting signs may be located within the public right-of-way.

ii. Sign Size

1. The horizontal portion of any projecting sign shall not be more than 6 feet 6 inches in length measured from the building face.
2. The projecting sign shall not exceed 60 square feet.

j. *Murals – General*

- i. Murals are noncommercial pictures, not advertising a product or service which is sold on the premises, painted on or attached to the exterior walls. The subject matter of a mural is expressed by means easily understood by a general audience.
- ii. Murals shall be reviewed and approved at the discretion of the Building Official for compliance with the definition of a mural and for appropriate size and placement.

k. *Kiosks*

i. ~~General~~

- ~~1. Freestanding kiosk structures may be anchored within the public right-of-way or erected on individual lots. If anchored in the public right-of-way, kiosks are limited to 15 feet in height, and all accessibility and visibility requirements must be met for public sidewalks and streets. A maximum of 4 freestanding kiosks may be installed in the public right-of-way, 2 in the portion of the planned development district south of Legacy Drive, and 2 in the portion north of Legacy Drive.~~
- ~~2. Kiosks in the public right-of-way may display directory maps, artwork, or messages that pertain to the district or special events but shall not be used for commercial advertising signs. Kiosks located on private property may display commercial advertising signs.~~

- ii. ~~Sign Size — Signage on all kiosks shall not exceed 40 square feet in the public right-of-way. Signage on kiosks located on private property may not exceed 60 square feet. For multiple-sided kiosks, the gross surface area of each side shall not exceed 2 times the allowable square footage divided by the number of sign faces.~~

- i. Within Tracts A and B, a maximum of 4 freestanding kiosks may be installed in the public right-of-way, 2 in the portion of the planned development district south of Legacy Drive and 2 in the portion north of Legacy Drive, subject to the following requirements:

1. Kiosks are limited to 15 feet in height and the signage shall not exceed 40 square feet.
2. All accessibility and visibility requirements must be met for public sidewalks and streets.
3. Kiosks may display directory maps, artwork, or messages that pertain to the district or special events but shall not be used for commercial advertising signs.

- ii. Kiosks located on private property shall meet the following requirements:

1. Signage on kiosks may not exceed 60 square feet.
2. Kiosks may display commercial advertising signs.

- iii. For multiple-sided kiosks, the gross surface area of each side shall not exceed 2 times the allowable square footage divided by the number of sign faces.

- iv. Within Tract C, a maximum of 8 digital kiosks are permitted within 50 feet of Windrose Avenue, subject to the following:

1. Kiosks must be located at least 75 linear feet apart.
2. Kiosks may be digital or non-digital.
3. Kiosks shall not be placed in any location that would prevent maintaining a minimum 7-foot wide unobstructed pedestrian path or sidewalk as required by the district.

I. *Multipurpose Wall Signs*

i. General

1. A multipurpose wall sign is any sign mounted or projected on the wall of a building which is used to identify shopping centers, retail districts, office districts, or commercial sites and may include a listing of occupants within the development being identified. Advertising of products, services, or off-premise messaging is only permitted where explicitly specified below. The multipurpose wall sign may also be an electronic changeable wall sign as defined herein.
2. Multipurpose wall signs are exempt from Section 22.300.1.B and 2.F.
3. An electronic changeable wall sign is a type of multipurpose wall sign that displays static images that change message or copy by programmable electronic processes. Electronic changeable wall signs shall be allowed to change copy every 8 seconds.

ii. Size and Location

1. Unless otherwise specified below, multipurpose wall signs shall not be limited in height or width except that they shall be limited to 300 square feet in size.
- ~~2. Multipurpose wall signs within Tract C shall be limited to 500 square feet in size.~~
- ~~3. A maximum of 2 multipurpose wall signs shall be mounted to parking garages located adjacent to the Dallas North Tollway within Tract C.~~
2. Unless otherwise specified below, multipurpose wall signs may only be used to advertise tenants, owners and uses, and any of their products or services within PD-65-CB-1.
3. A maximum of 2 multipurpose wall signs shall be mounted to the parking garages located at the southeast corner of the Dallas North Tollway frontage road and Legacy Cr. only. The signs shall be mounted on the north, west, or south facades, and only one sign shall be permitted on each facade.
4. A maximum of 6 multipurpose wall signs shall be permitted in Tract C, subject to the following:
 - a. When mounted to parking garage facades located adjacent to the Dallas North Tollway:
 - i. Maximum Number: 2
 - ii. Maximum Size: 500 square feet each
 - b. When located on a parking garage façade facing Windrose Avenue:
 - i. Maximum Number: 2

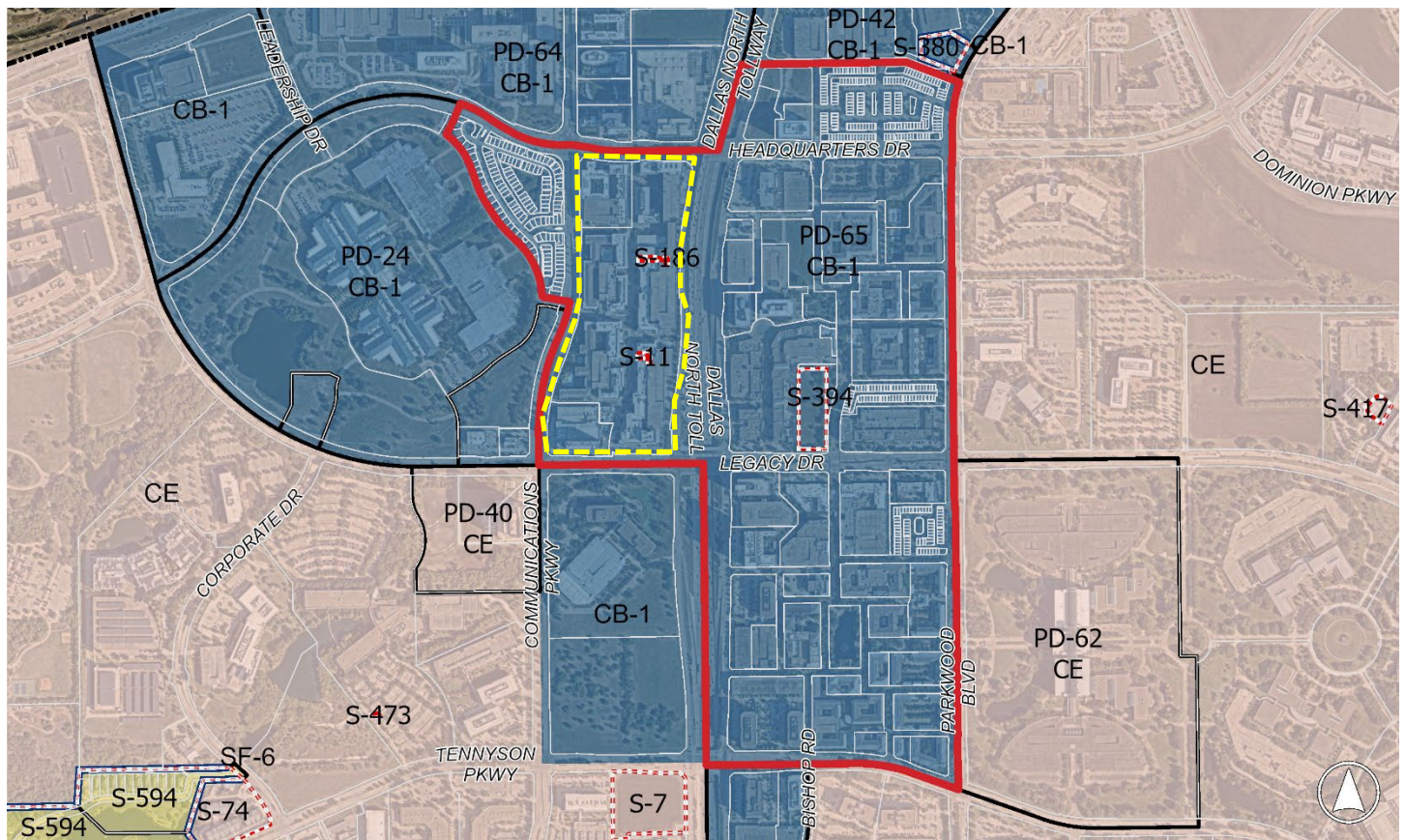
- ii. Maximum Size, within 300 linear feet of Headquarters Drive: 1,100 square feet
 - iii. Maximum Size, over 300 linear feet from Headquarters Drive: 1,500 square feet
 - iv. Signs may include off-premise messaging.
 - v. Signs shall be located at least 100 linear feet from Legacy Drive and Headquarters Drive.
 - vi. Signs must not be visible from surrounding public rights-of-way at a height of 5 feet above ground level.
- c. When located on a building facade facing Windrose Avenue:
- i. Maximum Number: 2
 - ii. Maximum Size for Signs East of Windrose: 400 square feet
 - iii. Maximum Size for Signs West of Windrose: 900 square feet
 - iv. Signs may include off-premise messaging.
 - v. Signs shall be located at least 200 linear feet from Legacy Drive and Headquarters Drive.

Surrounding Land Use and Zoning

The regulatory changes proposed in this Zoning Case are limited to Tract C of Planned Development-65-Central Business-1 (PD-65-CB-1), which is bound by Communications Parkway, Headquarters Drive, Dallas North Tollway, and Legacy Drive.

The table below reflects the surrounding land use and zoning surrounding Tract C (shown in a yellow dashed line in the map below).

North	The properties to the north across Headquarters Drive are zoned Planned Development-64-Central Business-1 (PD-64-CB-1) and developed with professional/general administrative offices and mid-rise residences.
East	The properties to the east across the Dallas North Tollway are zoned PD-65-CB-1 and are developed with a mix of shopping center, multifamily residential, professional/general administrative office, and hotel.
South	The property to the south across Legacy Drive is zoned Central Business-1 (CB-1) and developed with professional/general administrative offices.
West	The properties are zoned Planned Development-24-Central Business-1 (PD-24-CB-1), PD-65-CB-1, and CB-1 and are developed with single-family residences, professional/general administrative office, the future Bruce Glasscock Park, a bank, and a retail store.



STAFF PRELIMINARY REPORT – CONFORMANCE TO THE COMPREHENSIVE PLAN

Guiding Principles – This set of Guiding Principles to the Comprehensive Plan establishes overarching themes that apply to all policies and actions and express values for Plano Today, Plano 2050, and Plano Together. Since the principles do not stand alone but are used in concert with one another and carry across the Plan as a whole, each principle must be judged through a lens that incorporates all other principles to be fully and accurately understood. As such, the Commission is encouraged to review the full list of Guiding Principles and judge zoning requests through the lens of all principles.

Core Policies: The following policies serve as the fundamental basis for staff recommendations for zoning cases.

- **Land Use:** *Plano will support a system of organized land use to provide housing and employment choices aligned with the market, where new and redevelopment areas respect the viability and quality of life for existing neighborhoods, businesses, and institutions.*
- **Redevelopment & Growth Management:** *Plano will protect and preserve the well-established built environment of Plano and prevent overcrowding by requiring new growth and redevelopment to respect the unique development patterns, suburban character, housing needs, infrastructure capacity considerations, and fiscal constraints of our community.*

Future Land Use Map Category & Dashboard

Future Land Use – PD-65-CB-1 is located within the **Urban Activity Centers (UA)** and **Employment Centers (EM)** categories of the Future Land Use Map (FLUM); however, changes proposed in this Zoning Case are limited to Tract C which is located exclusively in the UA category.

Description: *The UA category applies to areas designated for significant development or redevelopment with high intensity mixed-use activity centers attracting large corporations, specialty shopping, dining, and entertainment, and high density residential development. These areas are typically a minimum of 100 acres and include mid- to high-rise buildings with a compact block structure, and human-scale street and building design, which create a highly walkable urban form.*



The proposed modifications to open space and signage standards do not alter the existing mix of uses or significantly impact the overall development pattern; therefore, the site remains consistent with the description of the UA category.

The following priority is applicable to this request:

Priority #2: *High standards for mixed-use form, amenities, and open space.*

The proposed modifications would result in an increase to the overall amount of open space and continuous open space in Tract C which could support Priority #2.

FLUM – UA Description and Priorities		
Description		Meets
Priorities	#1: Attracting corporate headquarters and promoting economic development	N/A
	#2: High standards for mixed-use form, amenities, and open space	Meets
	#3: Providing amenities in early phases of development	N/A

Mix of Uses – The proposed amendments to PD-65-CB-1 are limited to open space and signage standards and would not result in any changes to the Mix of Uses.

Desirable Character Defining Elements in UA Designation – The request would not impact the Character Defining Elements of the UA category with the exception of Open Space and Block Pattern & Streetscape.

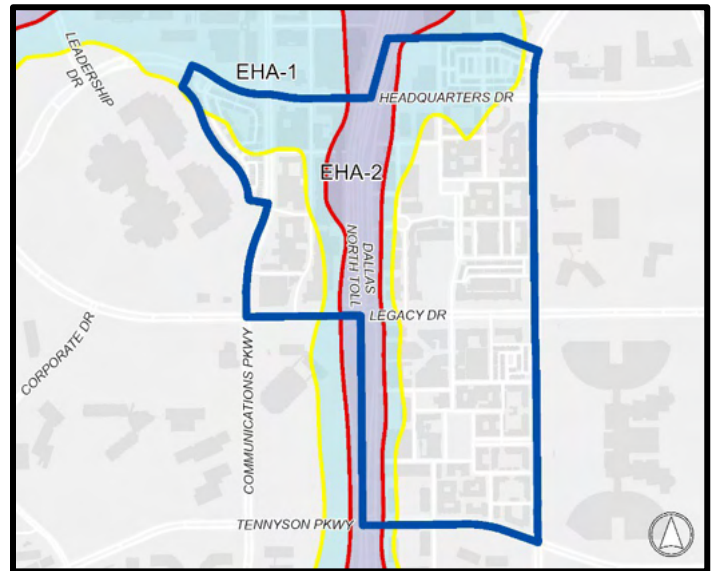
As approved under current zoning, Tract C and D combined require 8.70 acres of open space (inclusive of the 7.1-acre future park south of Tract D); the proposed modifications would increase the open space to a total of 8.9 acres, representing 11.6% Active Open Space, consistent with the UA recommendation.

The UA category recommends a short block grid and urban streetscape. Although the closing of Water Street limits vehicular access, pedestrian circulation is maintained and improved through enhanced open space design at this location. Additionally, vehicle access to the parking garage is maintained via Communications Parkway. The proposed modifications are consistent with the recommendations of the UA category.

FLUM – UA Desirable Character Defining Elements; Open Space			
Elements	Recommended	Applicant Proposal	Alignment
Open Space	10% to 15% Active Open Space	Tract C and D (inclusive of the 7.1 acre future park south of Tract D): 11.6% Active Open Space	Meets
Block Pattern & Streetscape	Short Block Grids Urban Streets	Short block grid for vehicles and pedestrians	Meets

Other Comprehensive Plan Maps

[Expressway Corridor Environmental Health Map](#) – On January 13, 2025, City Council adopted amendments to the Zoning Ordinance and Comprehensive Plan to replace the Expressway Corridor Environmental Health Map with a new Expressway Corridor Overlay District and associated standards. This Zoning Case was submitted prior to the adoption date and is subject the Expressway Corridor Environmental Health Map and associated guidelines of the Comprehensive Plan. The subject property is located within EHA-1 and EHA-2; however, the proposed modifications do not include a residential use change, so an EHA Site Analysis is not required. Thus, the request is consistent with the EHA Map and associated guidelines.



Additionally, the request is in conformance with and would not require improvements applicable to the [Thoroughfare Plan Map](#), [Bicycle Transportation Plan Map](#), or [Parks Master Plan Map](#).

Additional Comprehensive Plan Policies

The following policies are applicable on a case-by-case basis depending upon the type, location, and general nature of the request.

[Findings Policy Assessment](#) – Findings are not required to approve this request.

[Adequacy of Public Facilities](#) – The following have been reviewed in support of the [Facilities & Infrastructure Policy](#):

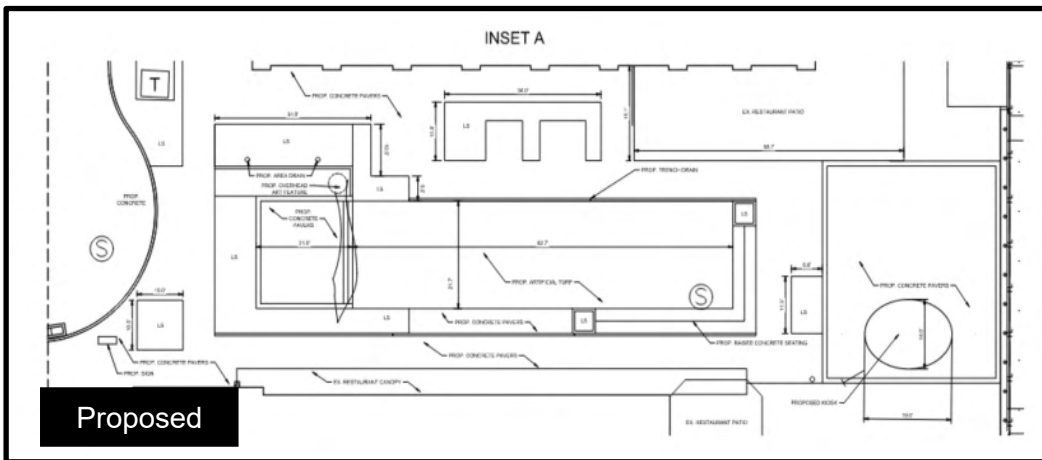
- Water and Sewer – Water and sanitary sewer services are available to continue to serve the subject property.
- Traffic Impact Analysis (TIA) – The analysis has confirmed that the closure of Water Street will have a limited traffic impact on the development or the surrounding areas. No mitigation is required.
- Public Safety Response Time – Based upon existing personnel, equipment, and facilities, fire emergency response times will be sufficient to serve the site. Residential units in this area will increase EMS and fire calls for service and may impact future staffing levels and the type of equipment assigned to area fire stations. A hose lay variance has been approved by the fire department upon the condition that all properties with an existing Water Street address be readdressed to Communications Parkway, or other street as approved by Plano Fire-Rescue.
- Parks – The subject property is located within Parks Fee Service Area 14. No additional park fees will be required as a result of the request.

- Libraries – The subject property is located within the Christopher Parr Library’s service area. No additional demand for library services is anticipated as a result of this request.

Conformance to the Comprehensive Plan Summary

Policy or Study	Analysis
Future Land Use Map and Dashboards	
Description & Priorities	Meets
Mix of Uses	N/A
Character Defining Elements	Meets
Thoroughfare Plan Map	N/A
Bicycle Transportation Plan Map	N/A
Parks Master Plan Map	N/A
Expressway Corridor Environmental Health Map	N/A
Facilities & Infrastructure Policy	Meets

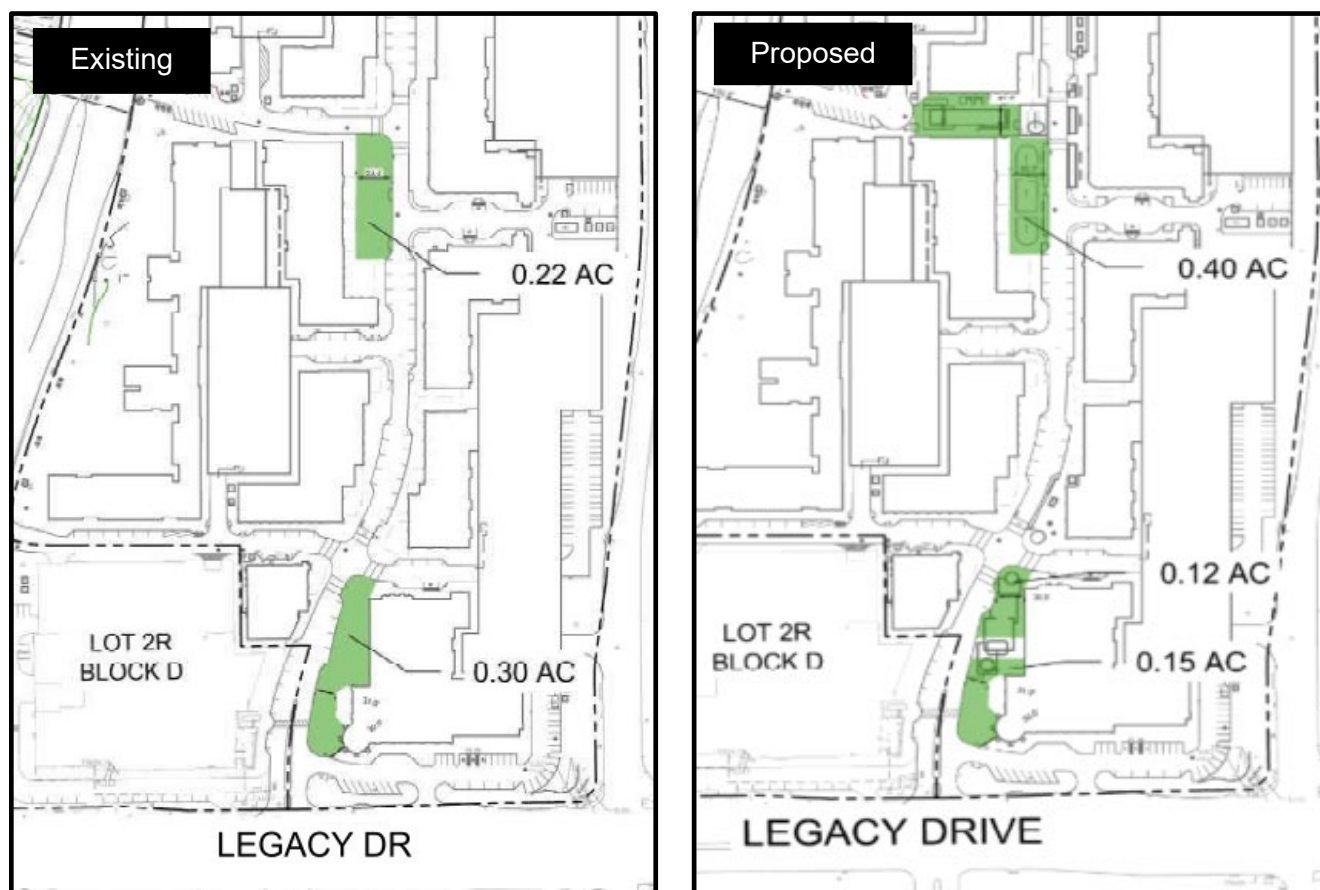
As a result of this closure, Water Street will no longer function as a quasi-public street or meet fire lane requirements. All apartments and businesses with a Water Street mailing address will need to be readdressed to Communications Parkway. Once closed, the former eastern segment of Water Street will be repurposed for an outdoor stage and active open space area. The images below show the current street and proposed design for this space as shown on in the associated revised site plan. This area, approximately 0.18 acres in size, will be added to the district's Open Space Plan (see attached), however, the design of the open space amenities may be changed without zoning approval.



Plano Fire-Rescue and the Engineering Department have reviewed the proposed closure of Water Street and have approved the associated revised site plans. No significant negative impacts to traffic are anticipated. Additional information is provided in the TIA section above.

Retail Kiosks – In addition to closing Water Street, the petitioner is proposing to install a new retail kiosk on the east side of Windrose Avenue, approximately 230 feet north of Legacy Drive. The location of the proposed retail kiosk (small, leasable space) is currently an area designated for open space and requires an amendment to the district’s Open Space Plan. If approved, this would reduce the district’s open space by approximately 0.03 acres.

Open Space Plan Changes – The net result of adding open space through the closure of Water Street (+0.18 acres) and removing open space for the retail kiosk (-0.03 acres) is an addition of 0.15 acres of open space to the district.



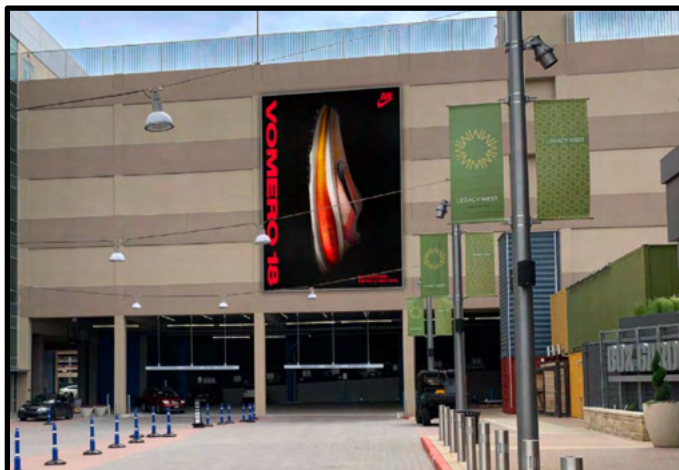
Signage – PD-65-CB-1 includes signage regulations specific to the district. The petitioner is requesting to modify the sign standards to facilitate installation of four large, electronic signs and eight digital signage kiosks:

- *Signage Kiosks* – Section K of the PD stipulations outlines the standards for signage kiosks in the district. The requested amendments are limited to Tract C and would allow:
 - 8 total signage kiosk within 50 feet of Windrose Avenue;
 - The signs must be at least 75 feet apart;
 - The signs may be digital or non-digital; and
 - Signs may not obstruct any of the district’s required 7-foot pedestrian paths or sidewalks.



The image to the right is an illustrative example of the proposed signage kiosks. Kiosks may benefit the public by providing way-finding guidance around the development, similar to that found in a typical mall. The restrictions are designed to ensure the kiosks are internal to the development, focused on pedestrians, and do not inhibit minimum access standards.

- *Large Digital Signs* – Section I of the PD stipulations outlines the requirements for multi-purpose wall signs. Tract C currently allows two multipurpose wall signs on the parking garages adjacent to the Dallas North Tollway up to 500 square feet each. The applicant is requesting to allow four additional signs along Windrose Avenue oriented inwards to the development. These signs will allow off-premise commercial advertisements focused on vehicular and pedestrian traffic within the development.
 - *Signs on Garages* – Two signs are proposed to be placed on the parking garage facades facing east towards Windrose Avenue. The signs are proposed to be approximately 1,050 and 1,440 square feet as shown in the images below:



- *Signs on Buildings* – Two electronic wall signs are proposed to be placed on building facades facing inward to the Legacy West development. The signs are proposed to be approximately 400 and 900 square feet as shown on the images below:



All proposed signs will include allowances for off-premise messaging. According to the petitioner, the two signs on the garages will be mostly static, changing messages every month. The two signs on the buildings will change messaging every day. The city has an adopted standard for changeable signs, at 8 seconds per image. For consistency, we prefer this uniform standard. The applicant offered to further regulate the amount of time the signs could change messaging, but the proposal is written at the city standard to aid in consistent enforcement.

Due to Legacy West's lot and quasi-public street configuration, the development functions in large part as an open-air, regional shopping mall with shops and signage facing an outdoor corridor rather than a central hallway. As none of the proposed signs or kiosks will be oriented towards public streets, there are distance requirements in the ordinance, and off-premise messaging and sign sizes are not regulated internal to indoor shopping malls, staff is supportive of the request.

SUMMARY:

The purpose of this request is to revise the Open Space Plan for PD-65-CB-1 to provide a net increase of 0.15 acres of open space and propose standards to allow eight additional kiosks and four wall signs oriented inward to the Legacy West development. This request is in conformance with the recommendations and policies of the Comprehensive Plan. Staff is supportive of the request.

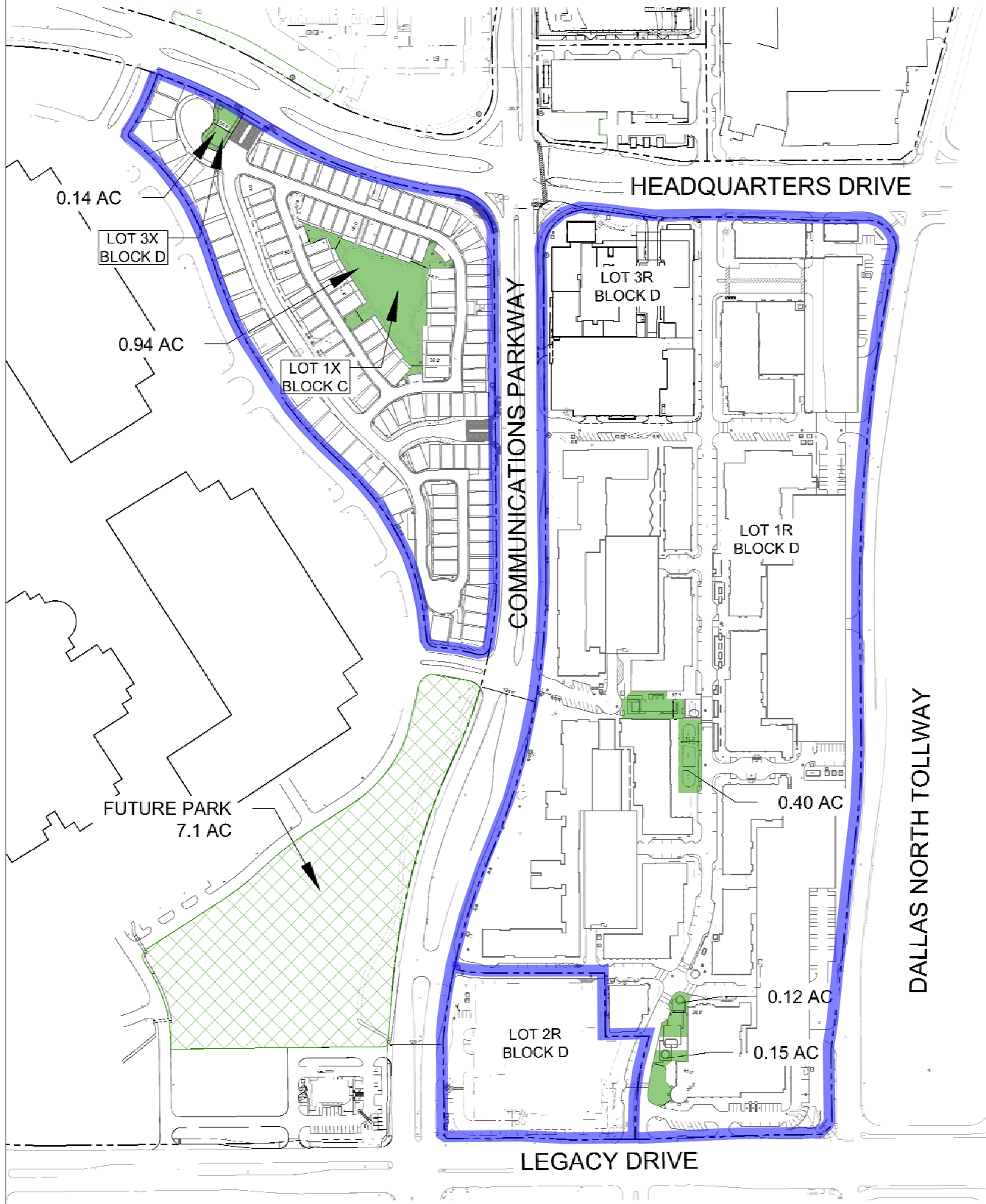
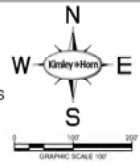
RECOMMENDATION:

Recommended for approval as submitted.

OPEN SPACE TABLE

BLOCK - LOT	OPEN SPACE (AC)
D - 1R	0.67
D - 3X	0.14
C - 1X	0.94
PARKLAND	7.10
TOTAL PROVIDED	8.85
TOTAL REQUIRED	8.85

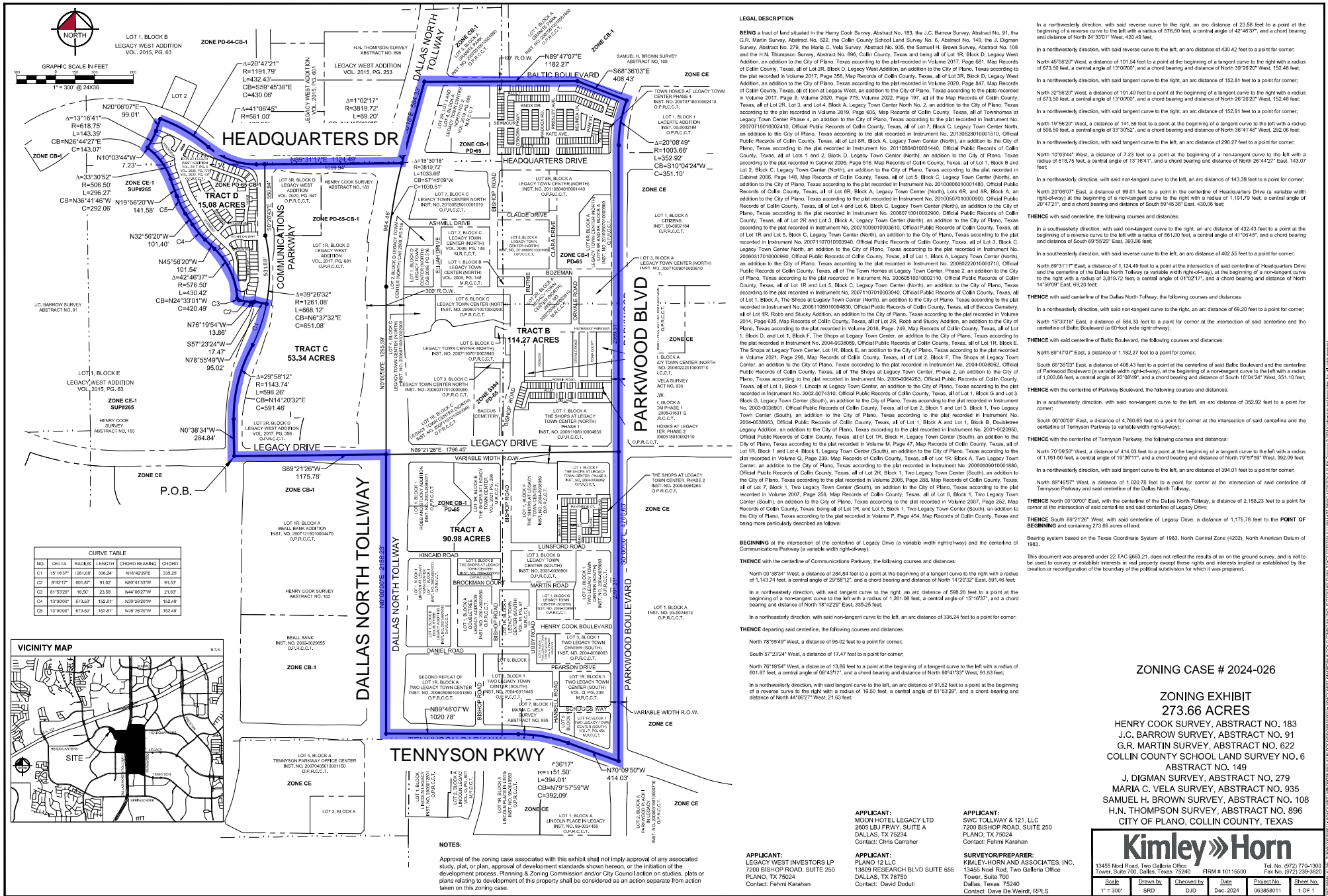
- USABLE PUBLIC OPEN SPACE MUST BE PROVIDED IN AN AMOUNT NOT LESS THAN 8.85 ACRES. THE 7.1 ACRES OF PARK LAND LOCATED ON THE SOUTH SIDE OF TRACT C WITHIN PD-65-CB-1 CAN BE COUNTED TOWARDS THE CREDIT, AND A MINIMUM OF 1.75 ACRES OF USABLE OPEN SPACE MUST BE PROVIDED WITHIN TRACTS C AND D AS DEFINED IN THE OPEN SPACE PLAN.
- USABLE OPEN SPACE MUST BE ACCESSIBLE TO THE PUBLIC AT ALL TIMES AND MUST NOT BE FENCED.
- USABLE OPEN SPACE MUST HAVE A MINIMUM DIMENSION OF 30 FEET LONG BY 30 FEET WIDE.



Kimley»Horn

2500 Pacific Avenue, Suite 1100
Dallas, TX 75226
469-718-8849
State of Texas Registration No. F-928

LEGACY WEST II (PD-65-CB-1) TRACTS C & D
68.82 ACRES
REVISED OPEN SPACE PLAN
ROSP202002-002
LEGACY WEST ADDITION
LOT 1R BLOCK D
ICON AT LEGACY WEST ADDITION
LOT 3X, BLOCK A AND LOT 1X, BLOCK C
H. COOK SURVEY, ABSTRACT NO. 183
H.N. THOMPSON SURVEY, ABSTRACT NO. 896
CITY OF PLANO, COLLIN COUNTY, TEXAS
DATE: 12/9/2024



ZC 2022-008/2022-6-7 Location: NE corner of the Dallas North Tollway and Tennyson Pkwy

ZC 2015-030/2016-2-12 Acreage: 275.1±

ZC 2014-44/2015-3-16

ZC 2014-27/2014-10-10

ZC 2010-10/2010-9-12

ZC 2007-10/2007-6-11

ZC 2006-21/2006-11-31

ZC 2005-42/2005-11-35

ZC 2005-26/2005-11-31

ZC 2003-02/2003-5-28

ZC 2002-58/2002-12-7

ZC 2001-38/2001-10-10

ZC 2000-23/2000-8-14

ZC 99-71/99-12-19

ZC 99-33/99-7-11

ZC 98-87/98-11-26

Restrictions:

General Conditions of the Planned Development District

1. The zoning exhibits shall be adopted as part of this ordinance.
2. The planned development shall be divided into 4 tracts:
 - a. Tract A, south of Legacy Dr., must be developed using the standards required by the planned development district.
 - b. Tract B, north of Legacy Dr., may be developed using either these requirements or the CB-1 regulations contained within the Zoning Ordinance. The initial development for Tract B will determine the standards to be used for the remainder of the property.
 - c. Tract C, west of the Dallas North Tollway, north of Legacy Dr., east of Communications Pkwy. and south of Headquarters Dr. must be developed using the standards required by the planned development district.
 - d. Tract D, at the southwest corner of Headquarters Dr. and Communications Pkwy. must be developed using the standards required by the planned development district. Tract D may be developed in accordance with the uses permitted within the CB-1 zoning district or as single-family residence attached.
3. Telecommunications Plan - A plan for providing telecommunications service within the district and wireless antenna sites serving the larger area shall be submitted within one year of the approval of this ordinance.
4. Street trees shall be provided at a rate of one 4-inch caliper tree per 35 feet of street frontage per side. Exact spacing and location of street trees shall be determined at the time of site plan approval.
5. Lots must have frontage on a street. There is no required frontage distance for a lot although

each lot must meet the design standards of the district.

Specific Provisions of the Planned Development

1. Building Design

- a. On the south side of Legacy Dr., buildings fronting on Bishop Rd. must be designed to accommodate ground floor retail uses from Legacy Dr. south to Martin Rd. On the north side of Legacy Dr., retail, office, and live/work space is allowed on the ground floor of all multifamily buildings but is not required. Ground floor activities of nonresidential buildings shall be oriented to the street and shall have access directly from the street. Ground floor is defined as that portion of a building from the street-level finish floor elevation and extending 12.5 feet above the street-level finish floor elevation.
- b. Nonresidential buildings, except for parking garages, shall have a minimum of 40% of the ground floor facade comprised of window area. Facades facing the Dallas North Tollway frontage road and Legacy Dr. within 400 feet from the Dallas North Tollway frontage road are exempt from this requirement and shall have a minimum of 30% of the ground floor facade comprised of window area. No glass having an exterior visible reflectance of more than 30% shall be permitted as an exterior building material.
- c. Canopies, balconies, stoops, bay windows, awnings, and other building projections may encroach up to 5 feet into the public right-of-way.
- d. Buildings shall be constructed with 75% of each facade within 6 feet of the right-of-way for streets and mews, unless restricted by easements. Where easements are present, 75% of each facade must be built to the easement line. Exceptions to these setback requirements are:
 - i. Within Tracts A and B, buildings with facades along the Dallas North Tollway frontage road shall have a 300-foot maximum setback.
 - ii. Within Tracts A and B, buildings with facades along Legacy Dr., within 400 feet from the Dallas North Tollway frontage road, shall have a 300-foot maximum setback.
 - iii. Within Tracts A and B, all developments having building facades along Legacy Dr., except for item ii. above, shall have a maximum setback of 30 feet or to the easement line if greater than 30 feet. The setback may be increased to a maximum of 100 feet if a drive aisle with double-loaded parking is installed along Legacy Dr. A public or private mews street may also be installed between Legacy Dr. and the buildings. In this case, 75% of the building facade shall be within 6 feet of the mews street right-of-way. The initial development along the south side of Legacy Dr., except within the area defined in item ii above, shall determine which development standard is to be used.
 - iv. Within Tract C, buildings shall be constructed with 75% of each facade within 30 feet of back of curb of the quasi-public street or within 100 feet of the back of curb of Headquarters Dr., Communications Pkwy., Legacy Dr., or the Dallas North Tollway.
 - v. Within Tract C, off-street surface parking is prohibited between the quasi-public street and the building facade.
 - vi. Within Tract C, if a public open space, patio dining, plaza, or other public amenity is provided between the building face and the street, then the amenity may be used to meet the maximum building setback. Surface parking lots cannot be used to meet the maximum building setback.
- e. Within Tracts A and B, building facades fronting Headquarters Dr. or Tennyson Pkwy. shall have a maximum setback of 30 feet or to the easement line if greater than 30 feet. The setback may be increased to a maximum of 100 feet if a drive aisle with double-loaded parking is installed along Headquarters Dr. or Tennyson Pkwy. If a mews street is used, the building facade shall have 75% of its face with 6 feet of the mews street right-of-wayline.

- f. Within Tracts A and B, building facades fronting Parkwood Blvd. shall have a maximum setback of 30 feet or to the easement line if greater than 30 feet. The setback may be increased to a maximum of 100 feet if a drive aisle with double-loaded parking is installed along Parkwood Blvd. A public or private mews street may also be installed between the buildings and the right-of-way of Parkwood Blvd. If a mews street is used, the building facade shall have 75% of its face within 6 feet of the mews street right-of-way line. The minimum setback shall be 6 feet from the right-of-way of Parkwood Blvd.
 - g. No building facade shall exceed a length of 400 feet without a break in the facade of a minimum depth of 5 feet for a minimum length of 10 feet.
 - h. Tract C shall contain a quasi-public street connecting Legacy Dr. to Headquarters Dr.
 - i. Quasi-Public Street Definition: Quasi-public streets are privately owned and maintained drives open to public access. A quasi-public street easement shall be dedicated for all quasi-public streets, and a fire lane shall be located within all quasi-public street easements. On-street parking and sidewalks provided along quasi-public streets shall be located within the quasi-public street easement. Lots may derive required street frontage from quasi-public streets and may be platted to the centerline of quasi-public streets.
 - ii. On-street parking is permitted along the quasi-public street provided it is parallel or angled. Ninety-degree, head-in parking, is prohibited along the quasi-public street.
 - iii. Buildings fronting the quasi-public street shall be designed to accommodate ground floor retail and office uses. Live/work space is permitted on the ground floor of all multifamily buildings. Ground floor activities of nonresidential buildings shall be oriented to the street and shall have access directly from the street. Ground floor is defined as that portion of building from the street-level finish floor elevation and extending 12.5 feet above the street-level finished floor elevation.
 - iv. Public or private mews streets may be installed between the buildings, perpendicular to the quasi-public street and all other public streets. If a mews street is used, the building facade shall have 75% of its face within 7 feet of the mews street right-of-way line.
2. Residential Development Standards
- a. Standards relating to all residential development
 - i. Within Tracts A and B, no minimum open space shall be required per residential dwelling unit. However, 2 park or courtyard areas must be provided within the planned development district, one on each side of Legacy Dr. The park areas shall total 5 acres in size. These areas may be publicly or privately owned. Parks, courtyards, and streetscape areas shall be shown at the time of concept plan or site plan approval on the concept plan or site plan.
 - ii. The open space exhibit for Tracts C and D is adopted as part of this ordinance and open space for these tracts will be in accordance with the following:
 - Usable public open space must be provided in an amount not less than ~~8.7~~ 8.8 acres. The 7.1 acres of public park land located on the south side of Tract C within PD-65-CB-1 can be counted towards the credit, and a minimum of ~~1.6~~ 1.7 acres of useable open space must be provided within Tracts C and D as defined in the open space plan.
 - Usable open space must be accessible to the public at all times and must not be fenced.
 - Usable open space must have a minimum dimension of 30 feet long and 30 feet wide.
 - iii. No off-street loading docks shall be required for buildings containing residential uses.

Off-street loading docks for nonresidential uses may not be located adjacent to or across a street or alley from buildings containing residential uses unless the loading dock is screened in accordance with the following:

- Solid metal gates
 - Masonry screening walls (in accordance with Article 20)
 - Overhead doors
 - Any combination of the above
- b. Standards relating to multifamily residence development
- i. Multifamily development shall be exempt from the supplemental regulations of Section 15.800.
 - ii. The minimum residential density for multifamily development shall be 40 dwelling units per acre. Mid-rise residential is excluded from this requirement.
 - iii. Within Tract C, the maximum number of multifamily dwelling units shall be 800.
 - iv. Within Tract C, the first floor of residential building shall not solely consist of structured parking.
- c. Standards relating to single-family residence (attached) development
- i. Each dwelling unit shall be on an individually-platted lot. Lots shall front on a public street, private mews street, or slip road. Mews streets used for private lot frontage shall be named streets and shall not be gated.
 - ii. Within Tract D, garages for single-family residence attached uses shall not front on Headquarters Dr. or Communications Pkwy.
 - iii. Minimum Lot Area: 700 square feet
 - iv. Maximum Density: 40 dwelling units per acre
 - v. Minimum Lot Width: 20 feet
 - vi. Minimum Lot Depth: 35 feet
 - vii. Front yard setbacks shall apply as follows:
 - Minimum Setback from Mews Street or Slip Road: 12 feet from back of street curb to building
 - Maximum Setback from Mews Street or Slip Road: 18 feet from back of street curb to building
 - Minimum Setback from Public Street or Slip Road: 15 feet from back of street curb to building
 - Maximum Setback from Public Street or Slip Road: 21 feet from back of street curb to building
 - Minimum of 75% of the front facade of the building shall fall within the minimum and maximum setback
 - viii. Minimum Side Yard
 - Interior Side Yard: None
 - Exterior Side Yard (Corner Lot): Shall be treated the same as front yards
 - ix. Minimum Rear Yard: None

- x. Maximum Height: 3 story (50 feet)
 - xi. Minimum Floor Area per Dwelling Unit: 800 square feet
 - xii. Maximum Lot Coverage: 100%
 - xiii. Street trees shall be placed in planting beds or tree grates within 6 feet of the back of the street curb.
 - xiv. Sidewalks with a minimum unobstructed width of 6 feet shall be placed along street frontage within Tracts A and B. Sidewalks with a minimum unobstructed width of 7 feet shall be placed along street frontage with Tract C and D. Sidewalks are in addition to and placed adjacent to street tree areas.
 - xv. Stoops and landscaped areas adjacent to the building may extend a maximum distance of 6 feet into the area between the front facade of the building and the back of the street curb.
 - xvi. Maximum Building Length: 200 feet
 - xvii. Buildings must be separated by a minimum distance of 10 feet.
 - xviii. Maximum Number of Units per Building: 10
 - xix. Rear entry drives are required. The distance from the garage to the travel lane of the alley shall be 10 or less feet in length or shall be 20 feet or greater in length. The distance from the garage to the mews street shall be in accordance with the attached mews street section.
- d. Standards relating to single-family residence detached development shall be in accordance with the following:
- i. Minimum Lot Area: 875 square feet
 - ii. Minimum Lot Width: 25 feet
 - iii. Front Yard Setbacks:
 - Minimum Setback from a Public Street, Mews Street, Slip Road, or Access and Utility Easement: None, except the distance from any garage to the right-of-way or easement line shall be 3 feet or less, or 20 feet or greater in length.
 - Maximum Setbacks:
 - 1. From Communications Pkwy. and Headquarters Dr.: 20 feet. A maximum of 20% of the units may exceed this setback if those units average a setback of 30 feet.
 - 2. From all other Public Streets, Mews Streets, Slip Roads, or Access and Utility Easements: 20 feet from back of street curb or easement line to building.
 - iv. Minimum Side Yard Setback: None
 - v. Maximum Height: 3 story; 50 feet. Outdoor living areas, patios, and or decks are allowed on second and third stories of buildings as long as they are within the 50-foot maximum building height.
 - vi. Buildings must be separated by a minimum distance of 3 feet. A minimum 3-foot wide maintenance easement shall be placed between lots to allow for property owner maintenance. The easement may be split between lots as long as the minimum 3 foot distance is provided.
 - vii. An easement for the benefit of each lot is herein reserved over, cross, and upon each lot adjoining to such lot for roof overhangs not exceeding 2 feet in width and brick ledges

which support exterior veneer walls and associated brick and veneers not exceeding 6 inches in width.

- viii. Lots may take access from a public street, mews street, slip road, or access and utility easement. Units may front on an access and utility easement. The minimum frontage required along a public street for each lot deriving frontage from an access and utility easement is 2 feet. The access and utility easement shall be a minimum of 24 feet wide, paved and maintained by the homeowners association.
 - ix. Garages for single-family residence detached uses shall not front on Headquarters Dr. or Communications Pkwy.
 - x. Parking Requirements: 2.25 spaces per dwelling unit. 2 off-street parking spaces shall be provided within attached garages, adjacent to each unit or within 100 feet of each unit if established with site plan approval. One-fourth visitor parking space shall be provided within 600 feet of each unit. The visitor requirement may be eliminated or reduced at the time of site plan or subdivision plat approval with a finding that there is adequate on-street parking for visitors
 - xi. Any single-family residence detached subdivision developed under these standards shall provide usable open space which equals or exceeds 10% of the gross platted area, excluding rights-of-way for major thoroughfare Type E or larger or easements for drainage or floodways.
 - xii. A minimum 6-foot masonry screening wall, ornamental metal fence, irrigated living screen, or combination of the 3 will be provided along the site's western property boundary adjacent to Legacy West, Block E, Lot 2. If a living screen is installed, it shall be at least a 6-foot tall solid screen within 2 years of installation.
 - xiii. The minimum spacing between adjacent streets on a roadway shall be 110 feet between the near curb of any adjacent street when either of the streets is a Type E or larger street.
3. Street, Sidewalk, and Streetscape Regulations
- a. Streets, private streets and drives, streetscape and visibility triangles shall be in accordance with the attached street and drive sections and intersection diagrams.
 - b. Outdoor patio and sidewalk dining, as well as other public seating areas, are permitted. These areas shall not be included in parking calculations.
 - c. Within Tract C and D, trees, landscaping, outdoor dining, bicycle racks, and street furniture may be placed within a sidewalk but may not reduce the 7 foot unobstructed width.
4. Parking Regulations
- a. On-street parking within 300 feet of a proposed use may be counted toward satisfying the parking requirement for such use. Assignment of on-street parking shall be at the time of approval of the site plan.
- The required parking within the district shall be as follows:
- Multifamily - One space per bedroom (including efficiencies). Spaces for multifamily uses may be provided in a joint use parking structure and need not be within 100 feet of the units served.
 - Single-Family Attached - Each dwelling unit shall have a rear entry drive with a minimum of 2 parking spaces per garage. The elimination of the garage space, by enclosing the garage with a stationary wall, shall be prohibited.
 - Live/Work Space - One space per 800 square feet of area on the ground floor.
 - Retail - One space per 500 square feet of floor area.

- Office - One space per 300 square feet of floor area.
 - Hotel - One space per guest room and one space per 160 square feet of meeting area.
 - All Other Nonresidential Uses - One space per 250 square feet of floor area.
- b. Within Tract C, a maximum of 100 off-street parking spaces are permitted within a surface parking area within each lot. These areas shall contain a 5-foot landscape edge between the parking area and the street. Within this landscape edge, 10 shrubs (5 gallon minimum) shall be planted per 500 square feet.
 - c. The initial developments in the district will provide parking as required above. Required parking may be shared among the following uses: multifamily, residential, office, retail, restaurant, health club, hotel, and theater, based on time-of-day parking demands for such uses. A parking study detailing parking needs and shared parking arrangements must be submitted at the time of site plan review and approval.
 - d. When a building is under single ownership, a maximum of 50% of the spaces provided in a parking structure may utilize small car parking requirements.
 - e. Structured parking shall be designed to minimize the ground level view of automobiles below their hood lines. Parking structure facades shall have strong horizontal architectural elements. Pedestrian entrances to parking garages shall be directly accessed by a sidewalk or mews or through an internal building vestibule.
5. Prohibited/Additional Allowed Uses
 - a. The following uses shall be prohibited:
 - electrical substation
 - railroad team track
 - freight terminal or dock
 - service yard for governmental agency
 - shops, office, or storage area for public/private utility
 - water treatment plant
 - automobile parts sales (inside)
 - automobile repair garage
 - automobile storage
 - car wash
 - motorcycle sales/service
 - tire dealer (no open storage)
 - contract construction
 - general commercial plant
 - transfer storage and baggage terminal
 - b. The following additional uses shall be permitted:
 - artisan's workshop
 - bed and breakfast
 - single-family residence attached

- c. Within Tract C, the following addition uses shall be permitted:
 - Multifamily and mid-rise residential
- d. Within Tract D, the following additional uses shall be permitted:
 - Single-family residence attached
 - Single-family residence detached

6. Signage Regulations

In addition to signs permitted by Article 22 of the Zoning Ordinance, the following additional signs and/or revised sign definitions and standards are permissible:

a. *Freestanding Identification Signs*

- i. Freestanding identification signs may be installed at the following locations and shall comply with the Dallas North Tollway Overlay District signage requirements:
 - 1. The intersections of Type D and larger thoroughfares
 - 2. The intersection of Bishop Rd. and Type D and larger thoroughfares
- ii. Freestanding identification signs are exempt from the requirement that they be located at least 30 feet from a private property line.

b. *Directional Signs*

i. General

- 1. A directional sign is any noncommercial sign, which directs the public to various locations, for instance, but not limited to, the retail, apartments, hotel, or parking areas.
- 2. A directional sign may be a freestanding sign, a wall sign, a projecting sign, or mounted to a vertical support.
- 3. These signs shall not contain advertising and shall be specifically directional in nature.
- ii. Sign Size - A directional sign mounted to a vertical support shall not exceed 15 square feet and the maximum sign width is 3 feet wide. The bottom of the sign shall not fall below 7 feet from the ground surface.

c. *Banners – General*

- i. Banners may be mounted to a vertical support or attached to a building or parking deck and may cross the street.
- ii. Banners, which are mounted to a vertical support, may be integrated onto street and pedestrian light poles.
- iii. Banners may display artwork or a message that pertains to the district or a special event.

d. *Portals – General*

- i. A portal is an entry feature, which may be freestanding, span across an area, or attached to a building or structure.
- ii. Portals may be located at the following locations:
 - 1. The intersections of Bishop Rd. and Type D and larger thoroughfares
 - 2. The intersection of Henry Cook Blvd. and Parkwood Blvd

- iii. Portals which span across the public right-of-way may be erected subject to city approval.
- e. *Directory Map*
 - i. General
 - 1. A directory map is a noncommercial map listing the occupants within a shopping center, retail district, office district, or commercial site.
 - 2. A directory map may be freestanding, mounted to a wall, mounted to a vertical support, incorporated into a kiosk, or anchored within the public right-of-way.
 - 3. A directory map is used to provide way finding information for pedestrians.
 - ii. Sign Size - A directory map, mounted to a vertical support, shall not exceed 40 square feet.
- f. *Architectural Roof Signs*
 - i. General
 - 1. An architectural roof sign is a sign on top of a roof structure which may extend above the highest point of a roofline.
 - 2. Architectural roof signs are prohibited on building facades facing the Dallas North Tollway, Headquarters Dr., Parkwood Blvd., Tennyson Pkwy., and Legacy Dr.
 - ii. Sign Size – Architectural roof signs shall not exceed an overall height of 9 feet and shall not exceed a maximum square footage of 150 square feet.
- g. *Sloping Roof Signs*
 - i. General
 - 1. A sloping roof sign sits at the base of a sloping roof structure/awning element and does not extend above the roofline of the structure or element.
 - 2. Sloping roof signs are limited to the retail portion of Legacy Town Center and Tract C.
 - ii. Sign Size - Sloping roof sign height shall not exceed one-third of the height of the sloping roof seen in true elevation. (See attached zoning exhibit for sloping roof sign detail.)
- h. *A-frame Signs*
 - i. General
 - 1. An a-frame sign is a self-supporting A-shaped sign with 2 visible sides that is located on or adjacent to a sidewalk.
 - 2. The sign shall be sufficiently weighted or anchored.
 - 3. A-frame signs may be located within the public right-of-way.
 - ii. Sign Size - The maximum square footage is 8 square feet per sign face and the maximum sign height is 4 feet high.
- i. *Projecting Signs*

i. General

1. Projecting signs must keep a minimum clearance of 8 feet above the sidewalk.
2. Projecting signs may be located within the public right-of-way.

ii. Sign Size

1. The horizontal portion of any projecting sign shall not be more than 6 feet 6 inches in length measured from the building face.
2. The projecting sign shall not exceed 60 square feet.

j. *Murals – General*

- i. Murals are noncommercial pictures, not advertising a product or service, which is sold on the premises, painted on or attached to the exterior walls. The subject matter of a mural is expressed by means easily understood by a general audience.
- ii. Murals shall be reviewed and approved at the discretion of the Building Official for compliance with the definition of a mural and for appropriate size and placement.

~~k. *Kiosks*~~

~~i. General~~

- ~~1. Freestanding kiosk structures may be anchored within the public right-of-way or erected on individual lots. If anchored in the public right-of-way, kiosks are limited to 15 feet in height, and all accessibility and visibility requirements must be met for public sidewalks and streets. A maximum of 4 freestanding kiosks may be installed in the public right-of-way, 2 in the portion of the planned development district south of Legacy Dr. and 2 in the portion north of Legacy Dr.~~
- ~~2. Kiosks in the public right-of-way may display directory maps, artwork, or messages that pertain to the district or special events but shall not be used for commercial advertising signs. Kiosks located on private property may display commercial advertising signs.~~

- ~~ii. Sign Size—Signage on all kiosks shall not exceed 40 square feet in the public right-of-way. Signage on kiosks located on private property may not exceed 60 square feet. For multiple-sided kiosks, the gross surface area of each side shall not exceed 2 times the allowable square footage divided by the number of sign faces.~~

- i. Within Tracts A and B, a maximum of 4 freestanding kiosks may be installed in the public right-of-way, 2 in the portion of the planned development district south of Legacy Dr. and 2 in the portion north of Legacy Dr., subject to the following requirements:

1. Kiosks are limited to 15 feet in height and the signage shall not exceed 40 square feet.
2. All accessibility and visibility requirements must be met for public sidewalks and streets.
3. Kiosks may display directory maps, artwork, or messages that pertain to the district or special events but shall not be used for commercial advertising signs.

- ii. Kiosks located on private property shall meet the following requirements:

1. Signage on kiosks may not exceed 60 square feet.
2. Kiosks may display commercial advertising signs.
- iii. For multiple-sided kiosks, the gross surface area of each side shall not exceed 2 times the allowable square footage divided by the number of sign faces.
- iv. Within Tract C, a maximum of 8 digital kiosks are permitted within 50 feet of Windrose Avenue, subject to the following:
 1. Kiosks must be located at least 75 linear feet apart.
 2. Kiosks may be digital or non-digital.
 3. Kiosks shall not be placed in any location that would prevent maintaining a minimum 7-foot wide unobstructed pedestrian path or sidewalk as required by the district.

l. *Multipurpose Wall Signs*

i. General

1. A multipurpose wall sign is any sign mounted or projected on the wall of a building which is used to identify shopping centers, retail districts, office districts, or commercial sites and may include a listing of occupants within the development being identified. Advertising of products, services, or off-premise messaging is only permitted where explicitly specified below. The multipurpose wall sign may also be an electronic changeable wall sign as defined herein.
2. Multipurpose wall signs are exempt from Section 22.300.1.B and 2.F.
3. An electronic changeable wall sign is a type of multipurpose wall sign that displays static images that change message or copy by programmable electronic processes. Electronic changeable wall signs shall be allowed to change copy every 8 seconds.

ii. Size and Location

1. Unless otherwise specified below, multipurpose wall signs shall not be limited in height or width except that they shall be limited to 300 square feet in size.
- ~~2. Multipurpose wall signs within Tract C shall be limited to 500 square feet in size.~~
- ~~3. A maximum of 2 multipurpose wall signs shall be mounted to parking garages located adjacent to the Dallas North Tollway within Tract C.~~
2. Unless otherwise specified below, multipurpose wall signs may only be used to advertise tenants, owners and uses, and any of their products or services within PD-65-CB-1.
3. In Tract A, a maximum of 2 multipurpose wall signs shall be mounted to the parking garages located at the southeast corner of the Dallas North Tollway frontage road and Legacy Cr. only. The signs shall be mounted on the north, west, or south facades, and only one sign shall be permitted on each facade.
4. A maximum of 6 multipurpose wall signs shall be permitted in Tract C, subject to the following:
 - a. When mounted to parking garage facades located adjacent to the

Dallas North Tollway:

- i. Maximum Number: 2
- ii. Maximum Size: 500 square feet each
- b. When located on a parking garage façade facing Windrose Avenue:
 - i. Maximum Number: 2
 - ii. Maximum Size, within 300 linear feet of Headquarters Drive: 1,100 square feet
 - iii. Maximum Size, over 300 linear feet from Headquarters Drive: 1,500 square feet
 - iv. Signs may include off-premise messaging.
 - v. Signs shall be located at least 100 linear feet from Legacy Drive and Headquarters Drive.
 - vi. Signs must not be visible from surrounding public rights-of-way at a height of 5 feet above ground level.
- c. When located on a building façade facing Windrose Avenue:
 - i. Maximum Number: 2
 - ii. Maximum Size for Signs East of Windrose: 400 square feet
 - iii. Maximum Size for Signs West of Windrose: 900 square feet
 - iv. Signs may include off-premise messaging.
 - v. Signs shall be located at least 200 linear feet from Legacy Drive and Headquarters Drive.



LEGACY WEST

100% Signage Concept Presentation

2/03/2025

rsmdesign

Gensler

Map

Large Format Digital

Large Format Static

Digital Kiosk (replacing existing kiosks)

Communications Pkwy.

Windrose Ave.

Dallas North Tollway Access Road

Legacy West

22

- Large Format Digital
- Large Format Static
- Digital Kiosk (replacing existing kiosks)



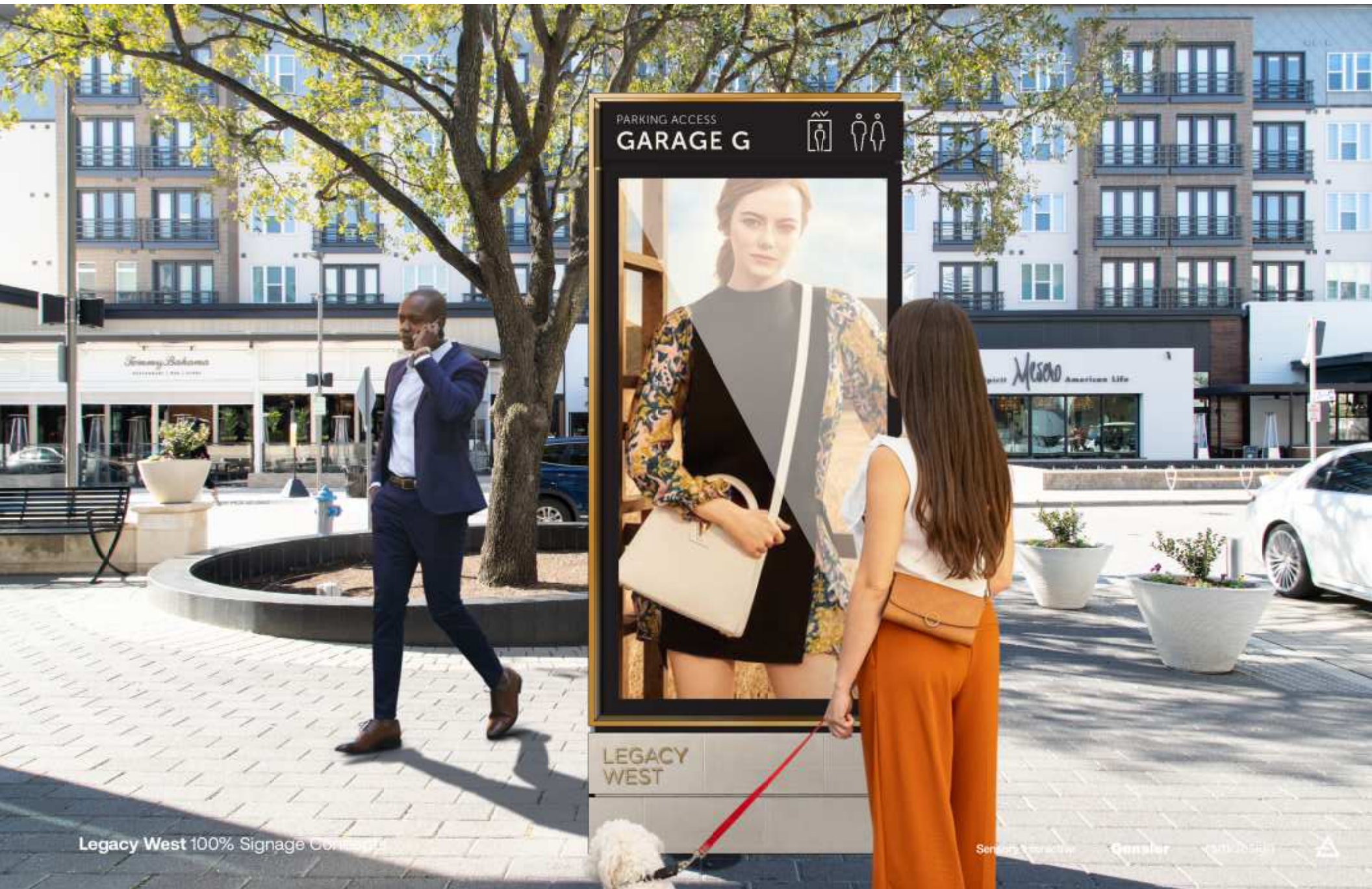
Legacy West 100% Signage Concepts

Sensory Interactive

Gensler

rsm design





Legacy West 100% Signage Content

Sensory Interactive

Genstar

cm 2025



Digital Kiosks

A detailed focused, multi-purposed digital kiosk that serves as a directory as well as a revenue generating opportunity. It is designed to have modern stainless steel detailing, integrated perforated graphics for ventilation, and an informational band at the top that identifies the unique garage / paseo in which is located in front of. Lastly the side that faces the side walk allows for flexible panels that act as pedestrian directionals or a transformational lighted edge that can be choreographed across the site.



Smooth Stacked Stone

① Front View
Scale: 3/16"=1'

Legacy West 100% Signage Concepts



Sensory Interactive

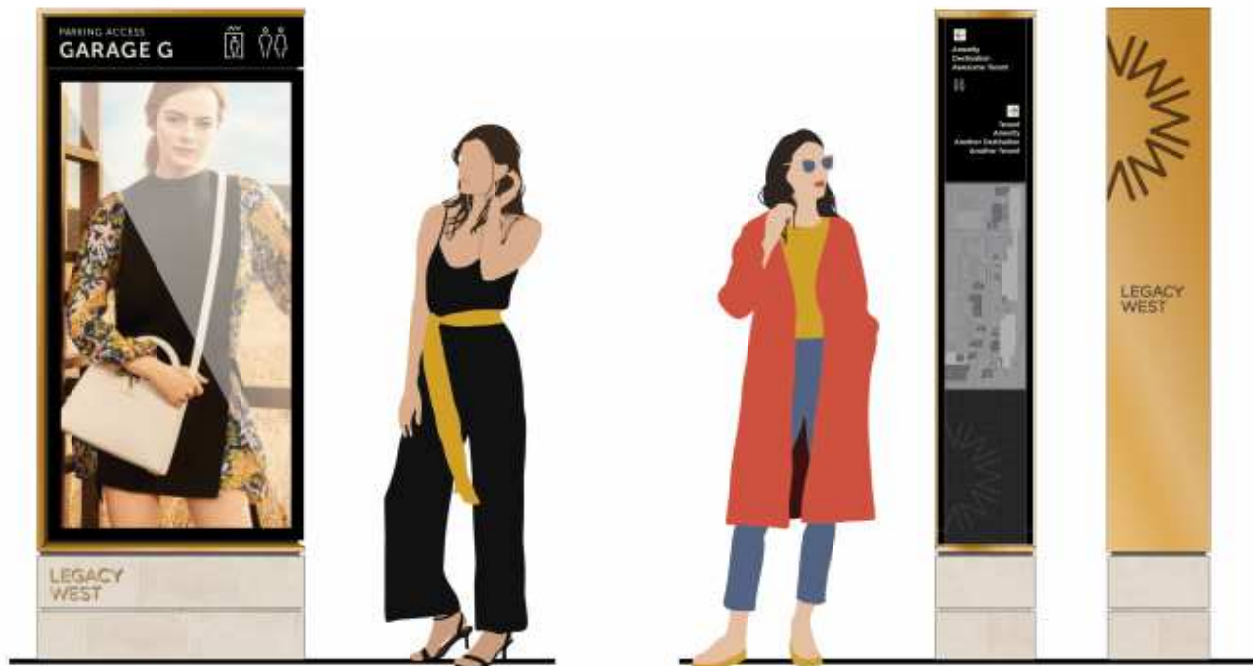
Gensler

rsm design

A

Digital Kiosks

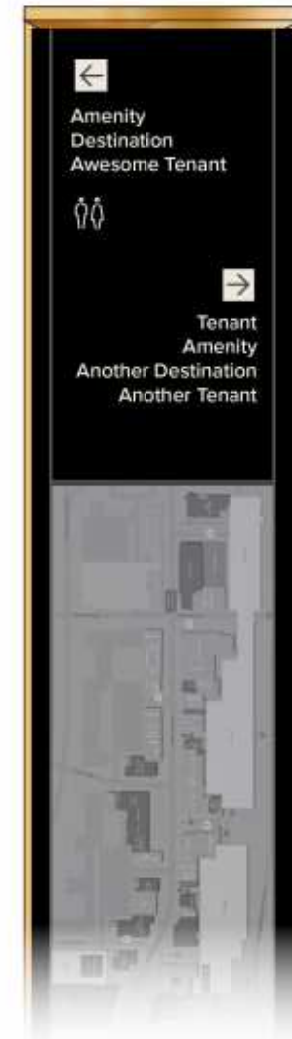
A detailed focused, multi-purposed digital kiosk that serves as a directory as well as a revenue generating opportunity. It is designed to have modern stainless steel detailing, integrated perforated graphics for ventilation, and an informational band at the top that identifies the unique garage / paseo in which is located in front of. Lastly the side that faces the side walk allows for flexible panels that act as pedestrian directionals or a transformational lighted edge that can be choreographed across the site.



1 Front View
Scale: 3/4"=1'

2 Side View
Scale: 3/4"=1'

Legacy West 100% Signage Concepts



Sensory Interactive

Gensler

rsm design



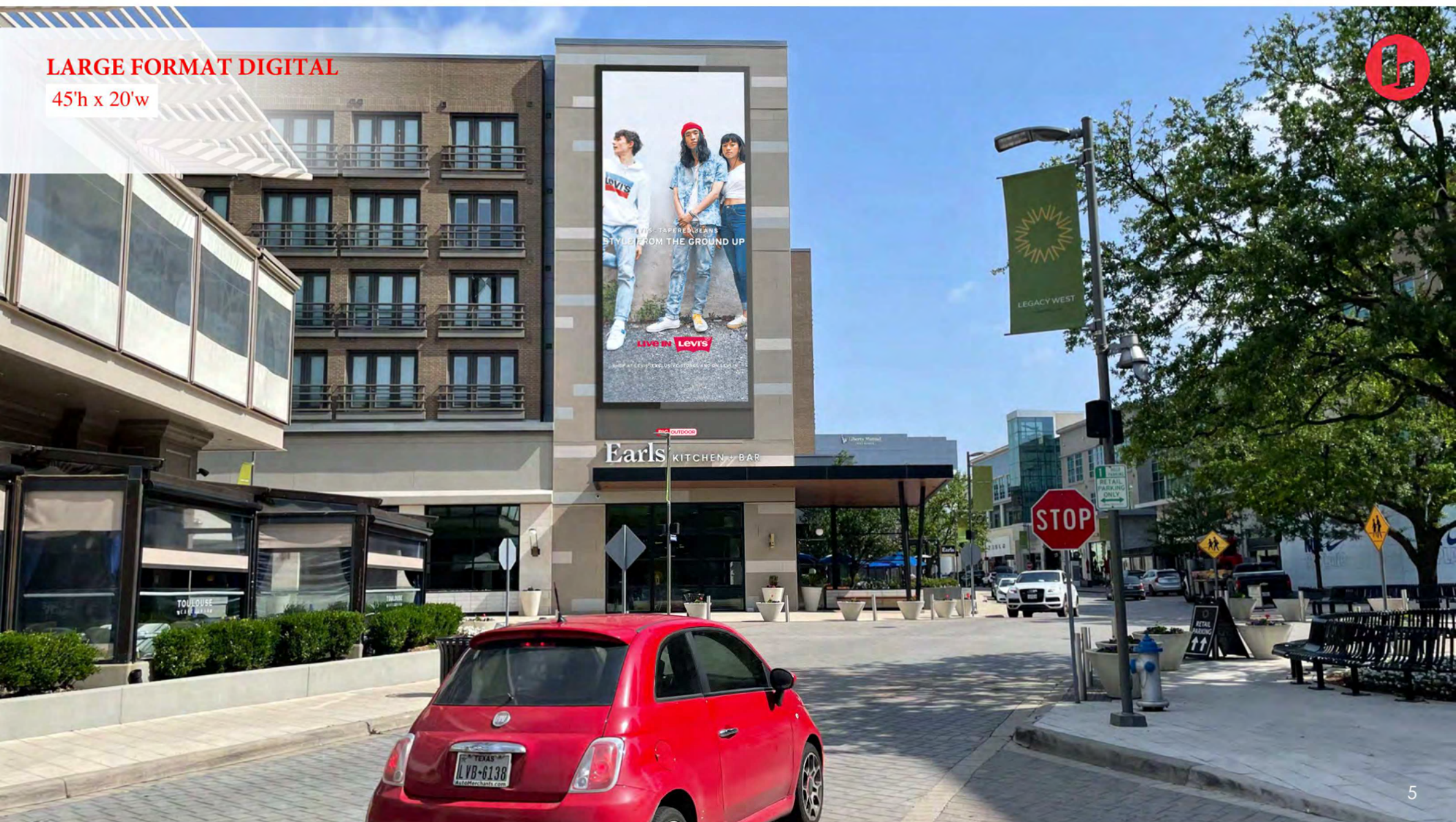
Digital Kiosks

The following is designed to incorporate flexible panels that act as a pedestrian directional or can be a transformational lighted edge that can be choreographed across the site.

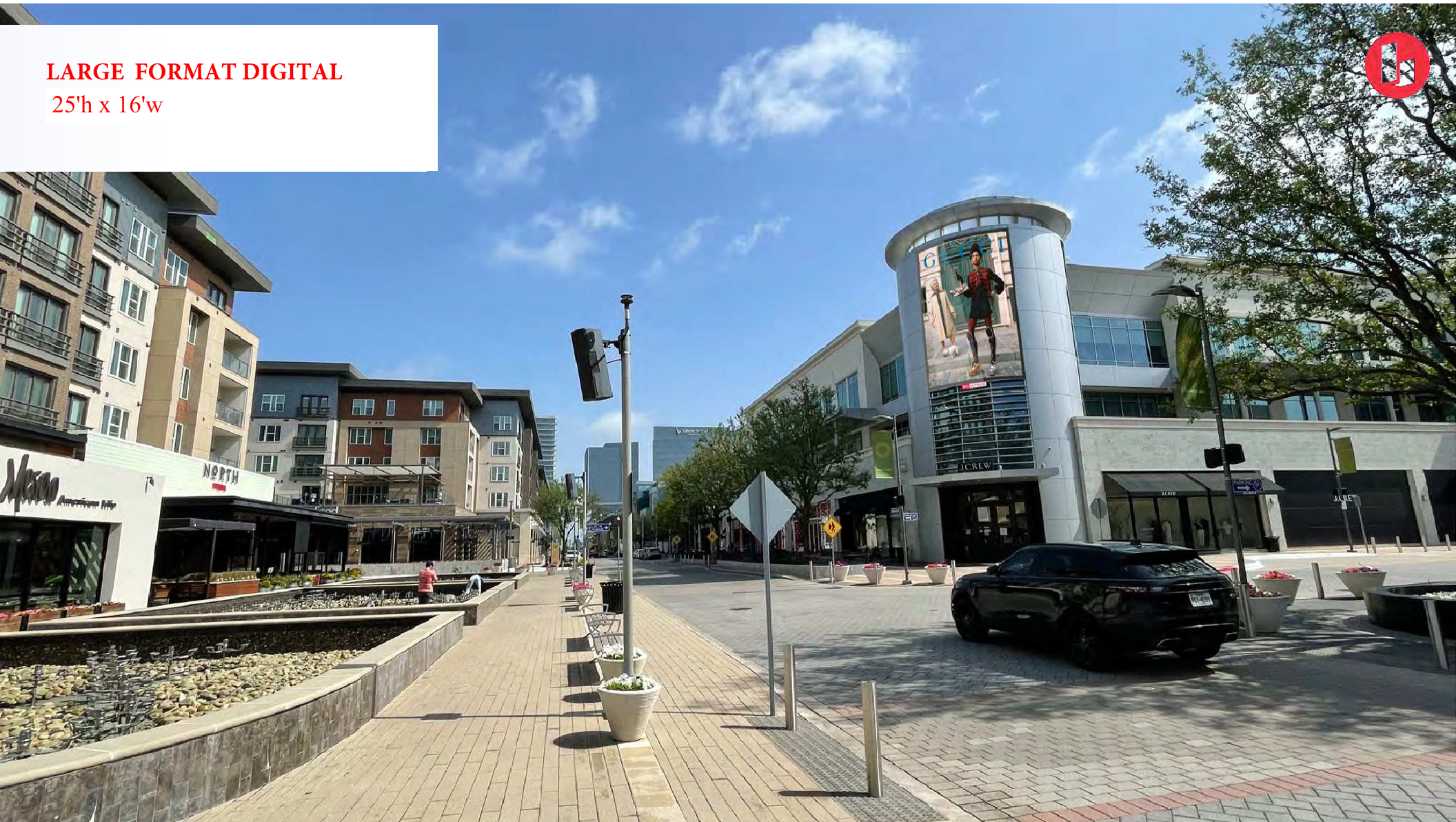


LARGE FORMAT DIGITAL

45'h x 20'w



LARGE FORMAT DIGITAL
25'h x 16'w



STATIC

30'h x 48'w



STATIC

42'h x 25'w



CITY COUNCIL AGENDA MEMO

MEETING DATE: 4/14/2025

DEPARTMENT: Community Services

DIRECTOR: Curtis Howard, Director of Neighborhood Services

AGENDA ITEM: The 2025-2029 Consolidated Plan of Housing and Community Development Needs outlining the use of Community Development Block Grant and HOME Investment Partnership funds (Public Hearing)

RECOMMENDED ACTION: Items for Individual Consideration

ITEM SUMMARY

Public Hearing and consideration of a resolution of the City of Plano, Texas, adopting the 2025-2029 Consolidated Housing and Community Development Plan, outlining the use of Community Development Block Grant and HOME Investment Partnerships Program funds provided by the U.S. Department of Housing and Urban Development; and providing an effective date. **Conducted and adopted Resolution No. 2025-4-5(R) with amendments.**

BACKGROUND

The U.S. Department of Housing and Urban Development (HUD) requires local jurisdictions to assess their affordable housing and community development needs and market conditions, and to make data driven, place-based investment decisions every five years. These decisions dictate how HUD funds will be invested into the community for the benefit of low and moderate income residents during the five year time period. The five year Consolidated Plan of Housing and Community Development Needs (ConPlan) highlights plan priorities and identifies specific goals to be undertaken by the jurisdiction. The ConPlan is then carried out through annual Action Plans which state the activities to be carried out through the use of HUD funds. Progress towards ConPlan goals are reported annually through the submittal of the Consolidated Annual Performance Evaluation Report (CAPER).

The 2025-29 Consolidated Plan process included extensive outreach during the months between August 2024 and February 2025. Two public meetings, three service provider focus group meetings and numerous surveys assisted in identifying the community's needs. After obtaining public input, U.S. Census Bureau data provided by HUD was evaluated to determine priority needs and specific goals to be addressed in the Plan.

A public meeting for the Plan was held at the Community Relations Commission Meeting on Thursday, November 21, 2024 and a public hearing is being held on Monday, April 14, 2025, during the City Council meeting. All comments received from the public by April 14, 2025, will be included in the Plan submission to HUD.

FINANCIAL SUMMARY/STRATEGIC GOALS

This item has no financial impact.

Approval of this agenda item supports the City's Strategic Plan Critical Success Factor of Excellent, Innovative, and Accountable City Government.

ATTACHMENTS:

Description	Upload Date	Type
Memo	4/7/2025	Memo
Draft Conplan	3/31/2025	Exhibit
Resolution	3/31/2025	Resolution

Date: March 31, 2025

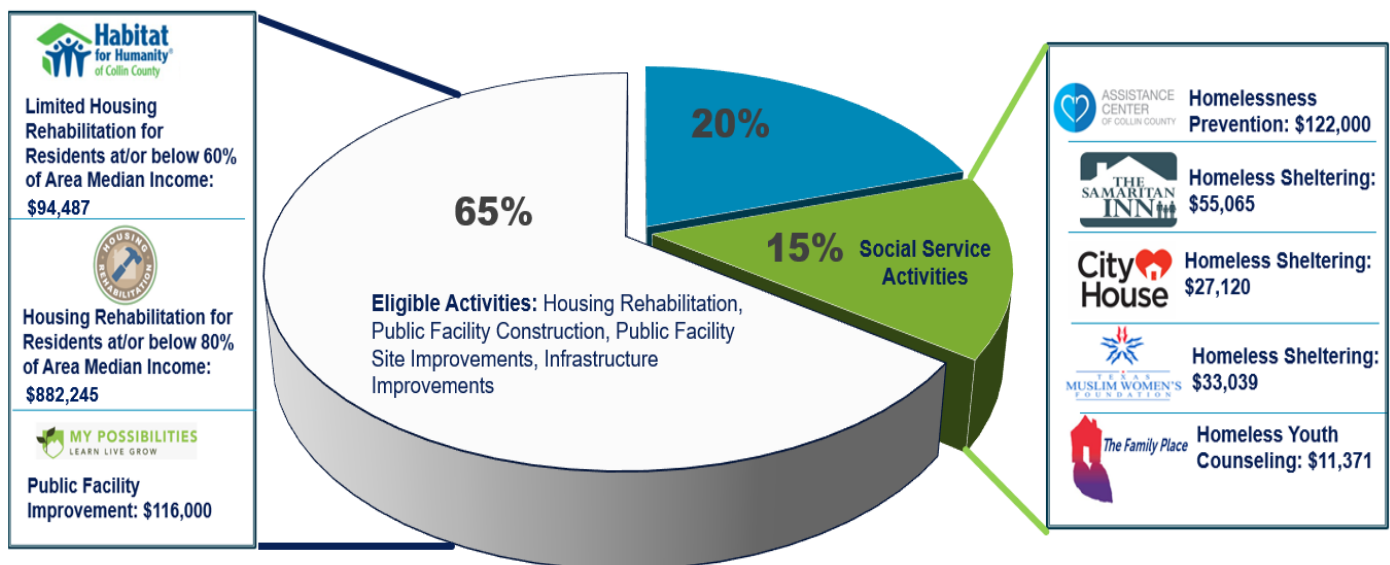
To: Mark Israelson, City Manager
Sam Greif, Deputy City Manager

From: Curtis Howard, Director of Neighborhood Services

Subject: 2025-29 Consolidated Plan of Housing and Community Development Supplemental Information on Eligible Activities

City Council provided feedback to staff on the draft 2025-29 Consolidated Plan of Housing and Community Development Needs and associated goals at their March 4, 20205, preliminary open meeting. The following is an explanation of organizations currently funded with U.S. Department of Housing and Urban Development (HUD) funding sorted by eligible HUD activity category.

CDBG Categories By Regulatory Maximum Percentage Requirements



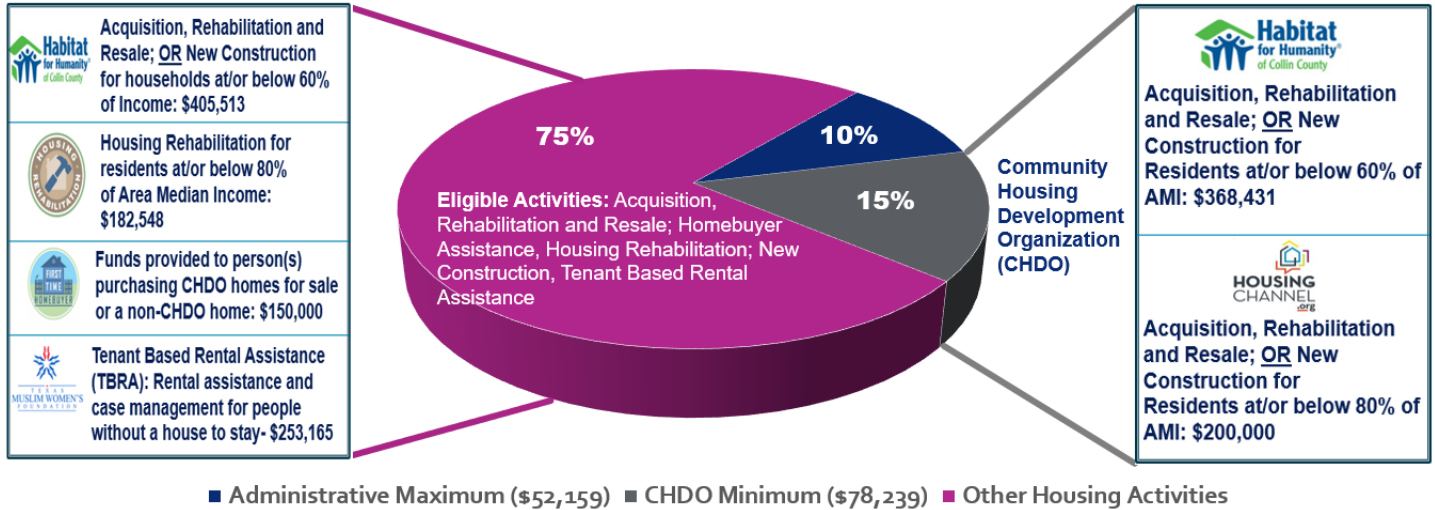
Public Service Maximum

The Community Development Block Grant (CDBG) funds for activities such as financial assistance (temporary rent and utility assistance) fall within this category. The category also includes those agencies providing social services to other vulnerable populations living in Plano.

Non-Public Service

There is not a maximum on this category. All other construction, infrastructure, public facility, and economic development (non-training activities) are eligible in this category. Public service activities and new construction of residential housing are not eligible activities in this category.

FY 2024-2025 Budgeted HOME Funding Categories By Regulatory Maximum Percentage Requirements



Community Housing Development (CHDO) Minimum

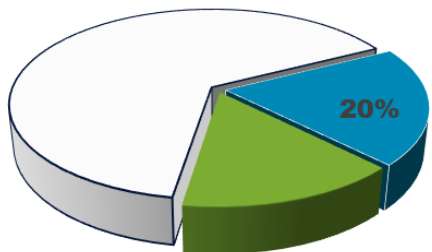
City staff accept applications from nonprofit developers to apply for CHDO designation year-round. The current city CHDOs have engaged in more acquisition, rehabilitation, resale activities than new construction due to the lack of available and affordable land for development.

Other Activities

Tenant Based Rental Assistance (TBRA) is a rental subsidy to help individual households afford housing costs such as rent and security deposits. TBRA does not allow for utility payments to be paid. Only nonprofit developers perform acquisition, rehabilitation and resale activities to meet the plan goal of adding affordable housing units to the housing inventory. New construction of housing has slowed due to a lack of available and affordable land for development.

Grant Administration Activities

CDBG Administrative Percentage

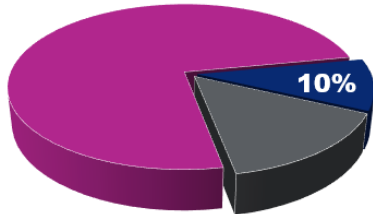


■ Administrative Maximum (\$311,460)

CDBG Administrative Activities

- **Advertising** (Newspaper notices, public meetings, programs)
- **Associations/licenses/publications**
- **Consulting** (for creation of HUD required plans)
- **Lien filings** (Housing Rehabilitation and First Time Homebuyer)
- **Nonprofit organization capacity building**
- **Audit costs**
- **Nonprofit organization administrative staff** costs at \$15,000 - \$20,000
- **Two Finance accountants' salaries** at ~ 4%
- **Five Neighborhood Services staff salaries** at ~ 51%

HOME Administrative Percentage



Administrative Maximum (\$52,159)

HOME Administrative Activities: \$52,159

- **Audit costs**
- **Two Finance accountants' salaries** at ~ 3%
- **Two Neighborhood Services staff salaries** at ~ 38%



City of Plano Consolidated Plan 2025-2029

Prepared for the United States Department of Housing
and Urban Development



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Executive Summary

ES-05 Executive Summary - 24 CFR 91.200(c), 91.220(b)

Introduction

The City of Plano (City) is a global economic leader bonded by a shared sense of community where residents experience an unparalleled quality of life. With a population of approximately 290,000, Plano is the ninth most populous city in Texas and the fourth largest city in the Dallas-Fort Worth (DFW). Plano is home to many corporate headquarters, award-winning schools, quality medical care facilities, and excellent recreational and cultural amenities.

The U.S. Department of Housing and Urban Development (HUD) requires the City to submit a Consolidated Plan (ConPlan) every five years in order to receive HUD grants. The period covered under this plan is October 1, 2025 through September 30, 2030. The grants covered by this plan are allocated to the City based on population, poverty, and housing data and include the following:

- Community Development Block Grant (CDBG) – CDBG is a flexible funding source that can be used for both housing and non-housing activities, including neighborhood revitalization, workforce and economic development, community and nonprofit facilities, infrastructure, and public services in low- and moderate-income communities. The City anticipates receiving approximately \$8 million in CDBG funds for the ConPlan period based on prior years funding trends.
- HOME Investment Partnerships Program – HOME is used for building, acquiring, and/or rehabilitating affordable housing for rent or homeownership. It may also be used to provide rent subsidies to low-income residents. The City estimates receiving approximately \$2 million in HOME funds for the ConPlan period based on prior years funding trends.

The ConPlan outlines housing and community development needs, particularly for low- and moderate-income households, and the objectives, goals, and strategies to address those needs. The ConPlan also promotes HUD's three main statutory objectives:

1. Decent Housing;
2. Suitable Living Environment; and
3. Expand Economic Opportunities.

The ConPlan contains policies, strategies, programs, and projects that will enhance the City's capacity to achieve its vision of:

- Welcoming and Engaged Community;
- Safe, Vibrant Neighborhoods;
- Residential and Commercial Economic Vitality;
- Excellent, Innovative, and Accountable City Government; and
- Multi-Modal Transportation and Mobility Solutions.

The City prepares and submits an Action Plan annually, listing the activities the City will pursue with HUD funds to meet the ConPlan goals.

The ConPlan focuses on the data analysis performed for the HUD entitlement grant programs. It has been prepared in accordance with regulatory requirements and with HUD-required data. The majority of this data is from HUD prepared tabulations of the U.S. Census and American Community Survey (ACS) data years 2016-2020, known as CHAS data (Comprehensive Housing Affordability Strategy). Due to rapid changes in Plano, some data may seem out of date. Where possible, the HUD-provided data has been supplemented with more recent data from the 2019-2023 ACS and the City's Strategic Housing Study consultant findings.

Summary of the objectives and outcomes identified in the Plan Needs Assessment Overview

The ConPlan assesses Plano's needs relating to housing, homelessness, and community services. The following is a summary of proposed outcomes for the use of federal funds from Grant Years (GY) 2025-2029; October 1-2025 through September 30, 2030.

HUD Objective – Decent Housing

- 68 housing units to receive rehabilitation, repair, or reconstruction
- 2 new affordable housing units to be added to the housing supply through acquisition, new construction, rehabilitation, or reconstruction
- 3 first time homebuyers to be assisted with down payment and closing costs
- 8 low-income households to be provided affordable rental housing with tenant-based rental assistance

HUD Objective – Suitable Living Environment

- 350 individuals benefiting from direct homelessness prevention services
- 400 low- and moderate-income persons provided with public services with an emphasis upon children, youth, homeless, and special needs populations including elderly, persons with disabilities, persons with HIV/AIDS, illiterate adults, and domestic violence victims through an enhanced coordination of services
- 220 persons experiencing homelessness receiving overnight shelter or supportive services

- 5 emergency shelter beds added to the existing inventory for Plano's homeless population

Evaluation of past performance

Annually, the City's progress towards the ConPlan and Action Plan goals is reviewed and reported to HUD in the form of the Consolidated Annual Performance and Evaluation Report (CAPER). The CAPER evaluates and reports on the activities the City has completed.

The City is in its final year of the 2020-2024 ConPlan. The most recent 2023 CAPER reported on the accomplishments at the end of the fourth year of the ConPlan. The City exceeded the target for housing rehabilitation and the homeless shelter and services goal. While the homelessness prevention goal and the supply of units – affordable housing goal have not been met, the City anticipates making progress during the final year. Additionally, homeless shelter and public service – special needs are also funded using City general funds from the Robert W. Buffington Community Services Grant (BCSG), whose accomplishments are not reported in the CAPER. Therefore, these goals have been met or exceeded with HUD and BCSG funds. The City's Tenant Based Rental Assistance program experienced changes in nonprofit administration causing a pause in the program. Starting in the third year of the ConPlan, HOME Investment Partnerships American Rescue Plan Program (HOME-ARP) funds were utilized to continue to make progress towards this goal.

The City faced some challenges in meeting goals related to homeownership assistance and housing due to market conditions that caused an increase in home value and rental rates over the last several years. Despite increasing the maximum downpayment assistance offered through the First-Time Homebuyers program to \$55,000 in 2020 and the HOME Homeownership Value to \$418,000 in 2022, the market continues to be a barrier to affordable housing. In addition, affordable housing developers have found it difficult to purchase and develop land in Plano at a cost-effective rate. In the 2023 CAPER, the City anticipates being able to report four or more additions to the supply of units through developer acquisition, rehabilitation, and resale currently in progress that will be sold to low income homebuyers after completion.

The City did not make progress on its 2020-2024 ConPlan goals related to transportation and job training, despite the City's efforts to encourage nonprofit organizations to submit proposals during the annual consolidated grant cycles.

Summary of citizen participation process and consultation process

The City of Plano conducted an extensive citizen participation and consultation process from August 2024 through February 2025. During this time, the City hosted two public meetings, one public hearing, three service provider focus groups. In addition, a community online survey was made available from October 15, 2024, through February 7, 2025. The online survey was shared through City of Plano social media accounts, newsletters, postcard mailings, public notice and other approved community sites. Public meetings and focus groups were attended by approximately 100 people, and the online survey totaled 1158 respondents. Consultation was also conducted with key community stakeholders that included the Community Relations Commission, Senior Advisory Board, and other City departments. A public hearing took place on November 21, 2024, and a final public hearing will be held during the Plano City Council meeting on April 14, 2025.

Summary of public comments

The City held a public hearing on November 21, 2024 at the Community Relations Commission meeting. No comments were received at the hearing. The proposed 2025-2029 ConPlan will be made available for public comments from March 15, 2025, through April 14, 2025.

Throughout the public participation process to date, the City documented the input received from public meetings and focus groups. Respondents of the online survey rated community needs related to housing, public services, public facilities, infrastructure, economic development and overall community needs based on a scale of one (low) to four (high). Additionally, open-ended responses from the survey were categorized and sorted. The most frequent themes and highly rated priority needs expressed by the public during this process were noted and helped shape the priorities established in this ConPlan, with the exceptions noted in the next section below. A full list of meetings and focus group comments is included in Appendix VI.

Housing

- Affordable Housing
- Homeowner Repair Assistance
- Affordable housing for Special Needs Populations
- Senior Home Rehabilitation/Modifications Assistance
- Affordable Rental units
- Affordable Housing for Young Families/Young Professionals
- First-time Homebuyer Assistance
- Affordable homeownership opportunities
- Additional Housing Options/Pedestrian-friendly communities

- Housing and services for persons that are unsheltered

Public Services

- Senior services
- Homelessness Prevention Assistance
- Affordable childcare/after school
- Mental Health/Affordable Health care
- Programs for special need populations
- Education on a variety of topics (e.g., financial, retirement, English Language Instruction, taxes, homeownership/homeowner rights, parenting)
- Homelessness services/Day Resource Center
- Community Resource Awareness

Public Facilities and Infrastructure

- Nonprofit hub/resource center
- Homeless Shelter

Summary of comments or views not accepted and the reasons for not accepting them

The City of Plano took all input received during public participation into consideration. The needs and the market assessment data analysis, frequent themes in the responses to the online survey, and highly rated priority needs influenced the priorities established in this ConPlan. There are several themes from the online community survey that were not incorporated in the plan, as discussed below.

A number of open-ended responses received via the community survey were in opposition to apartments. These comments represented 41 unique respondents of which the majority were homeowners, 55 years of age and older, and with an income not within HUD's low and moderate household income range. While all public input is considered, the data represented throughout this ConPlan demonstrates a need for affordable housing that includes rental units for Plano's low- and moderate-income households, seniors, persons with disabilities and other special need populations. Additionally, "affordable rental housing" and "people with low to moderate incomes" were rated as high priority on the online survey.

A variety of open-ended responses on the community survey were received related to general maintenance and repair of publicly owned infrastructure such as streets, sidewalks, curbs, and traffic lights. The City funds these needs through its Community Investment Program (CIP), as general maintenance of publicly owned streets. Therefore, at this time these issues were not identified as a priority need for the use of HUD funding.

Additional open-ended responses were received on the survey related to parks and recreation. Several comments related to park and recreation, such as the need for additional parks, trails, and updates to existing parks. There were also a significant number of comments specific to senior needs such as adding an additional senior recreation center on the west side of Plano and more affordable recreational programming for seniors. The City's Park & Recreation Master Plan contains a list of planned park and recreation facilities improvements and actions related to future projects. The issues raised by respondents in relation to parks and recreation were not identified as a priority need for the use of HUD funding.

There were a significant number of responses of the online survey that were specific to the need for transportation including expansion. The City of Plano is a member city of Dallas Area Rapid Transit (DART) system that provides public transportation access to those that work and live in Plano. DART's system includes the DART Light Rail, bus routes, Paratransit services, and GoLink on-demand services. Additionally, the DART Silver Line is expected to open late 2025 or early 2026 and will add two additional stops in Plano. The 2019-2023 American Community Survey (ACS) indicates that public transportation is being utilized by 1% of commuters. DART has a Mobility Ambassador Program that provides free travel orientation to anyone that needs assistance with using public transit. This need represents an opportunity to raise awareness of the public transit services available in Plano, including services for persons with special needs who are unable to use DARTS's fixed-route buses or trains.

The community survey had several open-ended responses expressing a need for job training and small business grants. The Workforce Solutions of North Texas provides services to Plano job seekers that include job search assistance, education and training. Plano's Economic Development Department works closely with Collin College and Workforce Solutions of North Texas to facilitate customized job training for Plano employers, as well as access to small business grants. Overall, these needs were not identified as high priority for the use of HUD funds.

Summary

The City of Plano 2025-2029 Consolidated Plan sets forth objectives, strategies, and goals for improving the quality of life of low- and moderate-income residents of the City. It assesses the needs and provides an analysis of housing, homelessness, and other community development areas.

The Process

PR-05 Lead & Responsible Agencies 24 CFR 91.200(b)

Describe agency/entity responsible for preparing the Consolidated Plan and those responsible for the administration of each grant program and funding source

The following are the agencies/entities responsible for preparing the Consolidated Plan and those responsible for administration of each grant program and funding source.

Agency Role	Name	Department/Agency
CDBG Administrator	PLANO, TEXAS	Neighborhood Services
HOME Administrator	PLANO, TEXAS	Neighborhood Services

Table 1 – Responsible Agencies

Narrative

The City of Plano is the lead agency for the Community Development Block Grant (CDBG) and HOME Investment Partnerships Grant (HOME) Programs. The City's Neighborhood Services Department Community Services Division is the lead division in overseeing the development of the HUD required Consolidated Plan (ConPlan), Annual Action Plan, and Consolidated Annual Performance Evaluation Report (CAPER). The lead division is responsible for the administration of the CDBG and HOME grant funds for the City.

Consolidated Plan Public Contact Information

City of Plano

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PR-10 Consultation – 91.100, 91.110, 91.200(b), 91.300(b), 91.215(I) and 91.315(I)

Introduction

The City of Plano Neighborhood Services Department, Community Services Division, coordinates the consultation process for the ConPlan and Action Plan. The Consolidated Plan was developed with an important focus on community feedback. The Citizenship Participation Plan (CPP) details the City's policies and procedures for citizen input and participation in the grant process. The City conducts at least one public hearing during the development process before the Consolidated Plan and Action Plan are published and at least one public hearing during the 30-day comment period to attain citizen responses and to reply to comments and questions. Starting in August 2024, the City initiated a collaborative, inclusive outreach initiative to consult with citizens, community stakeholders, and nonprofit organizations. These efforts amounted to dialogue and consultations with housing and social service providers, an online survey of 1158 Plano resident responses, two public forums with citizens to identify housing and community development needs; one public hearing; and an upcoming 30-day public comment period will be held from March 15, 2025, through April 14, 2025, with the final public hearing at City Council on April 14, 2025.

Provide a concise summary of the jurisdiction's activities to enhance coordination between public and assisted housing providers and private and governmental health, mental health and service agencies (91.215(I)).

The ConPlan draft was prepared in consultation with community stakeholders, nonprofit agencies, and social service providers that serve low- and moderate-income populations, including those in public and assisted living. Informal consultation with other city departments also took place throughout the development of the ConPlan.

The Community Services Division works in partnership the local mental health authority (Lifepath Systems), Plano Housing Authority, the TX600 Continuum of Care, local hospitals as well as other service providers through various coalitions and networking groups. The Community Services Division staff serve as active members of the Collin County Homeless Coalition (CCHC), the Collin County Social Services Association, and Texas Health Resources Collin County 1st Collaborative. The City also serves on the Independent Review Committee of the CoC and the Texas Health Community Impact Collin County Leadership Council. Active participation in these organizations enables the Community Services Division staff to collaborate with service providers to help deliver a comprehensive system of care.

To further enhance coordination between providers, ConnectPlano is a community initiative that the City expects to prioritize undertaking during the next five years of this ConPlan. ConnectPlano will bring nonprofit, housing, and social service providers under one roof, as one collaborative community to better

serve residents in need. ConnectPlano will engage a variety of providers to strengthen coordination and achieve the objectives outlined in this Consolidated Plan.

Describe coordination with the Continuum of Care and efforts to address the needs of homeless persons (particularly chronically homeless individuals and families, families with children, veterans, and unaccompanied youth) and persons at risk of homelessness

The Community Services Division staff actively collaborates with Housing Forward, the CoC lead agency. The City works closely with Housing Forward and the Collin County Homeless Coalition (CCHC) to plan and execute the annual Point in Time Homeless Count, finalize data, and utilize data for improvements to the homeless response system. In addition, the City's Homeless Services Coordinator assesses and enters individuals into the Homeless Management Information System (HMIS) and/or into the Coordinated Access System (CAS) based on the identified needs.

Describe consultation with the Continuum(s) of Care that serves the jurisdiction's area in determining how to allocate ESG funds, develop performance standards and evaluate outcomes, and develop funding, policies and procedures for the administration of HMIS

While the City does not receive an allocation of Emergency Solutions Grant (ESG) funding, it coordinates with the CoC through regular attendance, membership, and participation in various workgroups within the CoC. Community Services Division staff currently participate in the Coordinated Access System (CAS), Homeless Management Information System (HMIS), Point-in-Time Census, and Street Outreach workgroups.

Describe Agencies, groups, organizations and others who participated in the process and describe the jurisdictions consultations with housing, social service agencies and other entities

Space intentionally left blank. Table 2 on the next page displays the requested information.

Table 2 – Agencies, groups, organizations who participated

1	Agency/Group/Organization	Plano Housing Authority
	Agency/Group/Organization Type	Housing PHA
	What section of the Plan was addressed by Consultation?	Housing Need Assessment Public Housing Needs Market Analysis
	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	Discussed PHA's data and plans related to its public housing voucher programs.
2	Agency/Group/Organization	Collin County Homeless Coalition
	Agency/Group/Organization Type	Services - Housing Services-Elderly Persons Services-Persons with Disabilities Services-Victims of Domestic Violence Services-homeless Regional organization Planning organization
	What section of the Plan was addressed by Consultation?	Housing Need Assessment Homelessness Strategy Homeless Needs - Chronically homeless Homeless Needs - Families with children Homelessness Needs - Veterans Homelessness Needs - Unaccompanied youth
	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	Consulted with membership and leadership in homelessness focus group regarding housing, shelter, and supportive services.
3	Agency/Group/Organization	Housing Forward NTX
	Agency/Group/Organization Type	Services - Housing Services-Elderly Persons Services-Persons with Disabilities Services-Victims of Domestic Violence Services-homeless Regional organization Planning organization

	What section of the Plan was addressed by Consultation?	Housing Need Assessment Homelessness Strategy Homeless Needs - Chronically homeless Homeless Needs - Families with children Homelessness Needs - Veterans Homelessness Needs - Unaccompanied youth
	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	Consulted with membership and leadership in homelessness focus group regarding housing, shelter, and supportive services.
4	Agency/Group/Organization	Economic Development Department - City of Plano
	Agency/Group/Organization Type	Other government - Local Grantee Department
	What section of the Plan was addressed by Consultation?	Economic Development
	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	Consulted and shared information pertinent to Economic Development, Section MA-45.
5	Agency/Group/Organization	Emergency Management Department - City of Plano
	Agency/Group/Organization Type	Agency - Emergency Management Other government - Local Grantee Department
	What section of the Plan was addressed by Consultation?	Market Analysis
	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	Consulted to discuss City's Hazard Mitigation Action Plan and the impact of climate change on natural disasters in our area; and the impact on Plano's low- and moderate-income residents.
6	Agency/Group/Organization	Texas Department of State Health Services
	Agency/Group/Organization Type	Health Agency Other government - State
	What section of the Plan was addressed by Consultation?	Non-Homeless Special Needs

	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	Consulted with DSHS Epidemiology & Surveillance Unit and shared information pertinent to Section NA-45.
7	Agency/Group/Organization	Plano Independent School District
	Agency/Group/Organization Type	Services-Children Services-Education
	What section of the Plan was addressed by Consultation?	Non-Homeless Special Needs
	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	Participated in the nonprofit focus group for ConnectPlano that discussed needs in the community.
8	Agency/Group/Organization	Texas Health Resources
	Agency/Group/Organization Type	Health Agency Publicly Funded Institution/System of Care
	What section of the Plan was addressed by Consultation?	Non-Homeless Special Needs
	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	Participated in the nonprofit focus group for ConnectPlano that discussed needs in the community.

Identify any Agency Types not consulted and provide rationale for not consulting

The City made every effort to consult all agency types and did not specifically exclude any particular agency or agency type.

The Community Services Division staff consulted with nonprofits, housing, and social service providers primarily through three focus groups, which focused on the following topics:

- ConnectPlano - to discuss the needs in the community and for a collaborative space for providers to provide services from; enhancing coordination and improving the delivery system of services.
- Homelessness
- Social Services

A complete list of organizations who participated in the focus groups is attached as Appendix V.

Other local/regional/state/federal planning efforts considered when preparing the Plan

Name of Plan	Lead Organization	How do the goals of your Strategic Plan overlap with the goals of each plan?
Continuum of Care	Housing Forward	The CoC's priorities and its Strategic Work Plan correspond to the City's Strategic Plan goals related to homeless and at-risk populations.
City's Comprehensive Plan	City of Plano Planning Department	The Consolidated Plan contributes to the Comprehensive Plan goals for Plano as a livable, organized, and changing City.
2025 City of Plano Analysis of Impediments (AI)	City of Plano Neighborhood Services Department	The AI is currently in the process of being updated and this section will be updated once the 2025 City of Plano Analysis of Impediments to Fair Housing Choice (AI) is finalized in late Spring.

Table 3 – Other local / regional / federal planning efforts

Describe cooperation and coordination with other public entities, including the State and any adjacent units of general local government, in the implementation of the Consolidated Plan (91.215(I))

The City of Plano coordinates with the cities of Allen, Frisco, and McKinney through ongoing communication and quarterly meetings of staff overseeing HUD funding. These are opportunities for staff to share best practices and to align efforts across the cities. In order to reduce duplication of efforts, the City of Plano coordinated with these cities to organize the Homelessness and Social Service focus groups for each city's respective ConPlan. This cooperative effort resulted in over 50 attendees participating and commenting on the needs of the local community.

Narrative (optional):

This section is optional and was intentionally left blank.

PR-15 Citizen Participation – 91.105, 91.115, 91.200(c) and 91.300(c)

Summary of citizen participation process/Efforts made to broaden citizen participation Summarize citizen participation process and how it impacted goal-setting

The City of Plano Neighborhood Services Department, Community Services Division, coordinates the consultation process for the ConPlan. The City encourage Plano citizens to provide input in the ConPlan process. Through its adopted Citizen Participation Plan (Appendix II), the City sets forth policies and procedures for citizens and groups to provide the City with information on housing and community development needs as part of the preparations of the ConPlan.

The City of Plano conducted an extensive citizen participation and consultation process from August 14, 2024, through February 12, 2025. During this time, the City hosted two public meetings, one public hearing, and three service provider focus groups. In addition, a community online survey was made available to the public from October 15, 2024, through February 7, 2025. The online survey was shared to City of Plano social media accounts, newsletters, postcard mailings, public notice and other approved community sites. Public meetings and focus groups were attended by approximately 100 people, and the surveys totaled 1158 respondents. A 30-day comment period will be held from March 15, 2025, through April 14, 2025, and a final public hearing will be held during the Plano City Council meeting on April 14, 2025.

Consultation was also conducted with key community stakeholders that included the Community Relations Commission, Senior Advisory Committee, and other City departments.

Comments collected from the public meetings, focus groups, and open-ended responses from the community survey were categorized by theme and ideas that were frequently expressed. All comments were considered in preparation of the ConPlan, high priority needs expressed and common themes in the survey comments were vital to identifying the five-year goals and priorities. Public participation outreach materials and detailed survey results can be found in Appendix III and IV, respectively.

Citizen Participation Outreach

Sort Order	Mode of Outreach	Target of Outreach	Summary of response/attendance	Summary of comments received	Summary of comments not accepted and reasons	URL (If applicable)
1	Internet Outreach	Non-targeted/broad community	10/15/2024 Community Online Survey opened for public input. Link to survey was added to the City's website with information on the ConPlan process; link was shared with partner service providers, City of Plano staff, newsletters, City approved community sites; and appropriate social media accounts. 1158 respondents to online survey.	Comments received related to affordable housing, housing rehabilitation, special population needs, public services, public facilities, infrastructure, economic development and overall community needs. 1158 respondents	All comments were considered. Comments not accepted/reasons were addressed in the Executive Summary.	

Sort Order	Mode of Outreach	Target of Outreach	Summary of response/attendance	Summary of comments received	Summary of comments not accepted and reasons	URL (If applicable)
2	Newspaper Ad	Non-targeted/broad community	11/03/2024: Notice of Public Meetings 11/11/24; 11/13/24; and 11/21/24. Notice of Public Hearing on 11/21/24; and Notice of Online Survey.	None.	Not applicable.	
3	Public Meeting	Non-targeted/broad community	11/11/24 Schimelpfenig Library 6:00 p.m. Attended by city staff; no public members of the public attended.	None.	Not applicable.	
4	Public Meeting	Non-targeted/broad community	11/13/2024 Neighborhood Services Building 6:00 p.m. -8:00 p.m.; Seven members of the public attended, all participated in discussion, provided input, and were provided with online survey.	Various comments received in related to housing affordability, housing options, public services, public facilities, and economic development.	All comments considered.	

Sort Order	Mode of Outreach	Target of Outreach	Summary of response/attendance	Summary of comments received	Summary of comments not accepted and reasons	URL (If applicable)
5	Public Hearing	Non-targeted/broad community	11/21/2024 Plano Municipal Center starting at 6:00 p.m. Public Hearing for public input for the development of the ConPlan was held at the Community Relations Commission Meeting. Commissioners and City staff present; no member of the public attended or provided comments. Online survey was shared with commissioners.	Commissioner comments received.	All comments considered.	https://www.plano.gov/1217/Community-Relations-Commission-Agendas-M

Sort Order	Mode of Outreach	Target of Outreach	Summary of response/attendance	Summary of comments received	Summary of comments not accepted and reasons	URL (If applicable)
6	Postcards	Non-targeted/broad community	01/20/2025 Postcard mailings city-wide to Plano residents for public input, included QR code and link information for Plano's HUD Plan website and online survey. No comments received by email, in person, or by phone, however additional responses to the online survey were obtained due to mailings.	Online community survey responses received on all topics: housing, public services, public facilities, economic development, public improvements, and overall community needs.	All comments considered. Comments not accepted/reasons were addressed in the Executive Summary.	

Sort Order	Mode of Outreach	Target of Outreach	Summary of response/attendance	Summary of comments received	Summary of comments not accepted and reasons	URL (If applicable)
7	Public Hearing	Non-targeted/broad community	04/14/2025 Plano Municipal Center Public Hearing to be held at City Council meeting. City council to review 2025-2029 ConPlan draft and vote on approval. This section will be updated after the City Council meeting.	This section will be updated after the April 14, 2025 public hearing at City Council meeting.	This section will be updated after the April 14, 2025 public hearing at City Council meeting.	
8	Newspaper Ad	Non-targeted/broad community	03/14/2025 Newspaper ad to be published in Plano Star Courier main section to inform public of the 30-day comment period and public hearing for the Proposed 2025-2029 ConPlan.	This section will be updated after the April 14th, 2025 public hearing at City Council meeting.	This section will be updated after the April 14, 2025 public hearing at City Council meeting.	

Sort Order	Mode of Outreach	Target of Outreach	Summary of response/attendance	Summary of comments received	Summary of comments not accepted and reasons	URL (If applicable)
9	City Bulletin Board – Posted Agendas	Non-targeted/broad community	11/15/2024 posted agenda for public hearing on 11/21/2024 agenda. Public hearing on April 14, 2025 will be posted (TBD).	This section to be updated after the April 14, 2025 public hearing at City Council.	This section to be updated after the April 14, 2025 public hearing at City Council.	https://www.plano.gov/1444/City-Council-Agendas
10	Focus Group	Nonprofits/Housing/Social Service Providers	08/14/2024 at Plano Event Center 9:30 a.m. to 12 p.m. ConnectPlano session with 50 members representing a number of different nonprofits, faith based organizations, social service providers, schools, and housing providers.	Comments and discussion related to needs in the community; ConnectPlano could enhance coordination, collective community of services together under one space.	All comments were considered.	

Sort Order	Mode of Outreach	Target of Outreach	Summary of response/attendance	Summary of comments received	Summary of comments not accepted and reasons	URL (If applicable)
11	Focus Group	Homeless service providers, CoC and CCHC members	10/03/2024 at St. Marks Parish from 10:30 a.m. to 12:30 p.m. Approximately 50 attendees, all participated in roundtable discussions and provided input.	Various comments received relating to housing supportive services and shelter needs.	All comments considered.	
12	Advisory Committee	Senior Advisory Committee	11/07/2024 Sam Johnson Recreation Center at 5:30 p.m. City staff attended the Senior Advisory Committee meeting for input in ConPlan development. Members of the committee and City staff present.	Various comments received in regards to public services and public facilities.	All comments considered.	https://www.plano.gov/1265/Senior-Advisory-Board-Agendas-Minutes

Sort Order	Mode of Outreach	Target of Outreach	Summary of response/attendance	Summary of comments received	Summary of comments not accepted and reasons	URL (If applicable)
13	Focus Group	Collin County Social Services Association members	02/12/2025 Old Settlers Recreation Center in McKinney from 11:30 a.m. to 12:30 p.m.; approximately 16 attendees participated	Various comments related to affordable housing and public services.	All comments considered.	

Table 4 – Citizen Participation Outreach

Needs Assessment

NA-05 Overview

Needs Assessment Overview

The Needs Assessment is a study of the housing needs and non-housing needs of the City of Plano. Housing and homeless needs are determined by: 1) affordability; 2) age and condition of units; and 3) occupancy or overcrowding. Non-housing needs are determined by the need for social services.

The City of Plano used the HUD 2016-2020 Comprehensive Housing Affordability Strategy (CHAS) data as prepopulated in Table 6 through Table 21, the American Community Survey (ACS) 2019-2023 Five Year Estimates and 2019-2023 ACS 1-Year Estimates. In May 2023, the City engaged a consultant to assist the City in preparing a Strategic Housing Plan and Policy Recommendations. The Strategic Housing Plan includes the below four stages:

- Review of City data, including stakeholder meetings and focus groups (completed)
- Regional and local Housing Needs Assessment (completed)
- Regional Job Analysis (completed)
- Gap Analysis of Housing Needs and Initiatives/Tools (completed)

The preliminary findings of the housing study yielded a needs and gaps analysis which quantifies current and future housing supply and demand which are cited throughout the Needs Assessment section.

The tables in this section have been prepopulated with HUD data sets, based on the 2016-2020 ACS Five Year Estimates, and the 2000 U.S. Census. Four tables were updated with alternate data sources as follows: 1) Table 5 - Housing Needs Assessment Demographics was updated to reflect current 2019-2023 ACS data; 2) Table 22- Public Housing by Program Type was updated to reflect current data provided by Plano Housing Authority; and 3) Table 27 – Homeless Needs Assessment & the optional table “Nature and Extent of Homelessness” in the NA-45 Homeless Needs Assessment were updated using Plano’s 2024 Point-in-Time (PIT) Census and 2024 Collin County Shelter data. This information is the most current data available to assess our City’s housing and non-housing needs.

NA-10 Housing Needs Assessment - 24 CFR 91.205

(a,b,c)

Summary of Housing Needs

In the span of three years (from 2020 to 2023), Plano's demographics have changed as follows: 1) population (-1%); 2) number of households (3%); and 3) median income (13%). During this same period, the median rent increased from \$1,447 to \$1,792 (24% increase). Meanwhile, the housing market in Plano has seen a steady increase from 2020 to 2024. According to the Texas Real Estate Research Center, the median sales prices increased by 44%, from \$360,000, to \$520,000. This surge in housing prices has increased the share of income spent on housing costs for Plano households across all income levels, with low- and moderate-income households facing the most severe burdens.

The most significant housing problem for the City of Plano residents is cost burden. When a household spends more than 30 percent of their household income on housing costs, this is considered cost burdened. Housing costs include rent, mortgage payments, taxes, insurance, and utilities. According to the 2019-2023 ACS, approximately 29% of Plano occupied housing units across all incomes are cost burdened. Of which, almost 41% are renter-occupied housing units that are cost burdened. In owner-occupied housing, 26% of owners with a mortgage and 11% of those without a mortgage are cost burdened.

As shown on Table 6, a total of 28% of all Plano households are low-to-moderate income (LMI) with household income between 0% to 80% of the HUD Area Median Family Income (HAMFI). The breakdown by income is as follows: 7% of all households have an extremely low income between 0-30% HAMFI; approximately 7% of all households have a very low income between 30-50%; and 14% of all households have low to moderate incomes between 50-80% HAMFI. As an example, a household of four with an income of \$33,100 or less would be considered extremely low income (0-30% AMI); \$55,120 or less would be very low income (30-50% AMI); and earning \$88,250 would be low to moderate income (50%-80% AMI). According to the 2016-2020 CHAS data of the total households represented in Table 6, renters represent a total of 44,155 households and owners represent 63,165 households. Of the renter households, approximately 39% have incomes between 0-80% HAMFI and 20% are extremely low- and very low-income households (0-50%). While 20% of owner households have income between 0-80% HAMFI and 9.5% are extremely low and very low-income households (0-50% HAMFI).

Plano's low- and moderate-income households (especially the extremely low to very low income), seniors (age 65 years and over), persons with a disability, single female-headed households, and persons fleeing domestic violence are vulnerable to homelessness due to the high costs of housing and limited or fixed financial resources.

Generally, overcrowding and substandard housing is not a common problem in Plano. However, based on Table 7, renter-occupied households are more likely to experience substandard housing and severe

overcrowding (1,665 households) than owner-occupied households (505). Additionally, based on the 2019-2023 ACS, 71% of Plano's housing stock is over 25 years old. As housing ages, it is crucial timely repairs and maintenance are completed to avoid further deterioration and to preserve safe and affordable housing. Low- and moderate-income households located in areas of aging housing stock need assistance with major home repairs, maintenance, and may even need accessibility modifications as financial resources can be strained due to cost burden and limited financial resources.

Demographics	Base Year: 2020	Most Recent Year: 2023	% Change
Population	288,870	287,339	-1%
Households	107,320	110,522	3%
Median Income	96,348	108,649	13%

Table 5 - Housing Needs Assessment Demographics

Data Source: 2020 Census (Base Year), 2019-2023 ACS Five Year (Most Recent Year)

Number of Households Table

	0-30% HAMFI	>30-50% HAMFI	>50-80% HAMFI	>80-100% HAMFI	>100% HAMFI
Total Households	7,610	7,430	14,920	10,040	67,320
Small Family Households	2,120	2,580	5,420	4,490	37,945
Large Family Households	470	790	1,545	860	5,600
Household contains at least one person 62-74 years of age	1,655	1,554	3,224	1,925	13,865
Household contains at least one person age 75 or older	1,335	1,070	1,785	830	3,595
Households with one or more children 6 years old or younger	1,095	1,154	2,369	1,360	8,875

Table 6 - Total Households Table

Data Source: 2016-2020 CHAS

Housing Needs Summary Tables

1. Housing Problems (Households with one of the listed needs)

	Renter					Owner				
	0-30% AMI	>30- 50% AMI	>50- 80% AMI	>80- 100% AMI	Total	0-30% AMI	>30- 50% AMI	>50- 80% AMI	>80- 100% AMI	Total
NUMBER OF HOUSEHOLDS										
Substandard Housing - Lacking complete plumbing or kitchen facilities	185	60	150	10	405	15	0	10	0	25
Severely Overcrowded - With >1.51 people per room (and complete kitchen and plumbing)	175	150	135	165	625	0	20	60	0	80
Overcrowded - With 1.01-1.5 people per room (and none of the above problems)	105	130	235	165	635	75	50	250	25	400
Housing cost burden greater than 50% of income (and none of the above problems)	2,995	2,220	840	45	6,100	1,605	1,150	965	234	3,954

	Renter					Owner				
	0-30% AMI	>30-50% AMI	>50-80% AMI	>80-100% AMI	Total	0-30% AMI	>30-50% AMI	>50-80% AMI	>80-100% AMI	Total
Housing cost burden greater than 30% of income (and none of the above problems)	270	1,145	4,520	1,080	7,015	190	1,104	1,625	1,285	4,204
Zero/negative Income (and none of the above problems)	735	0	0	0	735	760	0	0	0	760

Table 7 – Housing Problems Table

Data 2016-2020 CHAS
Source:

2. Housing Problems 2 (Households with one or more Severe Housing Problems: Lacks kitchen or complete plumbing, severe overcrowding, severe cost burden)

	Renter					Owner				
	0-30% AMI	>30-50% AMI	>50-80% AMI	>80-100% AMI	Total	0-30% AMI	>30-50% AMI	>50-80% AMI	>80-100% AMI	Total
NUMBER OF HOUSEHOLDS										
Having 1 or more of four housing problems	3,460	2,560	1,360	385	7,765	1,690	1,215	1,285	259	4,449
Having none of four housing problems	1,380	1,630	7,015	4,985	15,010	1,085	2,019	5,265	4,410	12,779
Household has negative income, but none of the other housing problems	0	0	0	0	0	0	0	0	0	0

Table 8 – Housing Problems 2

Data 2016-2020 CHAS
Source:

3. Cost Burden > 30%

	Renter				Owner			
	0-30% AMI	>30-50% AMI	>50-80% AMI	Total	0-30% AMI	>30-50% AMI	>50-80% AMI	Total
NUMBER OF HOUSEHOLDS								
Small Related	1,170	1,230	2,139	4,539	559	793	969	2,321
Large Related	295	400	350	1,045	165	240	245	650
Elderly	950	855	950	2,755	865	974	1,179	3,018
Other	1,220	1,150	2,100	4,470	270	260	300	830
Total need by income	3,635	3,635	5,539	12,809	1,859	2,267	2,693	6,819

Table 9 – Cost Burden > 30%

Data 2016-2020 CHAS
Source:

4. Cost Burden > 50%

	Renter				Owner			
	0-30% AMI	>30-50% AMI	>50-80% AMI	Total	0-30% AMI	>30-50% AMI	>50-80% AMI	Total
NUMBER OF HOUSEHOLDS								
Small Related	0	0	690	690	529	469	0	998
Large Related	0	0	285	285	150	60	10	220
Elderly	810	540	205	1,555	765	514	394	1,673
Other	0	1,100	795	1,895	230	0	0	230
Total need by income	810	1,640	1,975	4,425	1,674	1,043	404	3,121

Table 10 – Cost Burden > 50%

Data 2016-2020 CHAS
Source:

5. Crowding (More than one person per room)

	Renter					Owner				
	0-30% AMI	>30-50% AMI	>50-80% AMI	>80-100% AMI	Total	0-30% AMI	>30-50% AMI	>50-80% AMI	>80-100% AMI	Total
NUMBER OF HOUSEHOLDS										
Single family households	235	270	320	225	1,050	75	20	95	10	200
Multiple, unrelated family households	0	14	50	4	68	0	50	220	15	285

	Renter					Owner				
	0-30% AMI	>30-50% AMI	>50-80% AMI	>80-100% AMI	Total	0-30% AMI	>30-50% AMI	>50-80% AMI	>80-100% AMI	Total
Other, non-family households	45	10	0	100	155	0	0	0	0	0
Total need by income	280	294	370	329	1,273	75	70	315	25	485

Table 11 – Crowding Information – 1/2

Data Source: 2016-2020 CHAS

	Renter				Owner			
	0-30% AMI	>30-50% AMI	>50-80% AMI	Total	0-30% AMI	>30-50% AMI	>50-80% AMI	Total
Households with Children Present	0	0	0	0	0	0	0	0

Table 12 – Crowding Information – 2/2

Data Source
Comments:

Describe the number and type of single person households in need of housing assistance.

The median household income across all households in Plano is \$108,649. The median household income for a single person household is \$59,812 (2019-2023 ACS). This represents a difference of almost \$50,000 between the median incomes. Per the HUD Income Limits, a single person with a median income would be considered low-income. At the median income, single-person households can afford a maximum of \$1,495 in housing cost without being cost burdened. The median contract rent in Plano is \$1,792 (2019-2023 ACS). At this median rent, a single person with a median income would be cost burdened. In Plano, there are 110,522 occupied housing units, of which 25% are occupied by single-person households. Among these types of households, there is a higher percentage of renter-occupied units in comparison to owner-occupied units. Approximately 64% of the single person households are renters and 36% are owner-occupied units (2019-2023 ACS).

Approximately 39% of the population age 65 years or older live alone (2019-2023 ACS). As stated in the 2019-2023 ACS, approximately 23% of seniors with a monthly mortgage and 61% paying rent are cost burdened. During public outreach and in the online survey, seniors expressed a concern with housing affordability as it is difficult to size-down due to high housing costs.

Therefore, based on the 2019-2023 ACS, the single-person households that are more likely to need housing assistance are those that are renting and/or 65 years of age or older. Housing assistance such as rental assistance, homebuying assistance, and overall affordable housing would greatly benefit single-person households.

Estimate the number and type of families in need of housing assistance who are disabled or victims of domestic violence, dating violence, sexual assault and stalking.

Approximately 8% of Plano residents across all ages report having some form of disability (2019-2023 ACS). The population age 16 or older that report having a form of disability is 9% (or 21,438 individuals). The median earnings for the population age 16 or older is \$60,668. The median earnings for this population with a disability is \$45,060, compared to \$61,634 without a disability (2019-2023 ACS). This same report indicates approximately 11% of the population age 16 and over is below the 150% poverty level. While 16% of the population age 16 and over with a disability is below the 150% poverty level. The federal poverty levels do not consider the surrounding households, while HUD's income limits are based on area median income for the area. Therefore, living below the 150% poverty level in our area would be considered extremely low income to very low income (0% - 50% AMI). As such, it can be estimated that approximately 3,430 individuals ages 16 or older may need housing assistance.

When a person decides to flee domestic violence, they often find themselves with nowhere to go and with limited financial resources. Based on the 2024 Dallas & Collin Counties PIT Census, approximately 9% of unsheltered adults were fleeing domestic violence. As domestic violence numbers are often underreported, approximately 40 persons fleeing domestic violence in Plano may need housing assistance. This is based on the reporting from local nonprofit organizations serving survivors of domestic violence and data from the 2024 Dallas & Collin Counties PIT Census.

What are the most common housing problems?

HUD provided data for three major housing problems which are substandard housing, crowding, and cost burden. The most prevalent housing problem is cost burden. Approximately 29% of Plano residents across all incomes are cost burdened (2019-2023 ACS). As shown on table 9, a total of 66% low- and moderate-income households are cost burdened. This includes 12,809 renters (43%) and 6,819 owner (23%) of the total low- and moderate-income households (Table 6 and Table 9).

Plano households that spend over 50% of their household income on housing costs are considered severely cost burdened. According to Table 10, there are approximately 7,546 (25%) severely cost burdened low- and moderate-income households living in Plano. This table indicates 34% of extremely low- and low-income households (0-50% AMI) are severely cost burdened, in contrast to 16% of moderate-income households (>50-80% AMI).

Although not provided by HUD, physical condition problems due to the age of Plano's housing stock must also be take into consideration. As indicated in in the 2019-2023 ACS data, 71% of the City's total occupied housing units were built prior to 2000. Of these, approximately 19% were built before 1980. Housing units built prior to 1978 are not only prone to major repair needs as they age, but also likely to contain some lead-based paint. For those households already cost-burdened and/or on a fixed income, it may mean prioritizing other household needs which could further deteriorate the housing conditions. In online

survey, a significant number of open-ended responses mentioned the need for home repair assistance, in particular for senior residents.

Are any populations/household types more affected than others by these problems?

As previously stated, low- and moderate-income households in Plano have a higher percentage of households experiencing cost burden. Populations that are more likely to be cost burden include low- and moderate-income renters, elderly households, and families. While cost burden affects both renters and owners, renters are disproportionately affected. There are approximately 1,7405 renter households that are low and moderate income and 74% of these households are cost burden. While 54% of owners (12,555) are cost burdened (Table 9). Low and moderate renter-occupied households have a higher need of housing assistance by 20 percentage points.

Plano households that are severely cost burden spend over half of their household income on housing costs, which leaves them with less financial resources for other essential needs. Renters and owners that earn between 0-80% AMI experience severe cost burden equally. Twenty-five percent (25%) of renters, and 25% of the owners are severely cost burdened (Table 10). However, the table also indicates that in the extreme low- and very low-income households (0-50% AMI), there are 2,717 owners that are severely cost burdened in comparison with 2,450 of renters. Forty-five percent (45%) of owners and 27% of renters with a 0-50% AMI are severely cost burdened.

Elderly households are defined by the HUD as a household whose head, spouse, or sole member is a person who is at least 62 years of age. As shown on Table 6, 29% of households with at least one person age 62-74 years of age earn between 0-80% AMI. There is a larger percentage of households with one person age 74 or over (49%) that are low and moderate income households. This represents the highest percentage of low- and moderate-income household types. As mentioned previously, 23% of owners and 61% of renter senior households (65 years and older) are cost burdened (2019-2023 ACS). Therefore, based on this data and input from the online survey, the Plano aging population needs housing assistance particularly as their economic resources become limited.

According to HUD, small family households are defined as a family with two to four members and large family households are defined as five or more members. Table 6 indicates there are a total of 10,120 (19%) low to moderate small family households. Likewise, 2,805 (30%) of large family are low to moderate income. As previously mentioned, a household living below the 150% poverty level in our area would be considered extremely low income to very low income (0% - 50% AMI). Over 5% of all families in Plano have income below the poverty level. While 9% of large families live below the poverty level. There is a disproportionate need in families with a single female-headed households, as 17% of all female-headed households have income below the poverty level. Over 24% of single female-headed households with up to four members live below the poverty level.

Approximately 71% of the housing stock was built prior to 2000 and 19% of housing was built before 1980. As shown in Appendix I, Plano's low- and moderate-income areas are located throughout the city. Housing

located in these areas will need major repairs in the next five years of this ConPlan. Proper maintenance and timely repairs are crucial to maintain home safety, functionality, and value. Plano residents already be cost burdened may find it difficult to budget for maintenance, repairs, or modifications due to their limited financial resources.

Describe the characteristics and needs of Low-income individuals and families with children (especially extremely low-income) who are currently housed but are at imminent risk of either residing in shelters or becoming unsheltered 91.205(c)/91.305(c)). Also discuss the needs of formerly homeless families and individuals who are receiving rapid re-housing assistance and are nearing the termination of that assistance

The most vulnerable Plano residents include extremely low- and very low-income households, families, persons with a disability, and the elderly. The 2019-2023 ACS estimates that approximately 6% of cost burdened renters earn less than \$20,000 per year, and an additional 17% earn between \$20,000 and \$49,999 per year. Therefore, 23% of renters earn up to \$49,999 per year. According to Tables 9 and 10, extremely low and very low-income households are highly likely to be cost burdened (76%) and severely cost burdened (34%).

Single female-headed households, persons with disabilities, and seniors are likely to be susceptible to becoming unhoused due to poverty and cost burden. Approximately, 24% of families of single female households with children under 18 years of age present are below poverty level in contrast to 5% of all families. Approximately 16% of persons with a disability age 16 years of age and over are below the 150% of the poverty level compared to 10% of those with no disability. Sixty-one percent (61%) of senior renters (age 65 years and over) and 23% of senior owners are cost burdened. These special needs populations are highly unlikely to be able to withstand an unexpected financial emergency.

Domestic violence is often underreported due to fear, lack of resources, and support. The Texas Health and Human Services reported 59% of hotline calls seeking shelter were denied due to capacity in 2023 an increase from 50% being denied for the same reason in 2022 (Texas Department of Health and Human Services. *Texas Family Violence Program Statewide Report*. November 2024). While there is not a specific estimate for our area, approximately 40 persons fleeing domestic violence in Plano may need housing assistance.

Plano residents at risk of an eviction are assisted through the City's Homelessness Prevention Program. As of June 2023, the City also utilized additional funding made available through the HOME Investment Partnership American Rescue Plan (HOME-ARP). The City's Homelessness Prevention Program and HOME-ARP Homelessness Prevention programs were administered by two local nonprofit service providers. In the most recent completed year, 549 persons were able to maintain housing through these housing programs. Of those served, 64% were female-headed households and 54% were extremely low income. This short-term rental assistance assists households that come across an unexpected crisis that could lead to homelessness. The most successful households are those willing to participate in case management and can continue to afford their rent once their situation improves. For those that need more long-term

assistance, short-term assistance would only temporarily delay homelessness. Rapid rehousing programs with long-term assistance and intense wraparound services would best serve such groups.

Over the last four years, the City's State of Texas Homeless Housing and Services Program (HHSP) funded Rapid Rehousing funded 112 persons formerly homeless with housing and comprehensive services for up to 12 months. In June 2023, the city began operating year of the Tenant-Based Rental Assistance Program (TBRA) through the use of HOME-ARP funding. As of 2024, 10 households received housing assistance and supportive services, of which 70% were female-headed households. Participants in these programs are successful when they actively participate in case management and connect to resources in a timely manner. As participants exit the program, affordable housing can continue to be a need due to high housing costs. Participation in voluntary case management and a supportive system can help with maintain housing. Some program participants will continue to have a higher level of need and would best be served by a housing choice voucher or permanent supportive housing.

If a jurisdiction provides estimates of the at-risk population(s), it should also include a description of the operational definition of the at-risk group and the methodology used to generate the estimates:

HUD provided data found on Tables 5 through 10, along with the 2019-2023 ACS Report informed the City's estimates as provided in the question above. The data reflects cost burden as a significant housing problem with vulnerable populations most at risk for homelessness. At-risk groups are defined in detail above such as extremely low- and low-income households, families (single female-headed households), persons with a disability, seniors (age 65 years and over), and those formerly homeless.

Specify particular housing characteristics that have been linked with instability and an increased risk of homelessness

Extremely low- and low-income households are prone to financial uncertainty and increased risk of homelessness. A combination of circumstances could lead to homelessness as there is not one single factor. Increased risk of becoming unhoused can be associated with living paycheck to paycheck, living in overcrowded environments, living in hotels and motels, fleeing domestic violence; or exiting an institution or system of care. Other areas that could affect stability are prolonged periods of unemployment, health needs (physical and mental), lack of resources and support, physical deterioration of housing, and unplanned crisis situations.

Insufficient affordable housing for Plano's extremely low- and low-income households and any of the above factors could destabilize a household and increase the risk of homelessness.

Discussion

As discussed above, Plano's housing assessment indicates a need for the ConPlan goals and priorities to take aim at problems associated to cost burden being experienced by Plano residents with a specific focus

on vulnerable populations and programs to address physical conditions of single-family owner-occupied homes.

NA-15 Disproportionately Greater Need: Housing Problems – 91.205 (b)(2)

Assess the need of any racial or ethnic group that has disproportionately greater need in comparison to the needs of that category of need as a whole.

Introduction

When any racial or ethnic group at a given income level experience housing problems at a greater rate (10 percentage points or more) than the income level as a whole, a disproportionately greater need exists for that racial or ethnic group.

The Comprehensive Housing Affordability Strategy (CHAS) categorizes a household as having a housing problem if the household has any of the following: lack of complete kitchen facilities, lack of complete plumbing facilities, overcrowded (more than one person per room), and cost burden is greater than 30% (spending over 30% of household income on housing costs). Cost burden is not only one of the four housing problems possible, but also the most common housing problem that Plano households experience (NA-10: Housing Needs Assessment).

According to the 2019-2023 ACS, the poverty rate in Plano is approximately 7% overall, however some racial and ethnic groups experience higher poverty rates. The highest poverty rate is found in the Black/African American racial group with a poverty rate of 12.4% which is almost double the overall poverty rate. The poverty rate has increased by 3% from the poverty rate reported in the previously published 2020-2024 Consolidated Plan. Following closely behind are households with some other race alone (12.2%) and 10.4% of Hispanic or Latino origin (of any race) are below the poverty level. Meanwhile, racial and ethnic groups below the overall poverty rate are Whites (6.4%), American Indians/Alaska Natives (4%), Asian (6.10%), White alone, not Hispanic or Latino (5.40%), two or more races (6.90%); and Native Hawaiian and Other Pacific Islander alone (0%).

While there are some racial and ethnic groups with higher poverty rates than the overall poverty rate, race itself is not a determinant of disproportionality greater need when it comes to housing problems. According to the tables in NA-10 and Tables 13 through 16, the income level seems to be primary factor affecting the rate of housing problems.

0%-30% of Area Median Income

Housing Problems	Has one or more of four housing problems	Has none of the four housing problems	Household has no/negative income, but none of the other housing problems
Jurisdiction as a whole	5,605	2,005	0

Housing Problems	Has one or more of four housing problems	Has none of the four housing problems	Household has no/negative income, but none of the other housing problems
White	2,890	1,105	0
Black / African American	655	285	0
Asian	990	480	0
American Indian, Alaska Native	10	0	0
Pacific Islander	10	0	0
Hispanic	1,004	135	0

Table 13 - Disproportionally Greater Need 0 - 30% AMI

Data 2016-2020 CHAS
Source:

*The four housing problems are:

1. Lacks complete kitchen facilities, 2. Lacks complete plumbing facilities, 3. More than one person per room, 4. Cost Burden greater than 30%

30%-50% of Area Median Income

Housing Problems	Has one or more of four housing problems	Has none of the four housing problems	Household has no/negative income, but none of the other housing problems
Jurisdiction as a whole	6,030	1,400	0
White	2,904	525	0
Black / African American	640	75	0
Asian	834	450	0
American Indian, Alaska Native	25	8	0
Pacific Islander	0	0	0
Hispanic	1,569	270	0

Table 14 - Disproportionally Greater Need 30 - 50% AMI

Data 2016-2020 CHAS
Source:

*The four housing problems are:

1. Lacks complete kitchen facilities, 2. Lacks complete plumbing facilities, 3. More than one person per room, 4. Cost Burden greater than 30%

50%-80% of Area Median Income

Housing Problems	Has one or more of four housing problems	Has none of the four housing problems	Household has no/negative income, but none of the other housing problems
Jurisdiction as a whole	8,785	6,135	0
White	4,724	3,490	0
Black / African American	1,379	665	0
Asian	995	690	0
American Indian, Alaska Native	35	19	0
Pacific Islander	10	0	0
Hispanic	1,384	1,199	0

Table 15 - Disproportionally Greater Need 50 - 80% AMI

Data 2016-2020 CHAS
Source:

*The four housing problems are:

1. Lacks complete kitchen facilities, 2. Lacks complete plumbing facilities, 3. More than one person per room, 4. Cost Burden greater than 30%

80%-100% of Area Median Income

Housing Problems	Has one or more of four housing problems	Has none of the four housing problems	Household has no/negative income, but none of the other housing problems
Jurisdiction as a whole	3,004	7,035	0
White	1,894	4,100	0
Black / African American	385	870	0
Asian	515	815	0
American Indian, Alaska Native	0	0	0
Pacific Islander	0	50	0
Hispanic	215	1,120	0

Table 16 - Disproportionally Greater Need 80 - 100% AMI

Data 2016-2020 CHAS
Source:

*The four housing problems are:

1. Lacks complete kitchen facilities, 2. Lacks complete plumbing facilities, 3. More than one person per room, 4. Cost Burden greater than 30%

Discussion

Tables 13 through Table 16 provide data related to Plano households experiencing one or more housing problems by income, race, and ethnicity.

There are approximately 40,000 Plano households (or 37% of all households) at or below the 100% HUD Area Median Family Income (HAMFI). Of that total, 23,424 households (59%) have one or more of the four housing problems. Of these households, 5,605 (24%) have an extremely low income (0-30% HAMFI); 6,030 (26%) are very low-income households (earning between 30%-50% HAMFI per year); and 8,785 (37%) are low to moderate income households (earning between 50%-80% HAMFI). A total of 3,004 (13%) households with one or more of the four housing problems earn between 80%-100% HAMFI per year. Extremely low and very low-income households represent almost 50% of households with one or more of the four housing problems. American Indian/Alaskan Native and Pacific Islanders represent a small fraction of the Plano households with housing problems that earn up to 100% HAMFI (90 households or 0.3%).

In the 0-30% HAMFI income category (Table 13), 74% of total households have a housing problem compared to Whites at 72%; Black/African Americans at 70%; Asians at 67%; American Indians/Alaska Natives at 100%; Pacific Islanders at 100%; and Hispanics at 88%. A disproportionate greater need exists for American Indians/Alaska Natives, Pacific Islanders, and Hispanics at this income level compared to the need of the category as whole. Other race and ethnic populations have differences that are less than 10 percentage points compared to all households.

In the 30-50% HAMFI income category (Table 14), 81% of total households have a housing problem compared to Whites at 85%; Black/African Americans at 90%; Asians at 65%; American Indian/Alaska Natives at 76%; Pacific Islander at 0%; and Hispanics at 85%. No disproportionate need exists for any race or ethnicity in this income segment.

In the 50-80% HAMFI income category (Table 15), 59% of total households have a housing problem compared to Whites at 58%; Black/African Americans at 67%; Asians at 59%; American Indian/Alaska Natives at 65%; Pacific Islanders at 100%; and Hispanics at 54%. A disproportionate greater need exists for Pacific Islanders at this income level compared to the need of the category. Other race and ethnic populations have differences that are less than 10 percentage points compared to all households.

In the 80-100% HAMFI income category (Table 16), 30% of the total households have a housing problem compared to Whites at 32%; Black/African Americans at 31%; Asians at 39%; American Indian/Alaska Natives at 0%; Pacific Islanders at 0%; and Hispanics at 16%. No disproportionate need exists for any race or ethnicity in this income segment.

As stated above, three populations were identified as being disproportionately affected by housing problems in two of the income categories. Extremely low income American Indian/Alaska Native and Pacific Islander households have a 26% greater rate of housing problems compared to the income

category as a whole. While extremely low-income Hispanics have 14% greater rate of housing problems in comparison to the income category as a whole. Low to moderate income Pacific Islander households have a 41% greater rate of housing problems compared to the income category as a whole. No disproportionate need was identified in very low income and households that earn between 80% to 100% HAMFI.

NA-20 Disproportionately Greater Need: Severe Housing Problems – 91.205 (b)(2)

Assess the need of any racial or ethnic group that has disproportionately greater need in comparison to the needs of that category of need as a whole.

Introduction

When any racial or ethnic group at a given income level experience housing problems at a greater rate (10 percentage points or more) than the income level as a whole, a disproportionately greater need exists for that racial or ethnic group.

Plano households with severe housing problems have at least one of the following problems: lack of complete kitchen facilities; lack of complete plumbing facilities; overcrowded (more than 1.5 person per room); and cost burden is greater than 50% (spending over 50% of household income on housing costs).

As previously stated in NA-10, race alone does not determine disproportionate need, as income levels seems to be the primary factor in the incidence of disproportionality affecting households with severe housing problems. Extremely low- and low-income households across all racial and ethnic populations are vulnerable to financial insecurity and risk homelessness when they spend over 50% of their income on housing costs.

0%-30% of Area Median Income

Severe Housing Problems*	Has one or more of four housing problems	Has none of the four housing problems	Household has no/negative income, but none of the other housing problems
Jurisdiction as a whole	5,150	2,465	0
White	2,610	1,385	0
Black / African American	605	335	0
Asian	925	545	0
American Indian, Alaska Native	0	10	0
Pacific Islander	0	10	0
Hispanic	954	180	0

Table 17 – Severe Housing Problems 0 - 30% AMI

Data Source: 2016-2020 CHAS

*The four severe housing problems are:

1. Lacks complete kitchen facilities, 2. Lacks complete plumbing facilities, 3. More than 1.5 persons per room, 4. Cost Burden over 50%

30%-50% of Area Median Income

Severe Housing Problems*	Has one or more of four housing problems	Has none of the four housing problems	Household has no/negative income, but none of the other housing problems
Jurisdiction as a whole	3,775	3,649	0
White	1,724	1,710	0
Black / African American	455	260	0
Asian	610	679	0
American Indian, Alaska Native	0	34	0
Pacific Islander	0	0	0
Hispanic	954	875	0

Table 18 – Severe Housing Problems 30 - 50% AMI

Data 2016-2020 CHAS
Source:

*The four severe housing problems are:

1. Lacks complete kitchen facilities, 2. Lacks complete plumbing facilities, 3. More than 1.5 persons per room, 4. Cost Burden over 50%

50%-80% of Area Median Income

Severe Housing Problems*	Has one or more of four housing problems	Has none of the four housing problems	Household has no/negative income, but none of the other housing problems
Jurisdiction as a whole	2,645	12,280	0
White	1,084	7,135	0
Black / African American	494	1,550	0
Asian	430	1,260	0
American Indian, Alaska Native	10	50	0
Pacific Islander	0	10	0
Hispanic	564	2,024	0

Table 19 – Severe Housing Problems 50 - 80% AMI

Data 2016-2020 CHAS
Source:

*The four severe housing problems are:

1. Lacks complete kitchen facilities, 2. Lacks complete plumbing facilities, 3. More than 1.5 persons per room, 4. Cost Burden over 50%

80%-100% of Area Median Income

Severe Housing Problems*	Has one or more of four housing problems	Has none of the four housing problems	Household has no/negative income, but none of the other housing problems
Jurisdiction as a whole	644	9,395	0
White	229	5,765	0
Black / African American	135	1,125	0
Asian	265	1,060	0
American Indian, Alaska Native	0	0	0
Pacific Islander	0	50	0
Hispanic	15	1,315	0

Table 20 – Severe Housing Problems 80 - 100% AMI

Data 2016-2020 CHAS
Source:

*The four severe housing problems are:

1. Lacks complete kitchen facilities, 2. Lacks complete plumbing facilities, 3. More than 1.5 persons per room, 4. Cost Burden over 50%

Discussion

There are approximately 40,000 Plano households (or 37% of all households) at or below the 100% HUD Area Median Family Income (HAMFI). Of that total, 12,214 households (31%) have one or more of the four severe housing problems. Of these households, 5,150 (42%) have an extremely low income (0-30% HAMFI); 3,775 (31%) are low-income households (earning between 30%-50% HAMFI per year); and 2,645 (22%) are low to moderate income households (earning between 50%-80% HAMFI). A total of 644 (5%) households with one or more of the four severe housing problems earn between 80%-100% HAMFI per year. Extremely low and very low-income households represent 73% of households with one or more of the four severe housing problems. Pacific Islanders represent a small fraction of the Plano households that earn up to 100% HAMFI (70 households or 0.1%) and represents 0% of households experiencing severe housing problems. All race and ethnic populations (except for American Indians/Alaska Natives and Pacific Islanders) experience over 60% of severe housing problems in extremely low and very low-income households (Whites: 77%; Black/African Americans: 63%; Asians (69%); and Hispanics (77%).

In the 0-30% HAMFI income group (Table 17), 68% of total households have a severe housing problem compared to Whites at 65%; Black/African Americans at 64%; Asians at 63%; American Indians/Alaska Natives at 0%; Pacific Islanders at 0%; and Hispanics at 84%. A disproportionate greater need exists for

Hispanics at this income level compared to the need of the category. All other race and ethnic populations had lower rates of severe housing problems compared to the need of the category.

In the 30-50% HAMFI income category (Table 18), 51% of total households have a severe housing problem compared to Whites at 50%; Black/African Americans at 64%; Asians at 47%; American Indian/Alaska Natives at 0%; Pacific Islander at 0%; and Hispanics at 52%. A disproportionate greater need exists for Black/African Americans at this income level compared to the need of the category. Other race and ethnic populations have differences less than 10 percentage points compared to all households.

In the 50-80% HAMFI income category (Table 19), 18% of total households have a severe housing problem compared to Whites at 13%; Black/African Americans at 24%; Asians at 25%; American Indian/Alaska Natives at 17%; Pacific Islanders at 0%; and Hispanics at 22%. No disproportionate need exists in any race or ethnic population in this income segment.

In the 80-100% HAMFI income category (Table 20), 6% of the total households have a severe housing problem compared to Whites at 4%; Black/African Americans at 11%; Asians at 20%; American Indian/Alaska Natives at 0%; Pacific Islanders at 0%; and Hispanics at 1%. A disproportionate greater need exists for Asians at this income level compared to the need of the category. Other race and ethnic populations have differences that are less than 10 percentage points compared to all households.

As stated above, three populations were identified as being disproportionately affected by severe housing problems in three of the income categories. Extremely low-income Hispanic households have a 16% greater rate of severe housing problems compared to the income category as a whole. Very low-income Black/African American households have a 13% greater rate of severe housing problems compared to the income category as a whole. Asians earning between 80% and 100% HAMFI have a 13% greater rate of severe housing problems compared to the income category as a whole. No disproportionate need was identified in low to moderate income households (50%-80% HAMFI).

NA-25 Disproportionately Greater Need: Housing Cost Burdens – 91.205 (b)(2)

Assess the need of any racial or ethnic group that has disproportionately greater need in comparison to the needs of that category of need as a whole.

Introduction

When a household spends more than 30 percent of their household income on housing costs, this is considered as cost burden. Severe cost burden exists when 50 percent or more of the household income is spent on housing costs. Affordable housing is described as housing in which a household is paying no more than 30 percent of their income for housing costs.

As defined by HUD, a disproportionately greater need exists when the members of a racial or ethnic group at a given income level experience housing problems at a greater rate (10 percentage points or more) than the income level as a whole.

Housing Cost Burden

Housing Cost Burden	<=30%	30-50%	>50%	No / negative income (not computed)
Jurisdiction as a whole	79,630	15,124	10,959	1,595
White	47,840	9,305	5,645	910
Black / African American	5,825	1,659	1,510	265
Asian	16,290	1,830	1,719	345
American Indian, Alaska Native	195	55	10	0
Pacific Islander	140	20	0	0
Hispanic	7,625	1,965	1,994	70

Table 21 – Greater Need: Housing Cost Burdens AMI

Data Source: 2016-2020 CHAS

Discussion:

According to Table 21, approximately three-fourths of all Plano households (74%) spend less than 30% of their income on housing costs. Black/African American households are disproportionately underrepresented by 11 percentage points (63%).

Fourteen percent of all households are spending between 30% and 50% of their income on housing costs. No race or ethnic population is disproportionately affected in this category.

Eleven percent of all households are severely cost burdened, spending more than 50% of their income on housing costs. No race or ethnic population is disproportionately affected in this category.

When the number of households that are spending 30% to 50% (cost burdened) and over 50% (severely cost burdened) of their income on housing costs are combined, over 34% of Black/African American households and 34% of Hispanics are spending from 30% to over 50% of their income on housing costs. In comparison, the overall percentage of households that spend from 30% to over 50% of their income on housing costs is 24%.

NA-30 Disproportionately Greater Need: Discussion – 91.205(b)(2)

Are there any income categories in which a racial or ethnic group has disproportionately greater need than the needs of that income category as a whole?

In the NA-15 Disproportionately Greater Need: Housing Problems section, American Indians/Alaska Natives, Pacific Islanders, and Hispanics were identified as disproportionately in greater need in the 0-30% income category. Pacific Islanders were also identified as disproportionately affected in the 50%-80% income category. American Indians/Alaskan Natives and Pacific Islanders represent a small fraction (90 households or 0.3%) of the Plano households with housing problems that earn up to 100% HUD Area Median Family Income (HAMFI). No disproportionate need was identified in the 30-50% and 80-100% income categories for any of the races or ethnic populations.

In the NA-20 Disproportionately Greater Need: Severe Housing Problems section, Hispanics were identified as having a disproportionately greater need with a difference of 16 percentage points compared to the 0-30% income category as a whole. Black/African Americans were identified as having a disproportionately greater need with a difference of 13 percentage points compared to the 30-50% income category as a whole. Asians were identified as having a disproportionate greater need with a difference of 13 percentage points compared to the 80-100% income category as a whole. No disproportionate need was identified in the 50-80% income category for any of the races or ethnic populations.

In the NA-25 Disproportionately Greater Need: Housing Cost Burdens section, Black/African Americans are disproportionately underrepresented in the households spending less than 30% of income on housing costs category by 11 percentage points. No disproportionate need was identified in the households spending 30-50% and over 50% as separate categories. However, when the number of households that are cost burdened and severely cost burden are combined, a disproportionate greater need for Black/African Americans and Hispanics is identified. Of the jurisdiction as a whole, 24% are spending between 30% to over 50% of their income on housing costs, compared to Black/African Americans and Hispanics both each at 34% (difference of 10 percentage points) that are cost burdened to severely cost burdened.

If they have needs not identified above, what are those needs?

Even though a race or ethnic group may not be disproportionately affected by housing problems, they could still be experiencing a greater rate of housing problems or cost burden compared to the income level as a whole. Cost burden, income levels, and housing tenure indicate there is a need for affordable housing across all racial and ethnic populations.

Table 9 and Table 10 indicate there are 19,628 extremely low to moderate income households cost burdened and 7,546 are severely cost burdened. Over 27,000 affordable housing units are needed in Plano for households that earn between 0-80% AMI. Renters are also more likely to be severely cost burdened (74%) in comparison to homeowners (54%). That means renters earning between 0-80% AMI need over 17,200 affordable housing units (Table 9 and Table 10). Furthermore, the 2019-2023 ACS indicates that 6% of renters are making less than \$20,000 per year with an additional 17% making between \$20,000 to \$49,999. At an income of \$49,999, the maximum housing costs that a household could afford without being cost burdened would be \$1,249. Meanwhile, the gross rent median in Plano is \$1,792 (2019-2023 ACS).

As previously discussed, renters are likely to experience cost burden (74%) when compared to homeowners (54%). Based on the 2019-2023 ACS, almost 55% of occupied housing units are Non-Hispanic Whites (63% owner-occupied and 44% renter-occupied). Asian households comprise 20% of the occupied housing units, of which 20% are owner-occupied and 20% are renter occupied. However, among Black/African Americans and Hispanics there is a higher rate of renters and are not represented equally across occupied housing units. Black/African Americans comprise almost 10% of the occupied housing units, of which 5% are owner-occupied housing units and 16% are renter-occupied. Meanwhile, Hispanics comprise 13% of the occupied housing units, with 10% owner-occupied housing units, and approximately 17% renter-occupied housing units. Disproportionately affected populations that rent could benefit from affordable rental housing, increase income through upskilling, and homebuying assistance.

As stated in the summary of NA-10 Housing Needs Assessment, 26% of homeowners with a mortgage are cost burdened. Approximately 9% of homeowners that earn up to \$49,999 are spending 30% or more of their income on housing costs. Additionally, the median amount of real estate taxes is over \$7,000 and 96% of owners are paying \$1,500 or more on real estate taxes. Cost burdened homeowners may need assistance with timely home repairs to avoid further housing deterioration that could lead to unsafe living conditions and neighborhood blight.

An expanded investment in Plano's affordable housing such as rental assistance, home repair assistance, homebuying assistance and education would help meet the needs of the disproportionately in greater need as well as the overall population challenged with housing problems. In combination with social services such as case management/advocacy, financial coaching (budgeting/planning), career development (training/upskilling), and access to timely health services would further address other outlying needs.

Are any of those racial or ethnic groups located in specific areas or neighborhoods in your community?

In the City of Plano, the Non-Hispanic White population reside throughout Plano, with a notable lower concentration in neighborhoods along the eastern side of US-75. The Black/African American population primarily resides in higher concentrations in neighborhoods to the immediate east and west/northwest of US-75, and southeast Plano. The Hispanic population reside mainly in East Plano. The Asian and Pacific

Islander population primarily concentrate on the north and west areas of the city. American Indian/Alaska Natives residents mainly reside west of US-75. Many of the local social service providers as well as access to public transportation (DART Rail Line) are in East Plano.

NA-35 Public Housing – 91.205(b)

Introduction

The Plano Housing Authority (PHA) is the local public housing agency. PHA currently has 920 Housing Choice Vouchers (HCV), 40 Veterans Affairs Supportive Housing (VASH), 14 Mainstream Vouchers, and 23 Project Based Vouchers in use as of February 2025. PHA vouchers can be used within a 25-mile radius of PHA's office and are not limited to Plano city limits.

City staff works collaboratively with PHA by sending referrals to voucher programs.

Totals in Use

	Program Type								
	Certificate	Mod-Rehab	Public Housing	Vouchers			Special Purpose Voucher		
				Total	Project-based	Tenant-based	Veterans Affairs Supportive Housing	Family Unification Program	Disabled *
# of units vouchers in use	0	0	0	943	23	920	40	0	14

Table 22 - Public Housing by Program Type

*includes Non-Elderly Disabled, Mainstream One-Year, Mainstream Five-year, and Nursing Home Transition

Alternate Data Source Name:

Plano Housing Authority Data

Data Source

Comments:

Characteristics of Residents

	Program Type								
	Certificate	Mod-Rehab	Public Housing	Vouchers			Special Purpose Voucher		
				Total	Project-based	Tenant-based	Veterans Affairs Supportive Housing	Family Unification Program	
Average Annual Income	0	0	18,556	13,944	0	13,570	0		6,169

Program Type								
	Certificate	Mod-Rehab	Public Housing	Vouchers				
				Total	Project-based	Tenant-based	Special Purpose Voucher	
							Veterans Affairs Supportive Housing	Family Unification Program
Average length of stay	0	0	2	6	0	6	0	4
Average Household size	0	0	4	2	0	2	0	3
# Homeless at admission	0	0	0	0	0	0	0	0
# of Elderly Program Participants (>62)	0	0	2	313	0	312	0	0
# of Disabled Families	0	0	1	238	0	225	0	0
# of Families requesting accessibility features	0	0	24	1,092	0	1,051	0	1
# of HIV/AIDS program participants	0	0	0	0	0	0	0	0
# of DV victims	0	0	0	0	0	0	0	0

Table 23 – Characteristics of Public Housing Residents by Program Type

Data Source: PIC (PIH Information Center)

Race of Residents

Program Type									
Race	Certificate	Mod-Rehab	Public Housing	Vouchers					
				Total	Project-based	Tenant-based	Special Purpose Voucher		
							Veterans Affairs Supportive Housing	Family Unification Program	Disabled *
White	0	0	3	415	0	391	0	1	0

Program Type									
Race	Certificate	Mod-Rehab	Public Housing	Vouchers					
				Total	Project-based	Tenant-based	Special Purpose Voucher		
							Veterans Affairs Supportive Housing	Family Unification Program	Disabled *
Black/African American	0	0	20	641	0	628	0	0	0
Asian	0	0	0	31	0	27	0	0	0
American Indian/Alaska Native	0	0	1	3	0	3	0	0	0
Pacific Islander	0	0	0	2	0	2	0	0	0
Other	0	0	0	0	0	0	0	0	0
*includes Non-Elderly Disabled, Mainstream One-Year, Mainstream Five-year, and Nursing Home Transition									

Table 24 – Race of Public Housing Residents by Program Type

Data Source: PIC (PIH Information Center)

Source:

Ethnicity of Residents

Program Type									
Ethnicity	Certificate	Mod-Rehab	Public Housing	Vouchers					
				Total	Project-based	Tenant-based	Special Purpose Voucher		
							Veterans Affairs Supportive Housing	Family Unification Program	Disabled *
Hispanic	0	0	1	37	0	34	0	0	0
Not Hispanic	0	0	23	1,055	0	1,017	0	1	0
*includes Non-Elderly Disabled, Mainstream One-Year, Mainstream Five-year, and Nursing Home Transition									

Table 25 – Ethnicity of Public Housing Residents by Program Type

Data Source: PIC (PIH Information Center)

Section 504 Needs Assessment: Describe the needs of public housing tenants and applicants on the waiting list for accessible units:

There are currently 184 families with a disability on the Public Housing waiting list, which represents 12% of all households waiting for assistance. The needs of these households' match needs of other low-income households with a disabled member, including increased access to affordable, stable housing and accessible units.

Most immediate needs of residents of Public Housing and Housing Choice voucher holders

The main needs of these households are similar to the needs of the community at-large that is extremely and low income which include stable, decent, and affordable housing, employment/job training, childcare, and transportation assistance.

How do these needs compare to the housing needs of the population at large

As described above, the needs are similar to the extremely low and low-income households across the City. The extremely low and low-income households have a need for affordable housing, childcare, employment, job training, and transportation.

Discussion

Public housing tenants and applicants, as well as extremely low and low-income households in Plano have an increased need for affordable housing, childcare, stable employment, job training opportunities, as well as access to reliable transportation.

NA-40 Homeless Needs Assessment – 91.205(c)

Introduction

The Annual Homeless Census (also known as Point-in-Time or PIT count) is led by Housing Forward, the Continuum of Care (Coc) Lead Agency for Dallas and Collin Counties (TX-600 CoC). It is conducted each year on one day in January across the country and our region. The annual PIT count provides our community with information on the current state of homelessness that then informs local decision-making.

According to CoC data from the annual Point-in-Time (PIT) count conducted on January 25, 2024, the number of homeless persons in Plano has decreased by 29% since the prior year. In 2024, there were 183 persons identified as homeless in Plano in comparison with 261 homeless in 2023. Prior to 2024, there had been a steady increase in homeless with 224 homeless counted in 2022; 216 in 2021; and 253 in 2020. In Dallas and Collin Counties, there was a decrease of 19% in overall homelessness since 2021. While national rates increased, our region was among a small group of communities that reduced homelessness. The decrease in homelessness numbers is due to the regions collaborative focus on connecting persons and families experiencing homelessness to housing and supportive services using evidence-based strategies.

The decrease in the overall homeless population in our region is promising, however there are still challenges to address. In Plano, shelter options are limited to youth and persons fleeing domestic violence. Other than the Plano Overnight Warming Shelter (POWS), which opens for overnight shelter during extreme cold weather events, there is no emergency shelter for the general population. Over 50% of the 183 homeless persons counted in Plano identified as male. Additionally, across the region there is a racial disparity between the Black/African American population and the percentage of homelessness being experienced by this population. According to the 2024 State of Homelessness in Dallas and Collin Counties, 19% of Black/African American households make up the general population, however nearly 57% of the homeless population is Black/African American. In Plano, based on the 2024 PIT Count results, approximately 40% of the homeless population is Black/African American.

While the City is encouraged with the decrease in homelessness seen in the 2024 PIT count, the City remains committed to continuing to support homeless services and shelters over the next five years to further decrease the homeless population.

Homeless Needs Assessment

Population	Estimate the # of persons experiencing homelessness on a given night		Estimate the # experiencing homelessness each year	Estimate the # becoming homeless each year	Estimate the # exiting homelessness each year	Estimate the # of days persons experience homelessness
	Sheltered	Unsheltered				
Persons in Households with Adult(s) and Child(ren)	0	58	211	0	0	0
Persons in Households with Only Children	0	6	6	0	0	0
Persons in Households with Only Adults	45	74	210	0	0	0
Chronically Homeless Individuals	12	8	25	0	0	0
Chronically Homeless Families	0	0	0	0	0	0
Veterans	5	2	8	0	0	0
Unaccompanied Child	5	15	20	0	0	0
Persons with HIV	0	0	0	0	0	0

Table 26 - Homeless Needs Assessment

Alternate Data Source Name:

2024 PIT Count and Collin County Shelter Data

Data Source

Comments:

Indicate if the homeless population is rural

Has No Rural Homeless

If data is not available for the categories "number of persons becoming and exiting homelessness each year," and "number of days that persons experience homelessness," describe these categories for each homeless population type (including chronically homeless individuals and families, families with children, veterans and their families, and unaccompanied youth):

The number of persons experiencing homelessness in a given night and the estimated number experiencing homelessness each year in the above table is based on reported numbers for 2024 PIT Census and Collin County Shelter information. The estimated percentage of months a person experiences homelessness across all household types in Plano is as follows:

- 28% (3 months or less);
- 22% (3 -6 months);
- 27% (12-24 months);
- 17% (36-60 months);
- 3% (72-96 months); and
- 3% (120 months and over)

Youth experience homelessness as follows: 74% (3 months or less); 13% (3 to 6 months); 9% (12 months); and 4% (18 months). Though the 2025 PIT Census data analysis for the TX600 CoC is not yet finalized, the City of Plano received some data from supplemental surveys conducted outside of the count. The estimated percentage was calculated based on supplemental surveys completed during the most recent 2025 PIT Count. The number of homeless entering and exiting is challenging to estimate due to the dynamic nature of homelessness. However, based on the Dallas and Collin County 2024 State of the Homelessness in Dallas and Collin Counties there was a decrease across all populations in homelessness. In our region, youth homelessness was decreased by 22%, family homelessness by 14.9% and veteran homelessness by 21.37% since 2023.

Shelter options in Plano are limited to those that serve youth and persons fleeing domestic violence, and during freezing weather the POWS opens overnight. Therefore, those that are unable to obtain shelter often seek shelter in surrounding cities that have more shelters and transitional living options. The Samaritan Inn (McKinney) receives City of Plano grant funding to provide transitional shelter to families and individuals who became homeless while living in Plano. In 2023, the Samaritan Inn served 88 persons from Plano (23 funded through City funding).

Nature and Extent of Homelessness: (Optional)

Race:	Sheltered:	Unsheltered (optional)
White	50	18
Black or African American	42	17
Asian	13	3
American Indian or Alaska Native	0	0
Pacific Islander	0	0
Ethnicity:	Sheltered:	Unsheltered (optional)
Hispanic	28	7
Not Hispanic	110	38

Alternate Data Source Name:

2024 PIT Count and Collin County Shelter Data

Data Source

Table does not have a race option for "Other or no response." There were 33 sheltered and 7 unsheltered persons

Comments:

identifying as "Other."

Estimate the number and type of families in need of housing assistance for families with children and the families of veterans.

The top three reasons causing homelessness in Plano from the 2024 PIT Census data are the following: 1) inability to pay rent; 2) lack of affordable housing; and 3) unemployment. For Plano families and vulnerable population this could mean an increased risk of homelessness at any point should there be a rent increase, loss of job, or if they were to become too cost burden to be able to keep up with their financial responsibilities.

According to the 2019-2023 ACS, approximately 7% of the families with related children (under 18 years old) in Plano are living below the poverty level. This is approximately 2,500 families with children that are at risk of homelessness who could potentially need housing assistance during any point in a given year. During the night of the 2024 PIT Count, The Samaritan Inn saw a utilization rate of 100.68%.

The 2024 PIT Count counted seven homeless veterans in Plano, two of which were sheltered and five were unsheltered. Veterans represented less than 4% of the homeless count in Plano. As mentioned previously, there was a decrease in veteran homeless in our region. The United States Interagency Council on Homelessness, Department of Housing and Urban Development, and Department of Veteran Affairs recognized the region's efforts and confirmed our region has effectively ended homelessness amount Veterans. Efforts continue to address any veteran homeless by connecting homeless veterans with housing and wrap-around supportive services.

Describe the Nature and Extent of Homelessness by Racial and Ethnic Group.

In 2024, of the 183 persons counted:

- 40.41% identified as Black/African American
- 38.36% identified as White
- 10.96% identified as Asian/Asian American
- 10.27% identified as Multiple Races

Of which, 88.52% identified as Non-Hispanic and 11.48% identified as Hispanic.

There is a need for shelter options in the community for the general population, particularly for the single-adult men. Just over 50% of those counted in the 2024 PIT Census in Plano identified as males. As mentioned previously, the Black/African American population has a disproportionate greater need in for shelter and housing services.

Describe the Nature and Extent of Unsheltered and Sheltered Homelessness.

In the 2024 PIT Census, approximately 75% sheltered homeless and 25% were unsheltered homeless were counted in Plano. As noted previously, there is not a general emergency shelter located in the City. The emergency shelters are limited to cold weather events and specific subpopulations (youth and persons fleeing domestic violence).

Though transitional living shelters offer beneficial programs, they tend to be high barrier and have working requirements for adults. Therefore, adults that are unable to work, as well as people with substance abuse issues and/or unmanaged chronic illness or mental health diagnoses are unable to be served through the shelters in our area. Single males are disproportionately affected by homelessness as there are no shelters in the area for them, except for the one transitional living shelter in McKinney with the working requirement. Over 50% of those counted during the 2024 PIT count identified as male. Therefore, most of the homeless persons in Plano in need of housing assistance are adult men.

The sheltered homeless in Plano tend to be people fleeing domestic violence, unaccompanied youth, families with children, pregnant women, and single women with jobs. As previously mentioned, one of the top reasons for homelessness is lack of affordable housing. For the sheltered population, it is difficult to transition out as housing affordability continues to be challenging.

Discussion:

While the 2024 PIT count showed a decrease in the number of homeless persons in Plano and the region, the lack of affordable housing continues to be a concern. Once a person or family becomes homeless, it is increasingly difficult to obtain housing without assistance. Without housing, it is extremely difficult to maintain one's hygiene, safety, mental wellness, and employment. Programs that offer assistance are in

high demand, long waiting lists, high barriers, and/or located too far. Affordable housing (rental units), supportive programs such as rapid rehousing and shelter options for general population are needed to address the needs of the homeless person and families in Plano. These programs should be delivered with flexible, housing-focused, case management and supportive services that address the individual needs of each person.

NA-45 Non-Homeless Special Needs Assessment - 91.205 (b,d)

Introduction:

This section describes the characteristics of the non-homeless special needs' population in Plano, as well as the housing and supportive service needs of each identified population.

Low- and moderate-income Plano households include the following special need populations:

- Persons with a disability
- Elderly/Seniors
- Single-parent households
- Single-person households

Describe the characteristics of special needs populations in your community:

Disabled

As defined by HUD, a disabled person is a person having a physical or mental impairment that substantially limits one or more major life activities. According to the 2019-2023 ACS, 8% (23,065) of Plano residents have a disability. This represents a 1% increase from the last ConPlan (2020-2024).

The ACS report indicates the largest number of persons with a disability is found in the age group 65 and over (9,592 persons), which is followed by persons that are 35 to 64 years (7,789 persons), and persons ages 18 to 34 years (3,709). Among the persons with a disability ages 35 to 64 years, the most common disability is ambulatory difficulties (3%) and cognitive difficulty (2.2%). For the persons with a disability ages 18 to 24, the largest percentage of disabilities is 3% with a cognitive difficulty (2019-2023 ACS).

Approximately 56% of persons with a disability in the labor force are employed, 2% are unemployed, and 42% are not able to participate in the labor force. Of those employed, 38% are persons with a cognitive difficulty, 31% have a hearing difficulty, and 20% have an ambulatory difficulty (2019-2023 ACS 1-Year). As previously stated in NA-10 Housing Needs Assessment, the median income for a person with a disability is 37% lower (\$45,060) than the median income of person with no disability (\$61,634). Plano residents with a disability may have limited resources available, especially the 42% that are not able to partake in the labor force. Living on a fixed income can put these households at risk of homelessness should there be an increase in housing costs. Additionally, housing modifications may not be within their budget and need assistance to install accessibility measures.

Elderly/Seniors

HUD defines elderly as persons 62 years old and older. According to the 2019-2023 ACS, 18% of the general population in Plano meet the HUD definition of elderly. Based on Table 6 in the NA-10 section above, approximately 34% of these households are low to moderate income compared to the general population (28%). Households that have at least one person age 75 years or older have a higher percentage of low and moderate households (49%) compared to households with at least one person age 62-74 (29%). Twenty-three percent (23%) of senior homeowners and 61% of senior renters ages 65 years or older are cost burdened.

According to the housing study findings, Plano can expect a 22% change in population in the age group 65 years and over (See Figure 1 on page 66). Approximately 14% of the general population is 65 years and older and 24% of persons within this age range have a disability (2019-2023 ACS). Of this population with a disability, ambulatory disabilities are the most common (16%), followed by independent living (11%), and hearing difficulty (8%). The ACS report does not provide disability status percentage for HUDs definition of elderly (62 years and older). Additionally, as mentioned in section NA-10, 23% of senior homeowners and 61% of senior renters are cost burdened.

Single Parents

According to the 2019-2023 ACS, 4% of households in Plano are single-parent households. Of which, 80% are single female-headed households and 20% are single male-headed households. The ACS data shows that 24% of female-headed families are below the poverty level in comparison to 7% of families with children under 18 years old. The poverty percentage is the highest in these families where there are children under 5 years and 5 to 17 years old (67%) and in families with 3 or more children (61%).

Single Persons

As stated in NA-10, 25% of occupied housing units are single-person households, 37% of which are renters, and these households have the lowest median income of any household size (\$59,812). In addition, approximately 39% of nonfamily households where the householder lives alone are age 65 years and older.

What are the housing and supportive service needs of these populations and how are these needs determined?

Disabled

Plano residents with a disability may have a variety of housing and supportive needs, as each will be based on the persons particular situation and type of disability through individual assessments.

There are a broad range of supportive services that these households and families may need and benefit from such as case management, caretaker support, financial support, treatment, and supportive housing.

Households, families, and persons that are living on a low and moderate fixed income and/or are cost burdened may need affordable housing which can also include home repair or rehabilitation assistance. They may need housing that is adapted to their unique needs and designed in a way to allow for mobility and access, such as widened doors and hallways, access ramps, and additional mobility options.

The community survey had open-ended responses that expressed the need for affordable housing options and mobility services for persons with a disability.

Elderly/Seniors

As previously stated in NA-10 cost burden rates are high for senior households, with 23% of owner-occupied senior households cost burdened, while 61% of renter-occupied senior households are cost burdened. The aging population in Plano need specific housing such as space-appropriate housing typologies (cottage homes, patio homes, condos), amenity-rich environments that are walkable, as well as price diversity for long-term residents where financial resources are becoming limited (retirement).

Senior services that Plano residents may need include access to affordable health care services, housekeeping assistance, and programs to assist with home maintenance and rehabilitation, as well as mobility options.

Seniors were identified as a high priority need population in the service provider focus groups and community survey. Common themes in the open-ended responses from the online survey included the desire of seniors to remain in Plano, financial need for home repairs and modifications, affordable housing and expanded senior services.

Single Parents and Single-Person Households

Single parents and single-person households need affordable housing and housing support (rental assistance and down payment assistance) as these households are likely to be cost burdened and at risk of homelessness should an emergency arise. Additionally, access to affordable childcare and after school programs are needed by single parents as these can be costly and place the household in even more of a financial strain. The current options available that are affordable many times have long waitlists.

Single parents and single-person households benefit from job training and educational opportunities to be able to increase their income and career opportunities.

In the open-ended responses of the community survey several comments mentioned the need for affordable housing, affordable childcare/afterschool programs, homeownership opportunities and housing support for single parent households. With the exception of childcare/afterschool programs, single-income households expressed the same needs.

Discuss the size and characteristics of the population with HIV/AIDS and their families within the Eligible Metropolitan Statistical Area:

According to the latest numbers available through the Texas Department of State Health Services, approximately 2,597 people were living with HIV/AIDS in Collin County in 2023. A total of 102 people were newly diagnosed in Collin County, of which 21 were in Plano. The age at diagnosis in Collin County were as follows: 29% age 15-24; 25% age 25-34; 29% age 45-54; 10% age 45-54; 6% age 55-64; and 0.9% age 65 and over.

If the PJ will establish a preference for a HOME TBRA activity for persons with a specific category of disabilities (e.g., persons with HIV/AIDS or chronic mental illness), describe their unmet need for housing and services needed to narrow the gap in benefits and services received by such persons. (See 24 CFR 92.209(c)(2) (ii))

The HOME TBRA activity will support extremely low- and low-income households experiencing homelessness which may include special needs populations. The housing needs and services are described above for each special needs population identified.

Discussion:

Cost burden is a common housing problem for many Plano residents. Seniors, persons with disabilities, single parents, and single-person households want to remain in Plano but need affordable housing. These non-homeless special needs populations are likely to be cost burdened due to certain factors such as having single/limited or fixed economic resources and incurring additional costly expenses (e.g., childcare, health care).

Affordable housing units that meet the needs of seniors and persons with disabilities can include single-story homes for those with mobility difficulties, affordable rental units, housing development communities that include amenities specific to the populations needs, home repair and accessibility modification assistance, and mobility options. Single parents and single-person households need affordable housing units, affordable entry-level housing, and homeownership opportunities.

While the needs of the special populations are unique, supportive services that benefit this population may include case management, senior services, childcare and after school programs, as well as other ancillary services.

Projected Growth in Senior Households by Municipality, 2023-2027

Source: ACS 2013 - 2022, RKG Associates

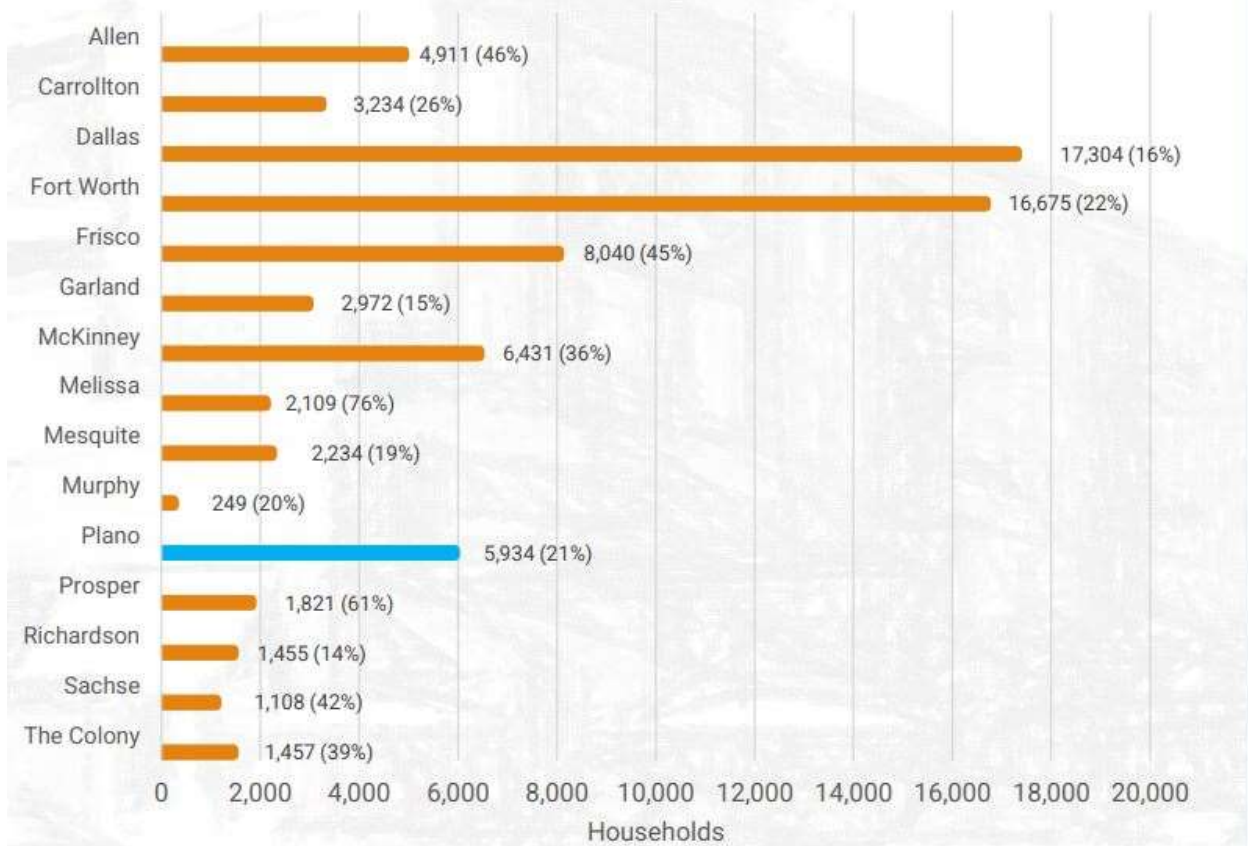


Figure 1 - Projected Growth in Senior Households

NA-50 Non-Housing Community Development Needs – 91.215 (f)

Describe the jurisdiction's need for Public Facilities

The City of Plano is committed to creating suitable living environments that improve the quality of life of the community, families, and residents. As CDBG funding is limited, many of the public facilities and services that support suitable living environments in Plano are funded through other sources.

In consulting with the public and service provider focus groups, the City plans to address the jurisdiction's public facilities needs by seeking to improve or increase availability and access to homeless shelter services and public services to low and moderate income residents with an emphasis on the special needs population including children, elderly, persons with a disability, domestic violence survivors, abused and neglected children, youth, and persons with HIV/AIDS. It is the City's priority to enhance coordination of services to low- and moderate-income residents by bringing together multiple service providers across the spectrum of needs into one space. ConnectPlano will provide an opportunity for different service providers to foster mutually beneficial partnerships as they serve and support the needs of the community.

How were these needs determined?

In preparing the ConPlan, the City of Plano consulted with the public, community stakeholders, and nonprofit organizations through service provider focus groups, public meetings, and an online survey.

During the homeless and social service focus group, service providers expressed affordable housing is high priority. There is a need for additional shelter options for the general population and special need populations such as the elderly and persons with disabilities. Shelter capacity in our region is limited to shelters that serve subpopulations that are youth or persons fleeing domestic violence, transitional shelter for able-bodied adults, and the Plano Overnight Warming Shelter (POWS) limited to extreme cold weather events. Service providers voted highly for homeless supportive services such as a Day Resource Center where unsheltered persons could connect with resources in the community.

The City embarked on a feasibility study to determine if nonprofit organizations and members of the public would benefit in having a public facility to assist Plano residents in need of service access. Both groups discussed the need for social services to be under one roof to limit the amount of time a resident must travel to gain assistance. Focus groups stated the following as services that need to be provided at the facility: healthcare, childcare, food, counseling services, financial assistance, and legal services.

Through the input received on the online survey, the public facility needs that received the highest average on a scale of one to four were Youth Center, e.g., after school and summer programs and

Parks/Playgrounds. This need is included under public services as there are several existing facilities for youth. Parks and Playgrounds were rated high on the public facility needs and open-ended responses for this section mentioned the need for more green spaces, expanded trails, additional parks and recreation centers, along with general repairs and expanded service. Plano residents across the city have access to an accredited and award-winning parks and recreation system that includes 85 public parks covering more than 4,300 acres and 88 miles of paved trails. The need for a senior center was ranked as the third highest priority out of public facilities. A high number of open-ended responses in the public facilities category mentioned the need for an additional senior center and/or updates to the current facility. The City's Park & Recreation Master Plan contains a list of planned park and recreation facilities improvements and actions related to future projects. Therefore, based on the overall community needs expressed in the survey issues related to parks and recreation were not identified as a priority need for HUD funding.

Describe the jurisdiction's need for Public Improvements:

In preparing the ConPlan, the City of Plano consulted with the public, community stakeholders, and nonprofit organizations through service provider focus groups, public meetings, and an online survey. At this time public improvements using HUD funds were not identified.

How were these needs determined?

While the need for improvements to streets/alley, street lighting, and sidewalks were cited as priority needs in the community survey, they were not identified as high priority in the public meetings or focus groups. Additionally, the City funds these needs through its Community Investment Program (CIP), as general maintenance of publicly owned streets and other infrastructures is not an eligible CDBG expense.

Describe the jurisdiction's need for Public Services:

Plano's special needs population, as well as low- and moderate-income households have a high need for a variation of public services. Through the ConPlan public participation process with the public, community stakeholders, and nonprofit organizations, the following were identified as public service needs:

- Senior Services
- Homeless and homelessness prevention services
- Youth Services
- Childcare
- Services for people with disabilities
- Services for Abused/neglected children
- Services for victims of domestic violence
- Health care services/clinics
- Mental Health

- Education on a variety of topics (e.g., financial, retirement, ELI, taxes, homeownership/homeowner rights, parenting)
- Community Resource Awareness

How were these needs determined?

In determining the public service needs, the City consulted with the public, community stakeholders, and nonprofit organizations through service provider focus groups, public meetings, and an online survey.

Housing Market Analysis

MA-05 Overview

Housing Market Analysis Overview:

Numerous factors or indicators are used to identify, describe, and analyze the City of Plano's housing market. This section of the ConPlan includes information on the following:

- Household Size and Composition
- Housing Development
- Housing Tenure, Vacancy Rates, Affordability, and Value
- Rental Housing
- Owner Housing
- Physical Conditions of Housing Stock
- Public/Assisted Housing
- Broadband Needs
- Hazard Mitigation

The City of Plano used the HUD 2016-2020 Comprehensive Affordability Strategy (CHAS) data as prepopulated in Tables 27 through 46 and the American Community Survey (ACS) 2019-2023 Five Year Estimates. In May 2023, the City engaged a consultant to assist the City in preparing a Strategic Housing Plan and Policy Recommendations. The Strategic Housing Plan includes the below four stages:

- Review of City data, including stakeholder meetings and focus groups (completed)
- Regional and local Housing Needs Assessment (completed)
- Regional Job Analysis (completed)
- Gap Analysis of Housing Needs and Initiatives/Tools (completed)

The findings of the housing study yielded a needs and gaps analysis which quantifies current and future housing supply and demand which are cited throughout the Needs Assessment section.

The tables in this section have been prepopulated with HUD data sets, based on the 2016-2020 ACS Five Year Estimates, and the 2000 U.S. Census. Alternate data sources available such as the 2019-2023 ACS, 2024 Plano Point-in-Time Census & Collin County Shelter, and Plano Housing Authority data were utilized in updated tables. This information is the most current data available to assess our City's housing market.

MA-10 Number of Housing Units – 91.210(a)&(b)(2)

Introduction

This section describes the number of housing units in Plano by property type, size, and tenure.

According to Table 27 and Table 28, there are 113,245 residential properties within the City of Plano, comprised of 63,170 (59%) owner-occupied units and 44,155 (41%) renter-occupied units. Most of the housing units are single family detached homes (62%). A housing unit consisting of only one-room such as an efficiency or studio, is classified as having no bedroom. Household size and composition affects the demand for each type of housing in a community.

The age of a community's housing stock has an impact on affordability, housing conditions, and neighborhood stabilization. It also serves as an indicator of a City's growth trend. Notably, 29% of the City's housing was built after 2000, and 71% were built prior to 2000. Key home components such as HVAC system, roof, and windows can have a life expectancy anywhere of approximately 15-25 years. Housing stock starts to deteriorate at a quicker rate when home rehabilitation and repairs are not completed. There are approximately 78,826 housing units built prior to 2000 that are likely to need repair or major rehabilitation as they are now 25 years or older. An additional, 14,720 owner-occupied units were built prior to 1980 that are now 45 years or older (2019-2023 ACS). As previously mentioned in the Needs Assessment (NA), low- and moderate-income homeowners may find it difficult to afford housing repairs due to cost burden and limited economic resources.

Affordable housing units are needed for low- and moderate-income residents including rental units, homeowner units, repair of affordable owner-occupied units, and homelessness prevention. There is an increasing housing demand in Plano for the aging population, multigenerational households, and the increasing service-base and entry-level workforce.

All residential properties by number of units

Property Type	Number	%
1-unit detached structure	70,205	62%
1-unit, attached structure	4,230	4%
2-4 units	3,435	3%
5-19 units	17,495	15%
20 or more units	17,175	15%
Mobile Home, boat, RV, van, etc	705	1%
Total	113,245	100%

Table 27 – Residential Properties by Unit Number

Data Source: 2016-2020 ACS

Unit Size by Tenure

	Owners		Renters	
	Number	%	Number	%
No bedroom	145	0%	2,420	5%
1 bedroom	220	0%	15,115	34%
2 bedrooms	3,000	5%	14,995	34%
3 or more bedrooms	59,805	95%	11,625	26%
Total	63,170	100%	44,155	99%

Table 28 – Unit Size by Tenure

Data Source: 2016-2020 ACS

Describe the number and targeting (income level/type of family served) of units assisted with federal, state, and local programs.

Low- and moderate-income Plano households are assisted through various federal, state, and local programs. Assisted housing must be rented to households based on income restrictions from the public funding source. This helps preserve workforce housing availability for young families and individuals.

According to the housing consultants' findings, there are 2,109 tax credit related affordable housing units in Plano which have a mix of market (15%) and affordable units (85%). Of the tax credit units, 1,179 are for seniors, and 614 are general population units. Additionally, there are 3,196 Public Facility Corporation (PFC) housing units in Plano which have a mix of market (41%) and affordable units (59%). Many of these PFC units are newly constructed developments and in exchange for maintaining affordable units the developments receive a property tax exemption.

The Plano Housing Authority has 920 Housing Choice Vouchers (HCV), 40 Veterans Affairs Supportive Housing (VASH), 14 Mainstream Vouchers, and 23 Project Based Vouchers in use as of February 2025.

Provide an assessment of units expected to be lost from the affordable housing inventory for any reason, such as expiration of Section 8 contracts.

Plano does not expect to lose units from its affordable housing inventory.

Does the availability of housing units meet the needs of the population?

The City of Plano does not have sufficient affordable housing to meet the needs of future demographics and the low- and moderate-income households. The housing study findings indicate that although household and employment projections show a strong future growth, job growth outpaces household growth. To attract service and entry level workers, housing options are needed near Plano's main employment centers that provide options to entice workers to locate close to their jobs. The lowest

earning households exceed the supply of price-appropriate housing throughout Plano. Additionally, the aging population represent a significant demand on housing supply.

The housing consultant also identified the need in Plano for multigenerational housing (rising immigrant populations); senior housing (both active adult and continuing care); and workforce housing (increasing service-based and entry-level jobs).

Describe the need for specific types of housing:

The City of Plano needs affordable housing for low and moderate households (earning 0-80% HAMFI), particularly for families with children, the elderly, and for residents with a disability. As discussed in the Needs Assessment (NA) section, the data indicates these households are more likely to be spending more than 30% of their income on housing costs.

As Plano's demographics change, seniors and families will need specific housing typologies. Plano's aging population need space-appropriate housing typologies (cottage homes, patio homes, condos); amenity-rich environments that are walkable (cross-references emerging worker demands); and price diversity for long-term residents where financial resources are becoming limited (retirement). Multigenerational housing typologies will be needed to meet the housing preference of new families.

Due to the challenging housing market conditions and lack of available homes for purchase to low- and moderate-income households, affordable housing continues to be a need for first-time homebuyers. As mentioned above, with a projected growth in jobs and to attract service-level and entry-level workers to locate to Plano, affordable housing options are needed.

Affordable rental units are also needed for low- and moderate-income households. As discussed in the Needs Assessment (NA), renters are more likely to be cost burdened (74%) in comparison to homeowners (54%). For single female-headed households and single-person households, an unexpected financial emergency could be detrimental and put them at-risk of becoming unsheltered. These Plano residents would benefit from homelessness prevention assistance programs, as well as affordable rental units to maintain housing.

A number of open-ended responses from the online survey voiced the need for affordable housing including rental units, affordable homeownership opportunities, the need for additional housing options, and desire for walkable spaces to easily access neighborhood conveniences.

Discussion

Affordable housing units and typology diversity are needed to meet the increasing demands of Plano's aging population, changing demographics, workforce needs, and low- and moderate-income households. Preserving the city's aging housing stock through housing rehabilitation programs will help maintain affordable housing in Plano.

MA-15 Housing Market Analysis: Cost of Housing - 91.210(a)

Introduction

This section describes the general characteristics of the cost of housing based on HUD-provided 2016-2020 American Community Survey (ACS) and Comprehensive Housing Affordability Strategy (CHAS) data. Due to rapid changes in Plano's housing market, Table 29 and Table 32 have been supplemented with the most recent ACS and HUD Fair Market Rent and HOME data.

Plano households have experienced an increase in both median home values and median contract rates in a period of five years. The median home value for the most recent year increased by 51% (\$440,600) since 2018 (\$291,300) and the median contract rent increased by 35% (\$1,792).

Cost of Housing

	Base Year: 2018	Most Recent Year: 2023	% Change
Median Home Value	291,300	440,600	51%
Median Contract Rent	1,330	1,792	35%

Table 29 – Cost of Housing

Alternate Data Source Name:
American Community Survey
Data Source Comments:
2019-2023 ACS

Rent Paid	Number	%
Less than \$500	2,045	4.6%
\$500-999	7,100	16.1%
\$1,000-1,499	20,735	47.0%
\$1,500-1,999	10,925	24.7%
\$2,000 or more	3,350	7.6%
Total	44,155	100.0%

Table 30 - Rent Paid

Data Source: 2016-2020 ACS

Housing Affordability

Number of Units affordable to Households earning	Renter	Owner
30% HAMFI	905	No Data
50% HAMFI	2,315	1,405
80% HAMFI	14,485	6,074
100% HAMFI	No Data	12,684
Total	17,705	20,163

Table 31 – Housing Affordability

Data Source: 2016-2020 CHAS

Monthly Rent

Monthly Rent (\$)	Efficiency (no bedroom)	1 Bedroom	2 Bedroom	3 Bedroom	4 Bedroom
Fair Market Rent	1,426	1,500	1,754	2,212	2,847
High HOME Rent	1,235	1,325	1,592	1,830	2,023
Low HOME Rent	966	1,035	1,241	1,434	1,600

Table 32 – Monthly Rent

Alternate Data Source Name:

HUD FMR and HOME Rents

Data Source Comments:

Is there sufficient housing for households at all income levels?

According to Table 31, there is not sufficient affordable housing for renters and owners that are extremely low and very low income (30%-50% HAMFI). There may be an affordability gap for households that are between 50%-80% HAMFI, as households that earn less than 80%HAMFI may find units affordable to 80% HAMFI unaffordable.

There is a total of 7,610 extremely low-income households, of which 4,840 are renters and 2,770 are homeowners. There are only 905 units available for renters earning 30% HAMFI, meaning that there is insufficient housing for these households. An additional 3,935 units affordable to renters earning 30% HAMFI are needed. No data is available for number of units affordable to owners earning 30% HAMFI. However, 67% of owners in this income category are cost burdened that suggests a gap exists for affordable housing units.

In the very low-income category, there are a total of 7,430 households, of which 4,190 are renters and 3,240 are homeowners. With only 2,315 units affordable to renter households earning 50% HAMFI, there is a need for an additional 1,875 rental units for households in this income category. There are 1,405 affordable units for owner households in this income category, which leaves a gap of 1,835 units needed.

In the moderate-income category, there are a total of 14,920 households, of which 8,375 are renters and 6,545 are homeowners. There are 14,485 affordable units available to renters and 12,684 units available to owners earning 80% HAMFI. There are sufficient affordable units to households in this income category. However, there may be a slight gap for those earning above 50% HAMFI but below 80% HAMFI that Table 30 does not address. What may be affordable to a household earning 80% will not be the same to a household earning 50-60% HAMFI.

Based on the HUD provided tables, at a minimum of approximately 5,810 affordable rental units and 1,835 homeowner units are needed.

How is affordability of housing likely to change considering changes to home values and/or rents?

Affordable housing exists when a household spends no more than 30% percent of a household's income on housing costs such as rent, mortgage, and utilities. High percentages of low- and moderate-income households are cost burdened by spending more than 30% of their income on housing costs indicating the demand exceeds the supply of price-appropriate housing throughout Plano. Approximately, 54% of homeowners and 74% renters that earn up to 80% HAMFI are cost burdened (NA-10). The median home value is the value at which half of the homes are valued at or above and half of the homes are valued below (midway point), which for Plano it is \$440,600 (2019-2023 ACS). This represents a 51% increase from 2018 to 2023 in median home values. There was also a 35% increase in rent amounts within the same period.

The housing study findings indicate that if the housing supply and demand continues as is, lower-income renter households are projected to be priced out of the Plano market over the next five years. The market will not address housing price diversity on its own. Plano will need to create policies and programs to address the housing demand that will arise over the next five years.

How do HOME rents / Fair Market Rent compare to Area Median Rent? How might this impact your strategy to produce or preserve affordable housing?

According to Table 32, the Fair Market Rent (FMR) for the Dallas Metropolitan Statistical Area (MSA), is \$1,500 for a one-bedroom unit, and \$1,754 for a two-bedroom unit. In comparison, for HOME-assisted rentals, the maximum rent for a one-bedroom is \$1,325 and \$1,592 for a two-bedroom unit.

An extremely low-income single person making \$23,200 per year, and \$1,933 monthly, living in an efficiency would spend at a minimum almost 50% of their gross income in a HOME-assisted rental project or 74% of their income in the fair market. For a family of four making \$33,100 per year, and \$2,758 monthly, living in a two-bedroom would spend a minimum of 48% of their income in a HOME-assisted rental project, and 68% of their income in the fair market. In both examples, extremely low-income households are at risk of being cost burdened. Renters that live in private market housing without any financial assistance are at a higher risk of being severely cost burdened.

The median gross rent in Plano is \$1,792, which is a higher amount than all the "Low" HOME program rents, and not high as the "High" HOME rent amounts for three and four-bedroom units. When compared to the FMR amounts, the median gross rent is only higher than FMR rent for efficiencies, one and two bedrooms, as it is a lower amount than the three- and four-bedroom FMR rent amounts. In the above section, MA 10- Number of Housing Units, Table 28 indicated that 68% of renters live in either a one-bedroom or two-bedroom unit. The majority of Plano renters reside in private market housing and would benefit from homelessness prevention assistance in the form of rental and utility assistance.

Discussion

There is an affordable housing gap in both rental and owner units due to the rising home values and rents in Plano. Cost burden is being experienced by low- and moderate-income households throughout the City and puts extremely low and low income households at risk of becoming homeless or of being unable to continue to afford to live in Plano. The City should focus HUD funding on housing programs such as homelessness prevention, first-time homebuying assistance, and by preserving existing affordable housing through home repair and rehabilitation assistance. To address the housing market across all of Plano, creative strategies and new or updated policies are needed.

MA-20 Housing Market Analysis: Condition of Housing – 91.210(a)

Introduction

This section describes Plano’s housing condition based on the number of selected conditions, year built, and risk for lead-based paint hazards. Selected conditions are: 1) lacks completed plumbing facilities, (2) lacks complete kitchen facilities, (3) more than one person per room, and (4) cost burden greater than 30 percent.

Plano renter-occupied units are more likely to have at least one selected housing condition (37%) in contrast with owner-occupied (18%). While owners that live in homes built prior to 1980 with children present (12,330 units) are more likely to be at risk for lead-based paint hazards.

There are 5,918 vacant units in Plano with homeowner vacancy rate at 0.5 percent and rental vacancy rate at 6.6 percent (2019-2023 ACS).

Describe the jurisdiction's definition of "standard condition" and "substandard condition but suitable for rehabilitation":

For the purposes of this ConPlan, the City defines “standard condition” housing units as those that meet applicable federal standards and local building codes. The City defines a housing unit in “substandard condition but suitable for rehabilitation” as any building that does not meet applicable federal standards and/or local building codes, but does not endanger the life, health, and safety of the public, and can still be repaired for a reasonable amount. “Reasonable amount” is a cost that does not exceed 75% of the estimated post rehabilitation value of the housing unit.

Condition of Units

Condition of Units	Owner-Occupied		Renter-Occupied	
	Number	%	Number	%
With one selected Condition	11,485	18%	16,460	37%
With two selected Conditions	305	0%	835	2%
With three selected Conditions	10	0%	15	0%
With four selected Conditions	0	0%	0	0%
No selected Conditions	51,365	81%	26,845	61%
Total	63,165	99%	44,155	100%

Table 33 - Condition of Units

Data Source: 2016-2020 ACS

Year Unit Built

Year Unit Built	Owner-Occupied		Renter-Occupied	
	Number	%	Number	%
2000 or later	12,345	20%	11,525	26%
1980-1999	36,145	57%	26,215	59%
1950-1979	14,079	22%	6,165	14%
Before 1950	600	1%	250	1%
Total	63,169	100%	44,155	100%

Table 34 – Year Unit Built

Data Source: 2016-2020 CHAS

Risk of Lead-Based Paint Hazard

Risk of Lead-Based Paint Hazard	Owner-Occupied		Renter-Occupied	
	Number	%	Number	%
Total Number of Units Built Before 1980	14,679	23%	6,415	15%
Housing Units build before 1980 with children present	12,330	20%	6,160	14%

Table 35 – Risk of Lead-Based Paint

Data Source: 2016-2020 ACS (Total Units) 2016-2020 CHAS (Units with Children present)

Vacant Units

	Suitable for Rehabilitation	Not Suitable for Rehabilitation	Total
Vacant Units	0	0	0
Abandoned Vacant Units	0	0	0
REO Properties	0	0	0
Abandoned REO Properties	0	0	0

Table 36 - Vacant Units

Data Source: NO DATA

Need for Owner and Rental Rehabilitation

According to Tables 33 through Table 35, owner-occupied (11,485) and renter-occupied (17,295) units that are experiencing one or more selected conditions may need rehabilitation. Additionally, there are a total of 14,679 owner-occupied and 6,415 renter-occupied units that were built prior to 1980 that that may need rehabilitation or at the minimum lead-based paint abatement for units in which children are present (18,490 units). Other units that may need rehabilitation are owner and renter units that were built between 1980-1999 as they are over 25 years old, with those built in the 1980's approaching 45 years since they were first built. As housing start to age, housing components may need to be rehabilitated and/or repaired to maintain housing in decent condition.

Estimated Number of Housing Units Occupied by Low or Moderate Income Families with LBP Hazards

Table 35 shows there is a total of 21,094 of owner & renter occupied units that were built prior to 1980 which are at risk of lead-based paint hazards. Of these, the 18,490 units with children present, estimated based on percentage of low and moderate owners (20%) and renters (39%), a minimum of approximately 5,000 units may be occupied by low- and moderate-income households and at risk of lead-based paint hazards (2016-2020 CHAS). However, as many as one-half (9,200) may be low or moderate income, based on income distribution across the city's geography.

Discussion

Plano's renters have a higher percentage of units with at least one selected condition. Cost burden is one of the four possible selected conditions that a household can be experiencing. The City can reduce the number of households with this selected condition through homelessness prevention assistance. Affordable rental housing would be another way to decrease the percentage of renters that are cost burdened. Meanwhile, housing conditions could be improved for low- and moderate-income Plano homeowners that live in housing built prior to 2000, and in units built prior to 1980 (especially in those with children present) through home rehabilitation and lead-based abatement assistance.

MA-25 Public and Assisted Housing – 91.210(b)

Introduction

Plano Housing Authority (PHA) is the local public housing agency. PHA currently has 920 Housing Choice Vouchers (HCV), 40 Veteran Affairs Supportive Housing (VASH), 14 Mainstream Vouchers, and 23 Project Based Vouchers.

Totals Number of Units

	Program Type								
	Certificate	Mod-Rehab	Public Housing	Vouchers					
				Total	Project -based	Tenant -based	Special Purpose Voucher		
							Veterans Affairs Supportive Housing	Family Unification Program	Disabled *
# of units vouchers available			0	943	23	920	40	0	14
# of accessible units									
*includes Non-Elderly Disabled, Mainstream One-Year, Mainstream Five-year, and Nursing Home Transition									

Table 37 – Total Number of Units by Program Type

Alternate Data Source Name:

Plano Housing Authority Data

Data Source Comments:

Describe the supply of public housing developments:

The former public housing inventory of 23 scattered site single family homes were converted to Project Based Vouchers.

Describe the number and physical condition of public housing units in the jurisdiction, including those that are participating in an approved Public Housing Agency Plan:

PHA does not currently have public housing units in the jurisdiction. The former public housing inventory of 23 scattered site single family homes were converted to Project Based Vouchers.

Public Housing Condition

Public Housing Development	Average Inspection Score
No Data	No Data

Table 38 - Public Housing Condition

Describe the restoration and revitalization needs of public housing units in the jurisdiction:

PHA does not currently have public housing units in the jurisdiction. The former public housing inventory of 23 scattered site single family homes were converted to Project Based Vouchers.

Describe the public housing agency's strategy for improving the living environment of low- and moderate-income families residing in public housing:

PHA does not currently have public housing units in the jurisdiction. The former public housing inventory of 23 scattered site single family homes were converted to Project Based Vouchers.

Discussion:

PHA currently has 997 total housing program vouchers that include Project Based, Tenant-Based, Veteran Affairs, and Mainstream vouchers. The former 23 scattered site single family homes were converted to Project Based Vouchers.

MA-30 Homeless Facilities and Services – 91.210(c)

Introduction

This section describes the homeless shelters, supportive services, and programs available in the community.

On the night of January 25, 2024, the City of Plano conducted its annual Point-in-Time (PIT) count. A total of 138 sheltered persons and 45 unsheltered persons were counted. This represents a 29% decrease in total persons counted from the previous year.

Facilities and Housing Targeted to Homeless Households

	Emergency Shelter Beds		Transitional Housing Beds	Permanent Supportive Housing Beds	
	Year Round Beds (Current & New)	Voucher / Seasonal / Overflow Beds	Current & New	Current & New	Under Development
Households with Adult(s) and Child(ren)	205	0	98	0	0
Households with Only Adults	0	105	87	25	0
Chronically Homeless Households	0	0	0	0	0
Veterans	0	0	0	0	0
Unaccompanied Youth	24	0	28	0	0

Table 39 - Facilities and Housing Targeted to Homeless Households

Alternate Data Source Name:
2024 PIT Count and Collin County Shelter Data
Data Source Comments:

Describe mainstream services, such as health, mental health, and employment services to the extent those services are used to complement services targeted to homeless persons

Plano's underserved residents receive healthcare services through several low-cost clinics which including, but not limited to, Health Services of North Texas, Baylor Scott & White Douglass Community Clinic, Julia's Center for Healthcare, EPIC Medical Clinic, Islamic Association of Collin County, Collin County Adult Clinic, Wellness Center for Older Adults, and Primary Care Clinic of North Texas.

Lifepath Systems is the local authority for both mental health and substance abuse services in Plano and throughout Collin County. They provide comprehensive care for youth, families, adults, and persons with intellectual and developmental disabilities. Additionally, they have a Mobile Crisis Outreach available 24 hours/day to address mental health crises. As well as short-term, overnight care for those experiencing a behavioral crisis.

Workforce Solutions for North Texas provides employment services which includes a place for job seekers to seek employment, attend classes, and receive specialized assistance. Vocational Rehabilitation services are also available to help persons with a disability get ready for, find, or keep a job. Additionally, the City's Day Labor Center offers a safe venue where contractors and day laborers can come together and exchange day labor work for daily pay in a well-organized and supervised environment. Workforce training and education is available from Collin College.

List and describe services and facilities that meet the needs of homeless persons, particularly chronically homeless individuals and families, families with children, veterans and their families, and unaccompanied youth. If the services and facilities are listed on screen SP-40 Institutional Delivery Structure or screen MA-35 Special Needs Facilities and Services, describe how these facilities and services specifically address the needs of these populations.

There are a variety of services and facilities that meet the needs of homeless people in the City of Plano which include emergency shelters, transitional housing, street outreach, re-housing programs that include case management, and basic need services.

Emergency shelter is available to persons and families fleeing domestic violence and to homeless youth. The Plano Overnight Warming Shelter (POWS) is a collaborative initiative that provides emergency shelter in Plano during inclement weather events. Transitional housing is available to domestic violence survivors, youth, women, families with children, and adults with the ability to work.

The City of Plano Community Services Division staff assists unsheltered persons with locating suitable shelter and supportive services, entry into Homeless Management Information System (HMIS) and placement on the Continuum of Care (CoC) Housing Priority list. The Community Services Division partners with two local nonprofits, Metro Relief and City House, along with the Police Department and Parks and Recreation Department to provide assistance to unhoused residents. The Neighborhood Services Department is located in a unique location in the city's downtown easily accessible to residents. Unhoused residents can stop by the office to obtain a food pack, hygiene kit, and a bus pass, as well as to get connected to much needed resources.

The City of Plano's Rapid Rehousing Program is administered by The Salvation Army in Plano, which provides housing and case management to Plano's homeless population. This program is funded using Homeless Housing and Services Program and Ending Homelessness funds, which are allocated annually to the City by the Texas Department of Housing and Community Affairs. Additionally, through HOME-ARP funds, the City funds a Tenant-Based Rental Assistance Program (TBRA) administered by a partner nonprofit provider. The HOME-ARP TBRA program will continue into the beginning of the ConPlan, until funds are depleted. Plano residents that are experiencing homelessness or at imminent risk of becoming homeless are assisted with housing and case management throughout their participation in the program. Plano anticipates continuing to utilize HOME funds to continue to fund a Tenant-Based Rental Assistance program in the next five years of this ConPlan.

Plano has several local organizations that provide those experiencing homelessness with basic need items. Streetside Showers provides mobile showers and hygiene kits to the unhoused population in Plano on a weekly basis. Food pantry services are available in locations in both the east and west side of US-75. Hope Restored Missions provides case management, resource referral, hygiene kits, clothing, and other items through their convenient location in East Plano.

Plano Housing Authority has 40 Veteran Affairs Supportive Housing Vouchers, that provide rental assistance and case management focusing on chronically homeless veterans with a disability. Veterans may obtain additional resources through the Veterans Center of North Texas, a nonprofit organization that assists veterans. Plano is also home to a VA outpatient clinic, which is located in southeast Plano, near a DART bus stop.

MA-35 Special Needs Facilities and Services – 91.210(d)

Introduction

This section of the plan will describe the facilities and services providing services to special needs populations who require housing and supportive services.

Including the elderly, frail elderly, persons with disabilities (mental, physical, developmental), persons with alcohol or other drug addictions, persons with HIV/AIDS and their families, public housing residents and any other categories the jurisdiction may specify, and describe their supportive housing needs

As the special needs population grows, especially Plano's aging population, the demand for housing and services for this population increases. Supportive housing combines affordable housing with coordinated services to ensure stable housing is maintained by those most in need. As previously discussed in the Needs Assessment (NA-45), price diversity is needed in Plano for long-term residents such as seniors and other special need populations with limited financial resources. Amenity-rich environments that are walkable, provide opportunities for social engagement and are accessible to transportation support special need populations live a high quality and independent life. Supportive services need to be flexible and personalized to address each person's needs but may include care coordination, personal care, meals, financial management, retirement planning, mobility services, and other ancillary services.

Additionally, elderly homeowners with limited or fixed incomes that prefer to continue to live in their homes, may need assistance with home repairs and accessibility modifications. Housing rehabilitation programs for this population will prevent further deterioration of housing, as well as increase the safety of the residents.

Describe programs for ensuring that persons returning from mental and physical health institutions receive appropriate supportive housing

The City of Plano Community Services Division staff works closely with Lifepath (local mental health authority), local hospitals, Housing Forward (CoC), Plano Housing Authority and nonprofit health and service agencies to enhance coordination of services to those returning to the community with housing and supportive services. Once a person's needs are assessed, services may include entry into an emergency shelter, transitional housing, housing voucher or Rapid Rehousing program that includes comprehensive case management. City staff also utilizes the Coordinated Access System (CAS) to provide access to appropriate housing and supportive services.

Specify the activities that the jurisdiction plans to undertake during the next year to address the housing and supportive services needs identified in accordance with 91.215(e) with respect to persons who are not homeless but have other special needs. Link to one-year goals. 91.315(e)

In Grant Year 2025, the City expects to continue to fund its Housing Rehabilitation Program, which provides repairs to low- and moderate-income homeowners. While this program is open to all eligible low- and moderate-income households, it is especially crucial to Plano's elderly and homeowners with a disability. Many desire to age in place and maintain the safety and affordability of their current housing.

The City will also continue to fund its Homelessness Prevention Program, which serves low-income households who are at risk of eviction. Although this program is not limited to any subpopulation, the participants in this program are often single mothers with children, who have unique needs as described in the Needs Assessment (NA-10).

The City anticipates funding a Tenant-Based Rental Assistance program through HOME funds in the next five years of this ConPlan. This program will continue to assist low-income qualifying populations such as households at imminent risk of homelessness or already homeless with housing and supportive services. As stated in the Needs Assessment, the participants in the HOME-ARP TBRA program have been primarily single-parent households with children.

The City expects to fund public service activities that benefit Plano's special needs populations. This section will be updated after the Community Relations Commission recommends funding to organizations as part of the City's 2025 Consolidated Grant Process. Funding recommendations for federal funds will align with goals and priorities established in this ConPlan.

For entitlement/consortia grantees: Specify the activities that the jurisdiction plans to undertake during the next year to address the housing and supportive services needs identified in accordance with 91.215(e) with respect to persons who are not homeless but have other special needs. Link to one-year goals. (91.220(2))

This is addressed in the response above.

MA-40 Barriers to Affordable Housing – 91.210(e)

Negative Effects of Public Policies on Affordable Housing and Residential Investment

The City of Plano is currently in the process of updating the Analysis of Impediments to Fair Housing Choice (AI). The AI is expected to be finalized by late Spring 2025. This section will be updated with the results of the AI process.

The City of Plano contracted with a consult to assist the City in creating a Strategic Housing Plan, with the goal of identifying needs and gaps in the rental and for-sale housing market, as well as understand future housing demands based on demographic and employment growth. The Strategic Housing Study findings indicate that while household and employment projections point to a strong future growth, job growth will outpace household growth (by 43,665 jobs). Senior households are projected to represent a significant demand on housing for price and typology diversity. Workers over 55 years old are increasing rapidly in Plano and are staying in their homes once retired. This stops replacement workers from housing opportunities and increases housing costs by ‘shorting’ supply. Additionally, the current property tax rules disincentive to ‘right size’ housing. Which results in an imbalanced housing demand and supply market. Plano has a housing gap of 2,228 housing units based on estimated demographic changes and the existing housing developments in the pipeline. Consequently, the City will need to address the lack of pricing diversity through regulatory, financial, and/or market strategies, as well as through policies and programs to address the housing demand that will arise over the next five years due to the expected job growth.

MA-45 Non-Housing Community Development Assets – 91.215 (f)

Introduction

The non-housing community development plan section provides a summary of Plano’s priority non-housing community development assets and opportunities. Table 42 has been updated with more recent data (2019-2023 ACS).

According to the housing study findings, all communities in our region are projected to have positive job growth over the next five years (See Figure 2). Plano is projected to gain 46,265 jobs with the largest gains in Professional Services, Finance, and Healthcare.

Economic Development Market Analysis - Business Activity

Business by Sector	Number of Workers	Number of Jobs	Share of Workers %	Share of Jobs %	Jobs less workers %
Agriculture, Mining, Oil & Gas Extraction	801	1,003	1	1	0
Arts, Entertainment, Accommodations	14,015	20,236	12	10	-2
Construction	4,880	6,888	4	4	0
Education and Health Care Services	17,106	27,373	14	14	0
Finance, Insurance, and Real Estate	16,455	32,880	14	17	3
Information	5,742	15,080	5	8	3
Manufacturing	9,108	13,919	8	7	-1
Other Services	3,622	4,515	3	2	-1
Professional, Scientific, Management Services	22,986	40,837	19	21	2
Public Administration	0	0	0	0	0
Retail Trade	14,568	22,747	12	12	0
Transportation and Warehousing	3,393	1,164	3	1	-2
Wholesale Trade	7,705	8,672	6	4	-2
Total	120,381	195,314	--	--	--

Table 40 - Business Activity

Data 2016-2020 ACS (Workers), 2020 Longitudinal Employer-Household Dynamics (Jobs)
Source:

Labor Force

Total Population in the Civilian Labor Force	161,680
Civilian Employed Population 16 years and over	155,200
Unemployment Rate	4.00
Unemployment Rate for Ages 16-24	9.52
Unemployment Rate for Ages 25-65	2.93

Table 41 - Labor Force

Data Source: 2016-2020 ACS

Occupations by Sector	Number of People
Management, business and financial	64,265
Farming, fisheries and forestry occupations	5,000
Service	10,565
Sales and office	34,075
Construction, extraction, maintenance and repair	6,685
Production, transportation and material moving	4,555

Table 42 – Occupations by Sector

Data Source: 2016-2020 ACS

Travel Time

Travel Time	Number	Percentage
< 30 Minutes	93,559	61%
30-59 Minutes	50,991	33%
60 or More Minutes	8,575	6%
Total	153,125	100%

Table 43 - Travel Time

Alternate Data Source Name:

American Community Survey

Data Source Comments:

2019-2023 ACS

Education:

Educational Attainment by Employment Status (Population 16 and Older)

Educational Attainment	In Labor Force		Not in Labor Force
	Civilian Employed	Unemployed	
Less than high school graduate	7,320	170	2,594
High school graduate (includes equivalency)	13,910	730	4,325
Some college or Associate's degree	28,750	1,214	6,080
Bachelor's degree or higher	79,760	2,650	14,895

Table 44 - Educational Attainment by Employment Status

Data Source: 2016-2020 ACS

Educational Attainment by Age

	Age				
	18–24 yrs	25–34 yrs	35–44 yrs	45–65 yrs	65+ yrs
Less than 9th grade	115	1,620	1,780	2,279	1,410
9th to 12th grade, no diploma	1,999	875	1,745	1,784	1,179
High school graduate, GED, or alternative	7,110	4,405	5,023	9,555	6,405
Some college, no degree	8,485	7,155	6,430	11,780	8,380
Associate's degree	1,415	2,945	2,395	5,340	2,500
Bachelor's degree	3,925	15,660	15,425	29,645	11,030
Graduate or professional degree	690	7,040	10,940	18,660	7,300

Table 45 - Educational Attainment by Age

Data Source: 2016-2020 ACS

Educational Attainment – Median Earnings in the Past 12 Months

Educational Attainment	Median Earnings in the Past 12 Months
Less than high school graduate	25,797
High school graduate (includes equivalency)	83,061
Some college or Associate's degree	105,956
Bachelor's degree	167,990
Graduate or professional degree	182,928

Table 46 – Median Earnings in the Past 12 Months

Data Source: 2016-2020 ACS

Based on the Business Activity table above, what are the major employment sectors within your jurisdiction?

As shown on Table 40, the major employment sectors are professional, scientific, management services (22,986 employees); education and health care services (17,106 employees); finance, insurance, and real estate sector (16,455 employees) with a total of 101,090 jobs.

Following closely, with a total of 14,568 employees is the retail trade sector with 22,747 jobs.

Describe the workforce and infrastructure needs of the business community:

Commuting time influences a business community's infrastructure when it comes to retention, productivity, as well as economic strength. While there was brief shift in 2020 to remote work due to the Coronavirus 2019 (COVID-19) pandemic, since then the workforce across the nation has shifted to more hybrid and in-person. According to Table 43, approximately 39% of Plano workers have a commute longer than 30 minutes to work. The 2019-2023 ACS indicates approximately 73% of Plano workers commute to work, while one-third work from home. With the workforce once again commuting, an efficient and accessible transportation infrastructure is important to business vitality.

The City of Plano is a member city of the Dallas Area Rapid Transit (DART) system that provides public transportation access to those that work and live in Plano. DART's system includes the DART Light Rail, bus routes, Paratransit services, and GoLink on-demand services. The DART Light Rail has two locations in Plano, with Parker Road station as the last stop north of Dallas. While the fixed-route bus service in Plano is limited, other options help expand the coverage across the city such as DART's paratransit, express bus, and GoLink. The DART Silver Line a 26-mile regional rail service that will traverse seven cities and cross three counties is expected to open in late 2025 to early 2026. The Silver Line will include two additional stops in Plano. This new regional rail service will not only support local economic development, but it will also expand accessibility to major employment and educational opportunities. Plano residents will have two additional DART station stops once the Silver Line opens. Furthermore, DART transit Centers are conveniently located near major employers. Plano's Legacy business corridor and Granite Park, home to many large employers, is served by the new Legacy Transit Center. While the Jack Hatchell Transit Center transit center is located near Nokia, Medical City Plano, and Dallas Morning News. Even as DART coverage has expanded approximately 1% utilize public transportation as a form of travel (2019-2023 ACS).

Housing affordability also affects the business community and intersects with transportation needs. Based on the housing consultant's findings, four of the top six fastest growing occupations in Plano earn less than \$80,000 per year (on average). Current for-sale housing price points exceed the average income for the top 10 fastest growing occupations (See Figure 3). Additionally, it is challenging to attract service and entry-level workers to Plano due to the lack of affordable housing. Only 2% of Plano occupations pay over \$150,000 per year. Which means workers in middle income (\$50,000 - \$150,000) occupations in Plano do not pay sufficient wages to purchase a home on a single income in Plano (See Figure 4). Plano cannot rely

on other communities to house persons working in Plano due to the housing demand and supply in nearly all communities studied in the housing study are also imbalanced.

Plano workers with children need affordable childcare and afterschool care assistance due factors such as commute time and working hours. The online survey had a significant number of open-ended comments in the Public Services category regarding childcare and transportation. Due to the high costs of childcare, a significant number of responses expressed a need for this type of assistance for families and single-parents. As mentioned above, DART has several public transportation options available in the City, and the data indicates a small percentage (1%) is utilizing transit services. The reasons for low ridership may include hesitancy due to perceived unreliability, unfamiliar routes, safety concerns, and financial constraints.

Describe any major changes that may have an economic impact, such as planned local or regional public or private sector investments or initiatives that have affected or may affect job and business growth opportunities during the planning period. Describe any needs for workforce development, business support or infrastructure these changes may create.

Over the past 25 years, The City of Plano has transformed into an economic hub for Collin County and the Dallas-Fort Worth region. Plano's Economic Development Department initiatives have attracted national interest. Plano's Economic Development usually takes three forms: 1) Business attraction; 2) Business retention and expansion; and 3) Redevelopment. As such, Plano continues to attract major employers across various industries.

According to the housing study findings, the region is projected to have positive job growth over the next five years. Plano is projected to gain 46,265 jobs with the largest gains in Professional Services, Finance, and Healthcare (See Figure 2). This rapid growth in the region requires commensurate increase in housing. Along with housing, jobs outpace working age household growth in Plano by 43,665 jobs (See Figure 5). While the City excels at attracting jobs, it lags in attracting working age households. To be able to meet the future job growth, more housing options are needed near Plano's main employment centers, providing options to entice workers to locate close to their jobs. Housing price diversity is also needed to serve all the large and growing occupations in Plano.

How do the skills and education of the current workforce correspond to employment opportunities in the jurisdiction?

Overall, Plano's workforce has the education and skills needed by City's major employment sectors. Approximately 60% of Plano's workforce has a bachelor's degree or higher (Table 44 and Table 45). However, there are some gaps identified between the supply of workers and jobs in Plano, as well as a gap when it comes to pay.

According to Table 40, under column "Job Less Workers" a positive percentage indicates an undersupply of labor (more jobs than workers). While a negative percentage indicates there is an oversupply of labor

(more workers than jobs) in that sector. With the sectors with a more significant oversupply being the Transportation & Warehousing; Wholesale Trade; and the Arts, Entertainment, and Accommodation sector each with a -2% of oversupply of labor. Manufacturing and other services also represent a smaller percentage of oversupply of labor, with -1% for each sector. When analyzing for undersupply in labor, the sectors most affected are Finance, Insurance, and Real Estate and Information with 3% undersupply each. There is also a need for workers in the Professional, Scientific, Management Services industry with an undersupply of 2% and one of the major employment sectors in Plano.

The housing study also projects Plano to gain 46,265 jobs with the largest gains in Professional Services, Finance, and Healthcare. Notably, computer related occupations are projected to increase by 6,721 jobs; Business Operations Specialists are expected to increase by 3,663 jobs; and Sales Representatives are expected to increase by 2,496 occupations between 2023 and 2027. As previously mentioned, job growth will outpace the working age household growth by 43,665 jobs.

To meet the demands of the projected job growth, job training and education would be of benefit to Plano's workforce. Higher and continuing education creates career pathways for workers that want to increase their income and develop new skills. The sectors with an undersupply of labor and projected growth may need workers with a higher level of education or certifications. The City of Plano has many job training and continuing education opportunities available which is discussed below.

Describe any current workforce training initiatives, including those supported by Workforce Investment Boards, community colleges and other organizations. Describe how these efforts will support the jurisdiction's Consolidated Plan.

Plano's Economic Development Department partners with Colling College to facilitate customized job training opportunities for employers in Plano to fill gaps in their workforce needs via the Workforce Solutions North Texas Skills Development Fund. The Economic Development Department hosts information on the City's website and encourages businesses to take advantage of this program. This program helps businesses upskill current and new employees.

Collin College in partnership with the Economic Development Department launched a website dedicated to Plano businesses to learn more about customized training available. As not all topics would be covered under the Skills Development Fund, in collaborating it ensures that all topics can be addressed based on a company's need for skill development. Additionally, by working closely with Collin College's Technical Center, local businesses can connect with the educational team to ensure the skills of students align with their needs.

The Director of Economic Development is on the Plano ISD Career/Technical Education (CTE) Program to ensure the workforce development of students are aligned with business needs. Through the Plano ISD CTE program, students learn about potential career paths in Manufacturing (Manufacturing Day). As well as supported the CTE program by helping them make connections with local businesses to help

The Workforce Solutions North Texas works closely with the City's Economic Development Department/Collin College to discuss other workforce development programs such as apprenticeships and industry-specific engagement, and the Skills for Small Business grant which supports businesses with less than 100 employees focusing on training employees. Plano's Chapter 380 grants focus on bolster employment and wages through different type of Economic Development Grants. One of which is a job and skills development grant to retain and attract high-wage jobs, train and recruit talent, and

Additional resources and partnerships with Plano's Economic Development Department that focus on small business include:

- Partnership with the University of Texas at Dallas (which partners with SCORE Dallas) to provide workshops, skills training for entrepreneurs (free of charge).
- A Specific International SME (Small/Median Enterprise) program available through Plano's International Business Manager.
- Plano Public Libraries have a vast number of resources for small business that include mentoring and networking.

Collin College in partnership with Plano ISD started the Plano Wildcat Collegiate Academy in Fall 2024. This new Collegiate Academy provides students in Plano with the opportunity to be earn both an Associate degree as well as a high school diploma in four years (no cost for dual credit tuition/textbooks). For those students that wish to continue to pursue a higher-level degree, this can mean lower overall tuition costs and an earlier entry into the workforce.

In the open-ended responses of the online survey, a number of responses were regarding the need for job training and small business grant opportunities. As discussed, there are a vast number of resources in Plano to meet these needs.

Does your jurisdiction participate in a Comprehensive Economic Development Strategy (CEDS)?

No

If so, what economic development initiatives are you undertaking that may be coordinated with the Consolidated Plan? If not, describe other local/regional plans or initiatives that impact economic growth.

The City of Plano's Comprehensive Plan 2021 guides the future growth, priorities, services, development, and redevelopment of our city. The plan was adopted by City Council on November 8, 2021. The Comprehensive Plan 2021 includes Vision & Guiding Principles, 5 Pillars, 11 Components, and 5 Maps. Each of the five pillars includes policies and action statements, as well as the progress of each. Economic Environment is the pillar under with the economy component and policies related to economic growth

fall under. The Diverse and Resilient Economy Policy focuses on Plano's efforts to ensure a diverse and reliant economic base through seven action statements.

Discussion

While employment projections over the next five years for Plano indicate a strong future growth, the working age household growth will fall short of the workforce needs. The City needs housing across diverse prices and near employment centers with incentives to entice workers.

Public transportation in Plano continues to expand, providing improved accessibility to employment centers, shopping, and restaurants. The DART Silver Line expected to open late 2025 or early 2026 will add two additional stops in Plano. However, public transportation is used by approximately 1% of commuters. This presents an opportunity to raise awareness of the public transit services available in Plano, including services for persons with special needs who are unable to use DARTS's fixed-route buses or trains.

The City of Plano has a vast number of resources and opportunities for small business, employers, and job seekers to meet the job training and education needs of the workforce.

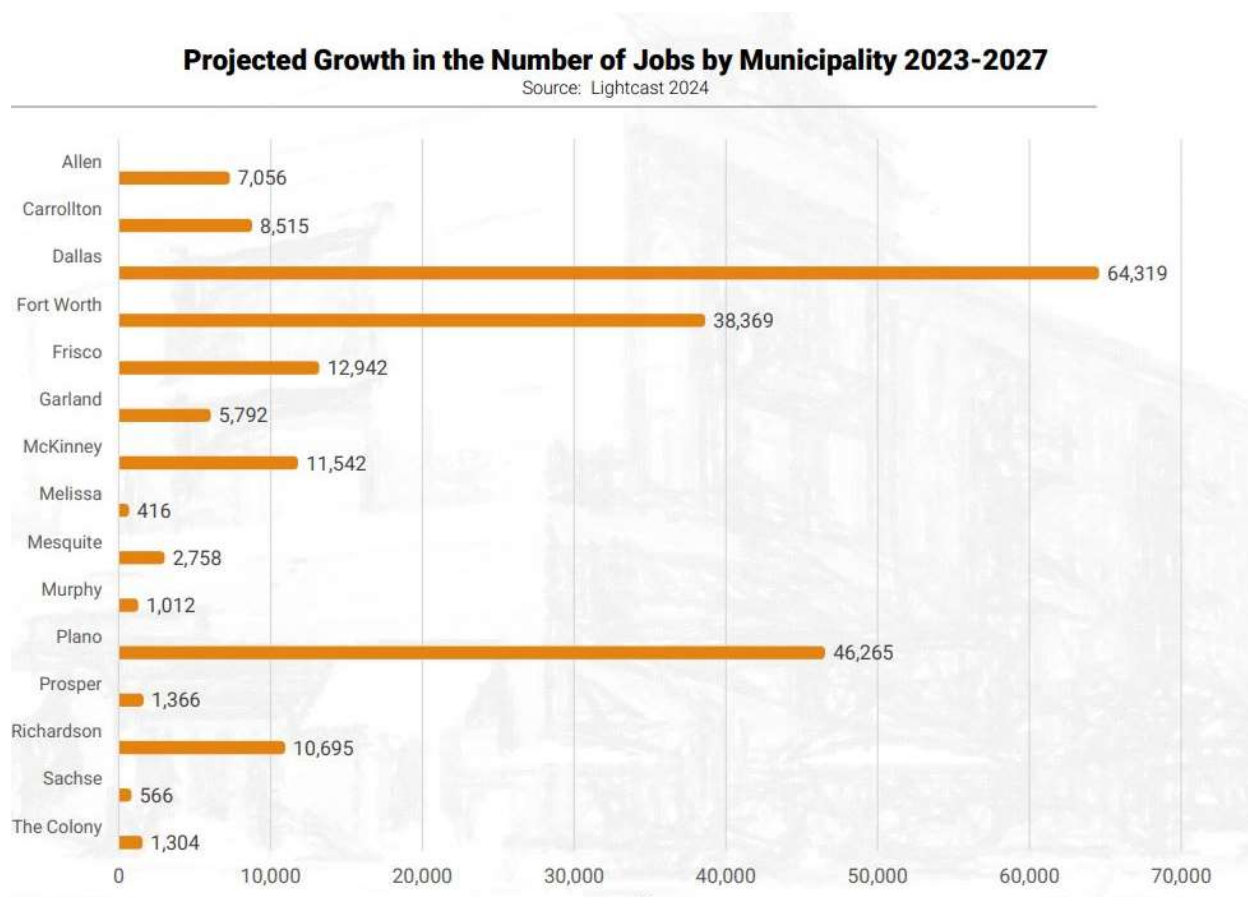


Figure 2 - Project Growth in Jobs

Plano Occupation Income and Housing Affordability

Source: Lightcast 2024

Occupations	2023 Occupations	Average Occupation Income	Affordable Rent	Affordable Home Price
Computer Occupations	26,814	\$103,415	\$2,585	\$361,952
Business Operations Specialists	17,872	\$74,808	\$1,870	\$261,829
Information and Record Clerks	16,682	\$38,894	\$972	\$136,131
Retail Sales Workers	11,348	\$28,011	\$700	\$98,040
Top Executives	10,544	\$94,525	\$2,363	\$330,838
Sales Representatives, Services	10,421	\$55,259	\$1,381	\$193,406
Financial Specialists	10,387	\$74,681	\$1,867	\$261,384
Material Moving Workers	10,310	\$37,711	\$943	\$131,989
Food and Beverage Serving Workers	9,373	\$25,819	\$645	\$90,368
Operations Specialties Managers	8,798	\$145,116	\$3,628	\$507,905

Figure 3 - Income and Housing Affordability

Proportion of Plano Occupations by Income, 2023

Source: Lightcast 2024

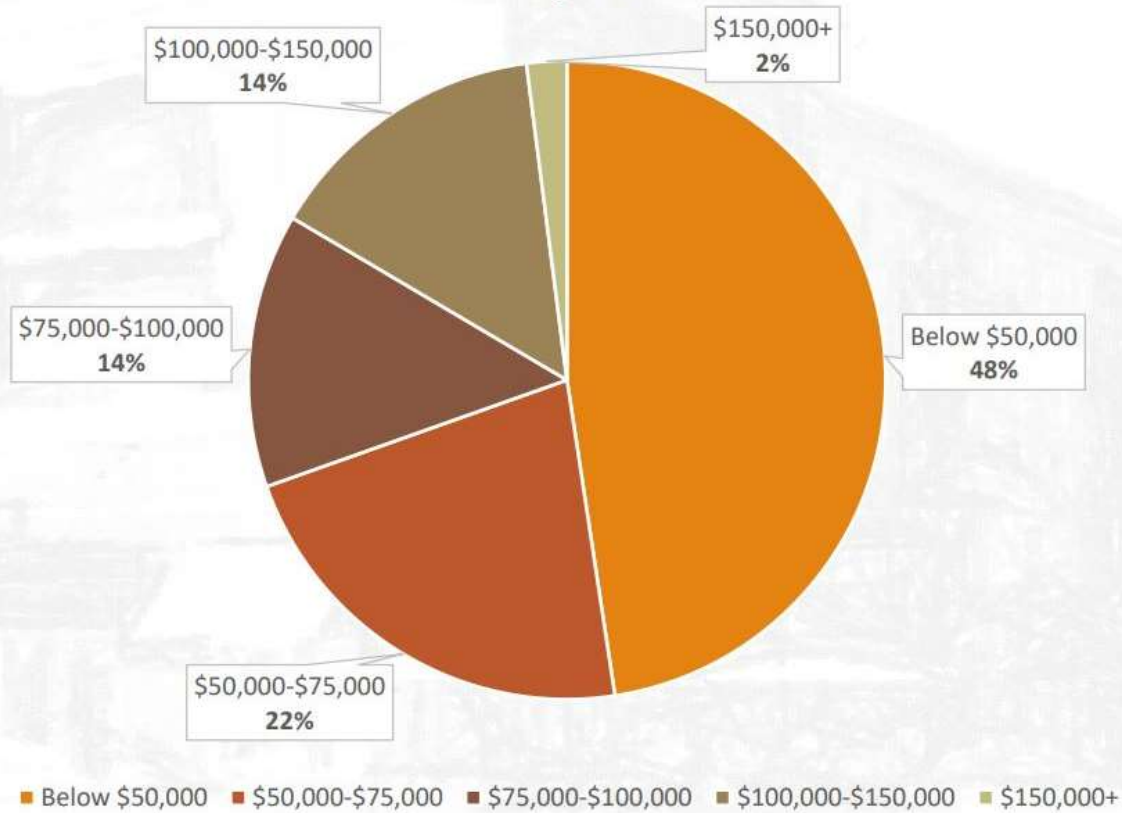


Figure 4 - Occupations and Income

Net Comparison of 2023-2027 Change in Jobs to Change in Working Age Households, 2023-2027

Source: ACS, Lightcast, RKG Associates

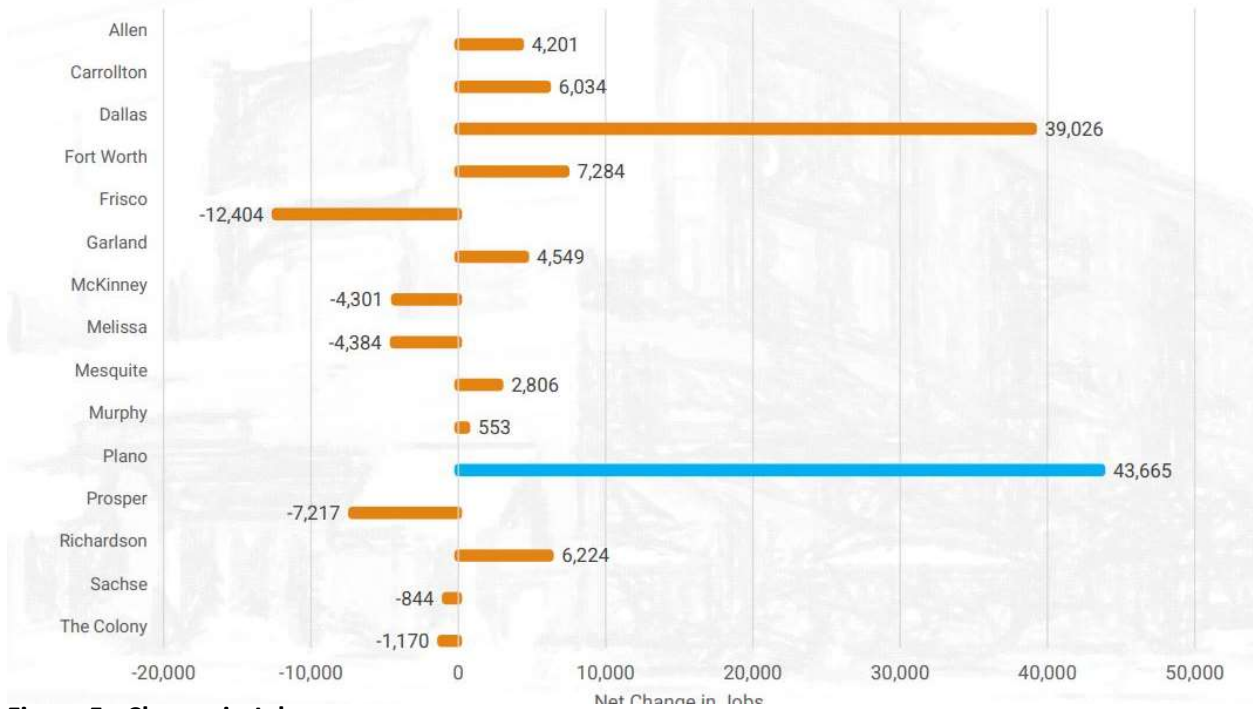


Figure 5 - Change in Jobs

MA-50 Needs and Market Analysis Discussion

Are there areas where households with multiple housing problems are concentrated? (include a definition of "concentration")

As it is common in many cities, the City of Plano, has concentration of housing-related problems in certain areas within its boundaries. Housing-related problems can include affordability, income levels, age of housing and higher concentration of racial/ethnic minorities in certain Census block groups and neighborhoods. Concentration exists when a certain variable such as income level or race/ethnicity exists at a percentage that is higher than that of the citywide percentages.

Low-Moderate Income (LMI) areas are defined as those in which more than 41.2% of households are low to moderate income, using HUD's definition of LMI (Appendix I). These LMI areas are primarily located in east and south Plano, and the area northwest of US-75, with a few LMI areas to the far west and southwest.

Within the LMI area, there is an overlap in concentration of housing cost burden, aging housing stock, and race/ethnicity populations. Hispanic and Black/African Americans reside in Census block groups in which there is a higher concentration of these housing-related problems. Housing cost burden is primarily concentrated to the east side of Plano, the area northwest of US-75, and along the southwest border along the President George Bush Turnpike. As previously discussed in the Needs Assessment (NA), these are primary areas where Hispanics and Black/African Americans reside. Housing units found in some of census tracts are more likely to have been built pre-1980 and may be contain lead-based paint. While aging housing stock can be found throughout the City, for households in LMI areas already experiencing cost burden may not have the needed resources for major housing repairs.

Renter-occupied housing overlaps with LMI areas where Hispanic and Black/African Americans reside, and where housing cost burden is more concentrated. Overall, owner-occupied housing units tend to be concentrated to the west of US-75, central Plano and to the north center and do not overlap with other concentrations. There is an overlap of owner-occupied housing in the north with concentration of Asian households that are cost burdened, not within the LMI area.

Are there any areas in the jurisdiction where racial or ethnic minorities or low-income families are concentrated? (include a definition of "concentration")

Low-income households are primarily located in east and south Plano, and the area northwest of US-75, as mentioned above. Additionally, this area overlaps with racial and ethnic populations. Hispanics reside in significant percentages to the east of Plano and African Americans reside in northwest Plano and also to the east and southwest corner of US-75 and President George Bush Turnpike.

What are the characteristics of the market in these areas/neighborhoods?

The area is comprised of both renters and owner, with renters residing more to the east of US-75, and owners further east on the border with Murphy. This area is more likely to have LMI households living in aging housing stock, spending more than 30% of their incomes on housing costs, and at-risk of homelessness in the event of an emergency.

Are there any community assets in these areas/neighborhoods?

The community assets in the area and neighborhood east and south include the proximity to downtown Plano, access to public transportation, and the Day Labor Center. Many social service providers are in the area, within walking distance of each other. Public facilities such as libraries, parks, and recreational facilities are accessible in this area of Plano.

Are there other strategic opportunities in any of these areas?

In the east of Plano area, with its convenient location near downtown and in proximity to public transportation presents opportunities to attract working age households to the community. Using the available resources, such as vacant buildings, is an opportunity for mixed-used lifestyle developments with retail, micro-spaces for startups, and housing.

MA-60 Broadband Needs of Housing occupied by Low- and Moderate-Income Households - 91.210(a)(4), 91.310(a)(2)

Describe the need for broadband wiring and connections for households, including low- and moderate-income households and neighborhoods.

As of March 14, 2024, the Federal Communications Commission's new definition of broadband service is a minimum download speed of 100 Mbps and 20 Mbps upload speed. Broadband service is widely available in the City of Plano, apart from Oak Point Park and Nature Preserve which has mobile broadband availability (See Figure 6 and Figure 7). There are three fiber providers, one cable provider, and three satellite providers as available options for broadband services in the city. There are small portions of the city that lack fiber wiring, however there are other broadband options available.

Describe the need for increased competition by having more than one broadband Internet service provider serve the jurisdiction.

There was not a need identified for increased competition as each area in Plano has more than one provider from which to choose from, with most areas having four or more providers. Plano also has five libraries located across Plano with computers available (with internet access) and free wireless public internet.

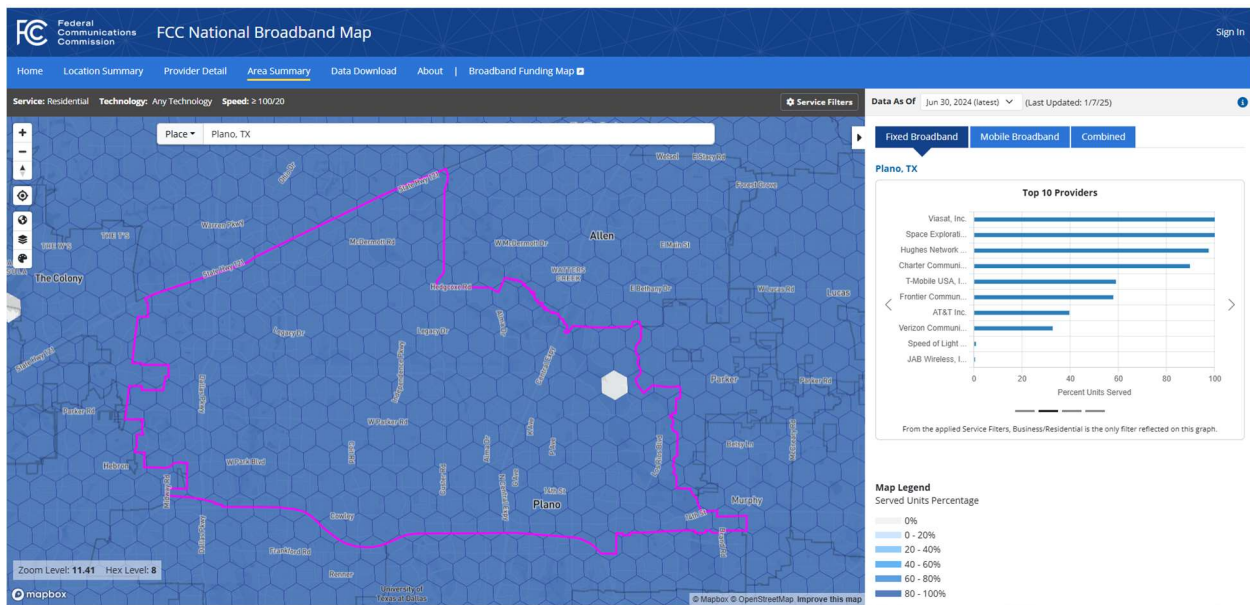


Figure 6 - Broadband Availability

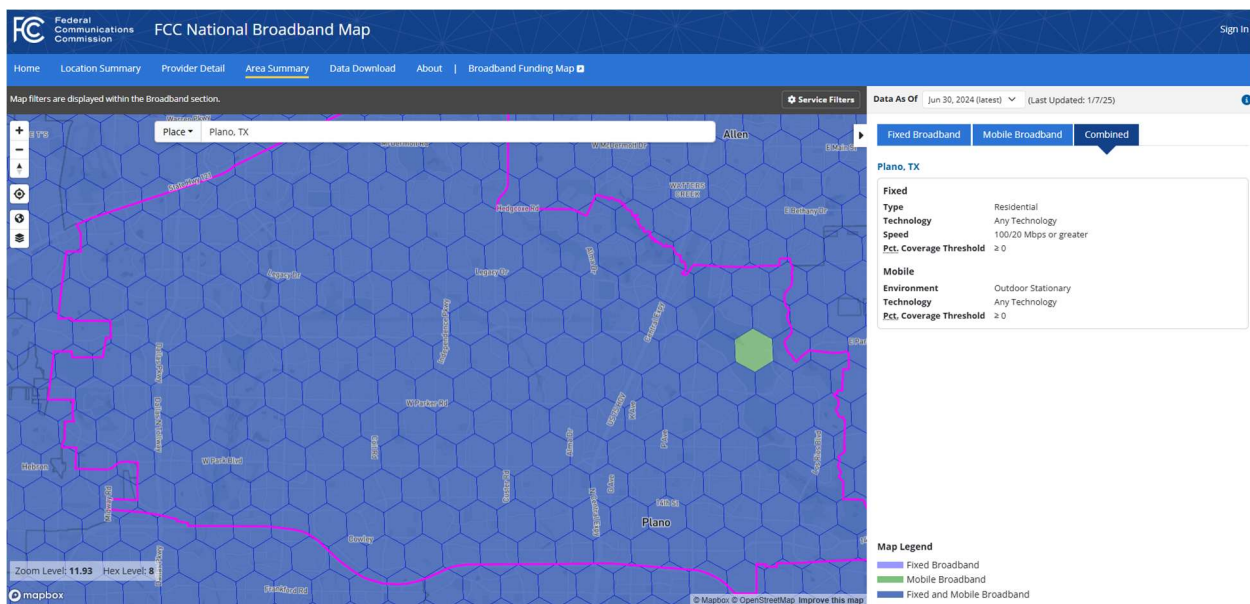


Figure 7 - Broadband and Mobile Availability

MA-65 Hazard Mitigation - 91.210(a)(5), 91.310(a)(3)

Describe the jurisdiction's increased natural hazard risks associated with climate change.

The City of Plano's Emergency Management Department continuously assesses local jurisdictional resources to ensure future needs are met. Climate change impacts the environment, weather, precipitation patterns, and even the air we breathe.

According to the City's Hazard Mitigation Action Plan 2023, severe thunderstorms (high-wind, lightning, hail), flooding, extreme heat, and droughts may increase in frequency and severity due to climate change. Climate change will affect the largest number of properties in Collin County over the next 30 years due to exposure to tropical cyclone wind gusts. Currently, there are few properties exposed to this natural hazard. However, Plano can anticipate an increase in number of properties exposed to tropical storm strength winds or higher (See Figure 8). In addition, climate models predict that temperatures in our region will continue to rise and heat waves will become more frequent and intense (See Figure 9).

While other natural hazards such as expansive soils, tornadoes, infectious disease patterns, and extreme cold weather events have a more complex relationship with climate change and could potentially see an increase in risk, depending on multiple factors. It is worth noting that the impacts of extreme cold weather events in the city can still be significant regardless of their causes.

Describe the vulnerability to these risks of housing occupied by low- and moderate-income households based on an analysis of data, findings, and methods.

Low-and-moderate-income households are highly vulnerable as natural hazards can result in economic burden and potential health risks. The City of Plano's Hazard Mitigation Action Plan 2023 describes potential vulnerabilities and impacts of the natural hazards that are being affected by climate changes. For example, severe thunderstorms and floods can cause property damage with older buildings more susceptible to damage. Extreme cold weather events can cause property damage such as frozen pipes. While owners may file insurance claims, these claims can be costly for insurance companies, which can in turn lead to higher premiums for policyholders. Primary flooding locations are found in the East Fork Trinity River Basin on the east side of Plano (See Figure 10). As mentioned previously, low-to-moderate income households are located mainly to the east of US-75 (Appendix I). Furthermore, with older housing stock being more vulnerable to property damage it is critical that these low-to-moderate households are assisted with housing rehabilitation and maintenance to lessen potential damage costs.

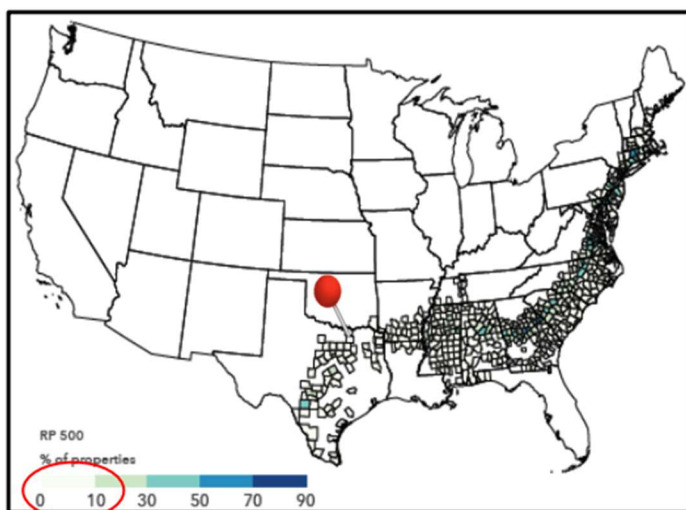
As discussed in the Needs Assessment, low-and moderate-income households are cost burdened. Extreme heat and droughts impact agriculture in Texas, which can then affect the agricultural production and food prices. Additionally, during such events there is an increased demand for energy (air cooling/ heat) and water. Higher demand and usage during these events result in higher utility costs, along with possible

higher food prices. Costly property damage, utility costs, and increased food prices places an additional financial strain on low-and-moderate households that could potentially lead to homelessness.

Extreme heat events can pose significant health risks for vulnerable populations such as the elderly, children, and persons with pre-existing medical conditions. Extreme heat events can cause heat-related illnesses which put a strain on the city's electrical grid due to increased demand for cooling. During extreme cold weather events, there is also an increase in demand for energy. In both extreme weather situations, this demand may cause power shortages, which in could affect the health of these vulnerable populations.

It is critical low-to-moderate households, particularly those living in older housing are assisted with housing repair and rehabilitation programs for safety and to reduce potential property damage in the future. Due to the cost-burden being experienced by these households, they could also benefit from homelessness prevention assistance.

Figure 4-7 Areas with an Increase in Climate Change Damage (Plano is identified with the red pin)

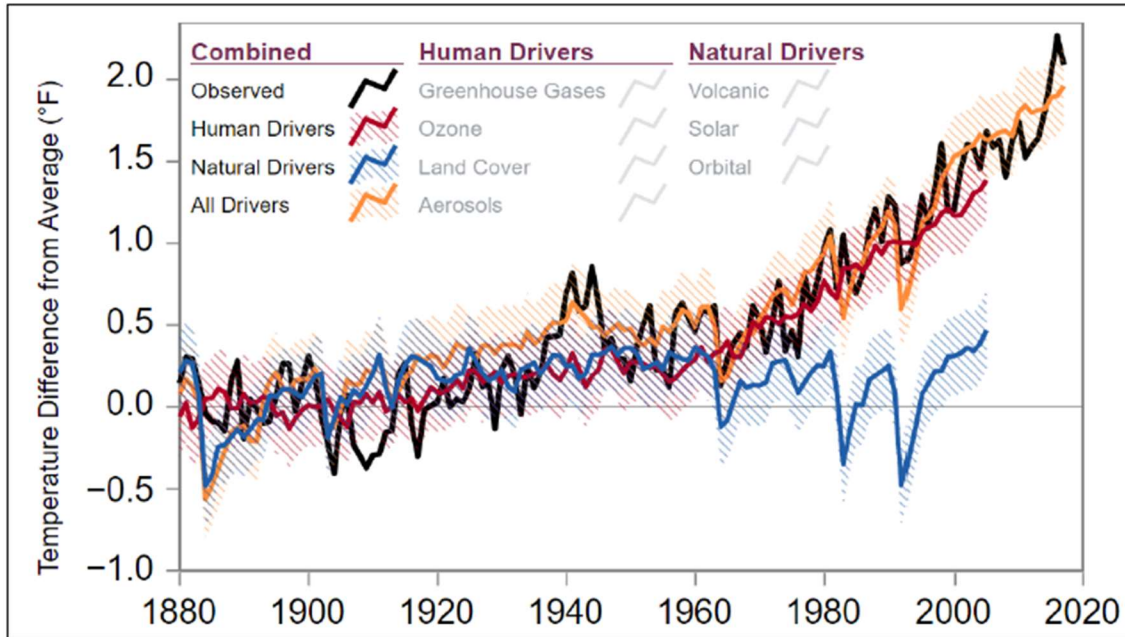


Climate change will affect the largest amount of properties over the next 30 years. Particularly “a band stretching from the Northeast through Texas where there are few properties exposed to tropical cyclone strength wind gusts today, but, in 30 years, many more properties in this band will be exposed and will be at risk.”

For example, in the 500-year return period, in Figure 4-7, Collin County which the City of Plano resides in, can anticipate increases in the number of properties exposed to tropical storm strength winds or higher.

Figure 8 - Tropical Storms in 30 Years

Figure 4-10 Human and Natural Influences -Increasing Global Temperatures



Source: U.S. Global Change Research Program, Fourth National Climate Assessment, Chapter 2: Our Changing Climate, 2017³⁶.

Figure 9 - Extreme Heat

Figure 4-9 FEMA Floodplains within Plano

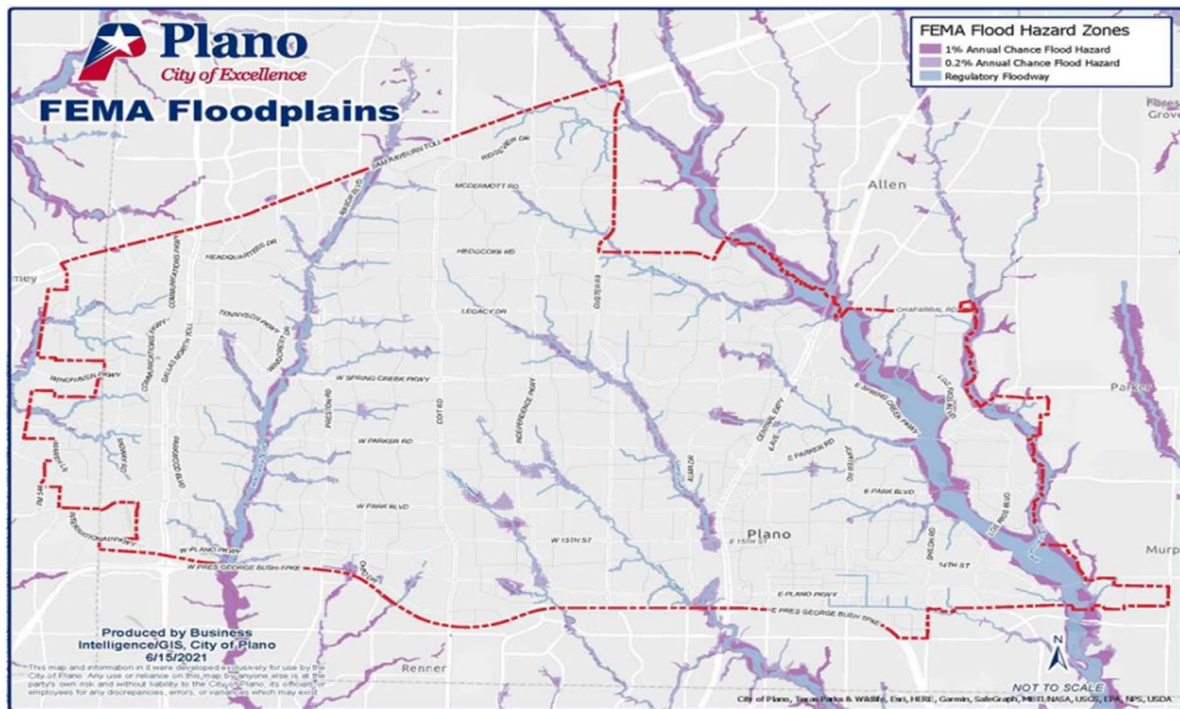


Figure 10 - Floodplains

Strategic Plan

SP-05 Overview

Strategic Plan Overview

The City of Plano is required to submit a Consolidated Plan (ConPlan) to the U.S. Department of Housing and Urban Development (HUD) every five years in order to continue to receive federal funds. The ConPlan must address the following objectives, primarily benefitting low- and moderate-income residents:

- Decent Housing;
- A Suitable Living Environment; and
- Expanded Economic Opportunities

According to HUD, “the Consolidated Plan is designed to help states and local jurisdictions to assess their affordable housing and community development needs and market conditions, and to make data-driven, place-based investment decisions. The consolidated planning process serves as the framework for community-wide dialogue to identify housing and community development priorities that align and focus funding from the CPD formula block grant programs.”

The Strategic Plan section of the ConPlan establishes general guidelines based on the priority needs identified in the Needs Assessment and the Market Assessment, for housing and community development activities the City could undertake in the next five years (October 1, 2025 through September 30, 2030). The strategies and goals set forth in the Strategic Plan are tailored to address the housing, community development, and public service needs of the City, while satisfying HUD’s required national objectives. They provide the framework for implementing the City’s 2025-2029 Consolidated Plan and subsequent Annual Action Plans, by detailing the projects and activities to be undertaken.

SP-10 Geographic Priorities – 91.215 (a)(1)

General Allocation Priorities

Describe the basis for allocating investments geographically within the jurisdiction (or within the EMSA for HOPWA)

The City of Plano does not propose allocating investments geographically as low- and moderate-income residents and families can reside throughout different areas of the city. As most eligible activities funded by CDBG and HOME programs principally focus on benefitting low- and moderate-income populations, most of the funds are likely to be expended in areas that have higher concentrations of low- and moderate-income residents. The majority of Plano's HUD funds are used for direct benefit purposes available to low- and moderate-income residents that live anywhere in the City of Plano. While some project types, based on the nature and effective location, may be given priority such as near schools, transit, and bus stops.

Attached as Appendix I is a map showing the income distribution of areas that have at least 41.2% low- and moderate-income households, per HUD's exception rule for the City of Plano.

SP-25 Priority Needs - 91.215(a)(2)

Priority Needs

Table 47 – Priority Needs Summary

1	Priority Need Name	Affordable Housing
	Priority Level	High
	Population	Extremely Low Low Moderate Large Families Families with Children Elderly
	Geographic Areas Affected	City-wide
	Associated Goals	Housing Rehabilitation Supply of Units Homeownership Tenant-Based Rental Assistance Grant Administration
	Description	Affordable housing needs in Plano include: preserving existing affordable housing stock through housing rehabilitation and repair for existing units; increasing the supply of affordable homeowner units; first-time homebuyer assistance (downpayment assistance); tenant-based rental assistance.
	Basis for Relative Priority	The City of Plano continues to place a high priority on the preservation, development of affordable housing in the community, and by providing homeownership opportunities for first-time homebuyers. This need was identified during the development of the housing market analysis, identified as a high priority in the resident survey and in discussion with community stakeholder focus groups. Aging housing stock, rising housing costs and cost burden rates among low- and moderate-income residents are contributing factors to this need.
2	Priority Need Name	Homelessness
	Priority Level	High

	Population	Extremely Low Low Large Families Families with Children Elderly Chronic Homelessness Individuals Families with Children Mentally Ill Chronic Substance Abuse veterans Persons with HIV/AIDS Victims of Domestic Violence Unaccompanied Youth
	Geographic Areas Affected	City-wide
	Associated Goals	Homelessness Prevention Homeless Shelter and Services Public Services - Special Needs Grant Administration
	Description	Homelessness needs include new and expanded access to shelter and supportive services and homelessness prevention assistance and targeted services.
	Basis for Relative Priority	The City of Plano identified a high priority of need for homelessness prevention assistance, and new and expanded shelter and services due to the high-cost burden being experienced by low and moderate income households. Extremely low and very low income households are vulnerable to being severely cost burdened and at risk of homelessness. Expanded homeless shelter and services is needed in Plano, especially for single adult males as they represent over 50% of the homeless population (2024 PIT Census) and single-person households are more likely to be cost burdened.
3	Priority Need Name	Non-Housing Community Development
	Priority Level	High

	Population	Extremely Low Low Moderate Large Families Families with Children Elderly Chronic Homelessness Individuals Families with Children Mentally Ill Chronic Substance Abuse veterans Persons with HIV/AIDS Victims of Domestic Violence Unaccompanied Youth Elderly Frail Elderly Persons with Mental Disabilities Persons with Physical Disabilities Persons with Developmental Disabilities Persons with Alcohol or Other Addictions Persons with HIV/AIDS and their Families Victims of Domestic Violence Non-housing Community Development
	Geographic Areas Affected	City-wide
	Associated Goals	Public Services - Special Needs Grant Administration
	Description	Expanded access to services through social, public facilities, and public services with an emphasis upon children, youth, homeless, and other special needs populations including elderly, persons with disabilities, persons with HIV/AIDS, domestic violence victims and survivors, abused and neglected children. Ultimately improving access to services through enhanced coordination and collaborative efforts that promote a sustainable community development.
	Basis for Relative Priority	The needs assessment and market analysis, resident input from the online survey, and community stakeholders identified a need for senior services, child care/afterschool programs, mental health, health care, homelessness services, as well as other programs focused on the special needs populations.

Narrative (Optional)

The City's housing priorities are:

- Preserve current affordable housing stock;
- Increase the supply of quality affordable homeowner housing;
- Provide tenant-based rental assistance; and
- Expand homeownership opportunities

Public service priorities are:

- Special need populations;
- Homelessness Prevention;
- Social services (e.g., mental health, childcare)
- Increase access to shelter and services for Plano's homeless population
- Community Resource Awareness

Public facility priorities are:

- Nonprofit Hub/Resource Center
- Homeless Shelter

SP-30 Influence of Market Conditions – 91.215 (b)

Influence of Market Conditions

Affordable Housing Type	Market Characteristics that will influence the use of funds available for housing type
Tenant Based Rental Assistance (TBRA)	The City of Plano does not have sufficient affordable housing to meet the needs of low and moderate income households (MA-10 & MA-15) due to cost burden (NA-10). Renter units (74%) are more likely to be cost-burdened in comparison with homeowner units (54%) as discussed both in the NA-10 & MA-10; with single-parent households being at risk of becoming unsheltered. There is a gap in housing units for extremely low, low, and potentially moderate income households of at least 5,810 affordable rental units (MA-15). TBRA will increase access to affordable housing.
TBRA for Non-Homeless Special Needs	The City of Plano special need populations identified in NA-45 are more likely to be highly cost burdened, have limited or fixed financial resources, and at-risk of losing housing in the event of an unexpected emergency. As the MA-10 indicates, there is a gap in housing units for extremely low and low income households. TBRA program will support extremely low and low income households experiencing homelessness which may include special need populations.
New Unit Production	As discussed in MA-15, Plano's median home value has increased by 51% and rental contract rent by 35% since 2018. High cost burden, the market condition, and lack of affordable housing are factors that influence the need for new unit production. The City supports the production of new units by providing homeownership opportunities through down payment assistance; new housing units to be added through acquisition, new construction, rehabilitation, and reconstruction.

Affordable Housing Type	Market Characteristics that will influence the use of funds available for housing type
Rehabilitation	<p>Plano's housing stock includes over 21,000 housing units that were built prior to 1980 (MA-20). As housing start to age, major repairs or rehabilitation are needed. Rehabilitation assistance is needed by low and moderate households to maintain safe, decent, and affordable housing. To address these challenges, Plano provides support through the following programs that help improve the existing housing stock:</p> <ul style="list-style-type: none"> • Housing Rehabilitation uses HUD funds to provide rehabilitation and repairs for low and moderate income homeowners. • The Great Update Rebate program uses City funds to encourage rehabilitation and repairs for eligible units 30 years or older. • Plano's Love Where You Live is a City-funded program that promotes and completes general neighborhood projects including minor exterior home repair and landscaping; community-wide cleanups; education workshops on resident needs.
Acquisition, including preservation	<p>Due to the increase in housing costs in Plano since 2018 by 51% (MA-15), the City supports increasing the supply and accessibility of quality affordable housing which can include new homeownership opportunities for the first-time homebuyers, and support for non-profit development partners, including Community Development Organizations, for acquisition, construction and/or rehabilitation of housing units for the benefit of low and moderate income households.</p>

Table 48 – Influence of Market Conditions

SP-35 Anticipated Resources - 91.215(a)(4), 91.220(c)(1,2)

Introduction

The City of Plano is a Metropolitan Entitlement City and receives two grants from the U.S. Department of Housing and Urban Development (HUD):

- Community Development Block Grant (CDBG); and,
- Home Investment Partnerships Program (HOME)

Through the use of federal, state, and local funds the City plans to carry out the objectives set forth in this ConPlan. The City works in partnership with public institutions, private, and nonprofit partners to implement activities and projects that require multiple funding sources.

The City of Plano Neighborhood Services Department, Community Services Division works in partnerships with other City departments to develop coordinated plans, and to leverage resources for parks, infrastructure, code enforcement, clearance of substandard structures, economic development, housing development, and other projects in targeted neighborhoods. Coordination with and support from adjacent HUD entitlement grantees is also sought when appropriate.

The City also benefits from additional local, state, and federal funding including but not limited to, the following:

- Buffington Community Services Grant;
- Texas Department of Housing and Community Affairs – Homeless Housing and Services Program and Ending Homelessness Fund;
- Continuum of Care Grants;
- Housing Choice Voucher Program;
- Low-income Housing Tax Credits; and
- Leveraging of federal funds

Anticipated Resources

Program	Source of Funds	Uses of Funds	Expected Amount Available Year 1				Expected Amount Available Remainder of ConPlan \$	Narrative Description
			Annual Allocation: \$	Program Income: \$	Prior Year Resources: \$	Total: \$		
CDBG	public - federal	Acquisition Admin and Planning Economic Development Housing Public Improvements Public Services	1,588,450	100,000	0	1,688,450	6,677,890	Estimated allocation assumes level funding across the next five years based on prior year trends.
HOME	public - federal	Acquisition Homebuyer assistance Homeowner rehab Multifamily rental new construction Multifamily rental rehab New construction for ownership TBRA	505,945	20,000	0	525,945	1,876,515	Estimated allocation assumes decrease of 3% annually over the next five years based on prior year trends.
Other	public - local	Public Services	596,570	0	0	596,570	2,416,280	City of Plano funding estimates allocation assumes 0.5% annual increase.

Table 49 - Anticipated Resources

Explain how federal funds will leverage those additional resources (private, state and local funds), including a description of how matching requirements will be satisfied

The City makes great efforts to leverage private investment for affordable housing activities. In the face of extensive needs and limited resources, the City's funding strategy is to focus its efforts on activities that offer the greatest potential for maximizing benefits from investments. Consequently, the City attempts to allocate public funds in areas that can leverage additional public or private funding, or complement investments already committed. City criteria for its annual Consolidated Grant application process allows agencies to request no more than 25% if their program budget, or \$100,000, whichever is less, to ensure funding for programs will be leveraged with other resources. The City also leverages its CDBG public services funds with its BCSG funds, providing \$2 per capita annually to fund a variety of public services for Plano residents.

Since September 2018, the City began receiving an annual allocation of Homeless Housing and Services Program (HHSP) funds from the Texas Department of Housing and Community Affairs. These funds are used to administer a Rapid Rehousing Program for Plano's homeless population, which complements the goals in this ConPlan related to homelessness.

Matching requirements will be satisfied as follows:

Match is considered a permanent contribution to affordable housing. The City will provide match in an amount equal to no less than 25% of the total HOME funds drawn down for project costs. Sources of match funds may include subrecipient completed projects that include use of sweat equity, land donations for HOME-eligible projects, private financing, the value of donated materials, equipment, labor and professional services, and homebuyer counseling.

Unacceptable sources of cash match include: all CDBG funds, other federal grant funds, funds raised through federal HTC, interest rate subsidy attributable to federal tax-exempt financing, owner equity in a project, cash contributions from investors who own, are working on, or are proposing to apply for assistance for a HOME-assisted project; cash contributions from applicants for or recipients of HOME assistance, and expenditures on program administration.

If appropriate, describe publically owned land or property located within the jurisdiction that may be used to address the needs identified in the plan

Not Applicable.

Discussion

This section is optional and was left blank intentionally.

SP-40 Institutional Delivery Structure – 91.215(k)

Explain the institutional structure through which the jurisdiction will carry out its consolidated plan including private industry, non-profit organizations, and public institutions.

Responsible Entity	Responsible Entity Type	Role	Geographic Area Served
PLANO	Government	Economic Development Homelessness Non-homeless special needs Ownership Planning Rental neighborhood improvements public facilities public services	Jurisdiction
PLANO HOUSING AUTHORITY	PHA	Public Housing Rental	Region
TEXAS DEPARTMENT OF HOUSING AND COMMUNITY AFFAIRS	Government	Rental	State
Housing Forward NTX	Continuum of care	Homelessness	Region
Collin County Homeless Coalition	Non-profit organizations	Homelessness	Region

Table 50 - Institutional Delivery Structure

Assess of Strengths and Gaps in the Institutional Delivery System

The Plano institutional structure for delivery of community development and affordable housing programs have the following strengths:

- Numerous nonprofit social service agencies that provide a wide variety of essential public services to low income and special needs populations, including programs for youth, seniors, physically disabled, women and victims of domestic violence, and health-related services for all low-income populations

- A local housing authority that provides a wide variety of housing programs to its customers and works collaboratively with the Community Services Division for referrals to the voucher programs and other opportunities available for affordable housing
- Effective policy-making bodies, including the City Council and Council-appointed Boards, Commissions, and Advisory councils, such as the Community Relations Commission.
- A certified City of Plano Community Services Division staff member able to assess and enter individuals into the Coordinated Access System (CAS); CoC funded services in Plano.
- Local social service organizations and coalitions with a focus on meeting the needs of underserved population, such as the Collin County Homelessness coalition and CoC (All Neighbors Coalition), among others.
- Strong collaborative relationship between the City's Police Department, Parks and Recreation Department, the Plano Municipal Court and Community Services Division to address the needs of homeless individuals

The following gaps in the institutional delivery also exist:

- Limited sources of funding for housing activities for new construction, rehabilitation/preservation of older housing stock due to increased costs;
- Limited availability and supply of land and housing to increase supply of affordable housing at a cost-effective rate;
- Limited number of non-profit housing developers and CHDOS, with limited sources of funding for affordable housing, in particular for extremely low-income populations with special needs; and
- Limited capacity at shelters and transitional housing, especially for single adults and persons with disabilities; and limited programming targeting the homeless population.

Availability of services targeted to homeless persons and persons with HIV and mainstream services

Homelessness Prevention Services	Available in the Community	Targeted to Homeless	Targeted to People with HIV
Homelessness Prevention Services			
Counseling/Advocacy	X		X
Legal Assistance	X		
Mortgage Assistance	X		
Rental Assistance	X	X	X
Utilities Assistance	X	X	X
Street Outreach Services			
Law Enforcement	X	X	
Mobile Clinics			
Other Street Outreach Services	X	X	
Supportive Services			
Alcohol & Drug Abuse	X		

Child Care	X		
Education	X		
Employment and Employment Training	X		
Healthcare	X		X
HIV/AIDS	X		X
Life Skills	X		X
Mental Health Counseling	X		X
Transportation	X		X
Other			

Table 51 - Homeless Prevention Services Summary

Describe how the service delivery system including, but not limited to, the services listed above meet the needs of homeless persons (particularly chronically homeless individuals and families, families with children, veterans and their families, and unaccompanied youth)

Although the services listed on Table 51, do not specifically target the homeless population, they are accessible to the homeless population. Lifepath Systems provides behavioral health services to persons in need in Collin County regardless of insurance or incomes status. Services are accessible to the homeless population through their crisis hotline, convenient location in a DART Go Link service area, and through their 24 hours/day mobile crisis outreach team that will go out to meet with the individual in person.

The services on Table 51 that are specifically targeted to towards homeless persons in Plano include street outreach (City of Plano, Plano Police Department, Metro Relief, and City House) and rental/utility assistance (Rapid Rehousing).

Describe the strengths and gaps of the service delivery system for special needs population and persons experiencing homelessness, including, but not limited to, the services listed above

The City of Plano is fortunate to have a variety of agencies to partner and collaborate with to be able to serve the City's special needs and homeless population. This network of organizations leverages the services each can provide within it limited resources, assuring that diverse needs are addressed. Coalition meetings such as the Collin County Homeless Coalition (CCHC) and All Neighbors Coalition (Coc) bring together representatives from area cities, service providers, and faith-based groups as a forum for problem solving, information sharing, and referral services.

The gaps in the delivery system stem from high prices in housing, food, and overall increase in prices across which creates a higher demand and limits resources. This results in not enough beds in shelters and transitional housing for Plano residents, long wait lists for housing programs, and rental/utility assistance being expended at quicker rates due to the amount of need and high rent prices.

Another gap is affordable housing overall. The aging population is growing in Plano, and will require long-term, safe, and affordable housing to meet their needs on a fixed income. Likewise, persons with disabilities also are likely to have limited financial resources. Addressing affordable housing is critical for these vulnerable populations.

Provide a summary of the strategy for overcoming gaps in the institutional structure and service delivery system for carrying out a strategy to address priority needs

The City of Plano is committed to strengthening the institutional delivery system to increase efficiency and the effectiveness of services. The City continually monitors, assesses, and seeks ways to further improve its performance. As a result, to better serve Plano residents, a priority over the next five years for the City will be to build a nonprofit hub. ConnectPlano will be a collective community of service providers and partners working together to address the needs of the underserved population. This community initiative will enhance the coordination of services between providers and ultimately improve the access and delivery of services to Plano residents.

SP-45 Goals Summary – 91.215(a)(4)

Goals Summary Information

Sort Order	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
1	Housing Rehabilitation	2025	2029	Affordable Housing	Plano	Affordable Housing	CDBG: \$4,598,121 HOME: \$720,964	Homeowner Housing Rehabilitated: 68 Household Housing Units
2	Supply of Units	2025	2029	Affordable Housing	Plano	Affordable Housing	HOME: \$566,151	Homeowner Housing Added: 2 Household Housing Units
3	Homeownership	2025	2029	Affordable Housing	Plano	Affordable Housing	CDBG: \$165,000	Direct Financial Assistance to Homebuyers: 3 Households Assisted
4	Homelessness Prevention	2025	2029	Homeless	Plano	Homelessness	CDBG: \$610,000	Homelessness Prevention: 350 Persons Assisted
5	Homeless Shelter and Services	2025	2059	Homeless	Plano	Homelessness	CDBG: \$454,951	Homeless Person Overnight Shelter: 220 Persons Assisted Overnight/Emergency Shelter/Transitional Housing Beds added: 5 Beds
6	Public Services - Special Needs	2025	2029	Homeless Non-Homeless Special Needs	Plano	Homelessness Non-Housing Community Development	CDBG: \$250,000	Public service activities other than Low/Moderate Income Housing Benefit: 400 Persons Assisted

Consolidated Plan

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Sort Order	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
7	Tenant-Based Rental Assistance	2025	2029	Affordable Housing	Plano	Affordable Housing	HOME: \$250,000	Tenant-based rental assistance / Rapid Rehousing: 8 Households Assisted
8	Grant Administration	2025	2029	Administration	Plano	Affordable Housing Homelessness Non-Housing Community Development	CDBG: \$1,653,268 HOME: \$238,246	Other: 0 Other

Table 52 – Goals Summary

Goal Descriptions

1	Goal Name	Housing Rehabilitation
	Goal Description	Sustain the quality of homeowner units through rehabilitation, repair, or reconstruction for the low and moderate income non-homeless population.
2	Goal Name	Supply of Units
	Goal Description	Increase supply of affordable housing through acquisition, rehabilitation, reconstruction, and/or new construction.
3	Goal Name	Homeownership
	Goal Description	Increase affordability of homeownership by providing homebuyer financial counseling, education and direct financial assistance for closing costs and down payment.
4	Goal Name	Homelessness Prevention
	Goal Description	Provide direct assistance for housing costs for low/moderate people at-risk of homelessness to maintain housing, address immediate crises and retain self-sufficiency.

5	Goal Name	Homeless Shelter and Services
	Goal Description	Increase the access for homeless shelter and supportive services.
6	Goal Name	Public Services - Special Needs
	Goal Description	Increase access to social and public services with an emphasis upon children, youth, homeless, and special needs populations that can include the elderly, persons with disabilities, persons with HIV/AIDS, domestic violence victims/sexual assault survivors, abused and neglected children. Services can include but not limited to senior services, childcare/afterschool assistance, mental health, health care, variety of education programs (financial education, parenting, etc.), resource navigation for increased awareness.
7	Goal Name	Tenant-Based Rental Assistance
	Goal Description	Increase access to affordable rental housing for low income populations and people experiencing homelessness.
8	Goal Name	Grant Administration
	Goal Description	For the administration of CDBG and HOME programs to include staff and other related overhead costs that will be incurred in administering these programs.

Estimate the number of extremely low-income, low-income, and moderate-income families to whom the jurisdiction will provide affordable housing as defined by HOME 91.315(b)(2)

The City will provide affordable housing to approximately 16 low and moderate income households through new housing units added, home rehabilitation, homeownership, and tenant based rental assistance over the next five years.

HOME funds will be leveraged to foster partnerships that increase investment of non-federal funds in the production of affordable housing.

SP-50 Public Housing Accessibility and Involvement – 91.215(c)

Need to Increase the Number of Accessible Units (if Required by a Section 504 Voluntary Compliance Agreement)

The Plano Housing Authority (PHA) does not have a Section 504 Voluntary Compliance Agreement.

Activities to Increase Resident Involvements

The City of Plano works with the PHA staff to ensure that voucher program participants are aware of opportunities at the City for homeownership through programs such as the First-Time Homebuyer (FTHB) program.

Is the public housing agency designated as troubled under 24 CFR part 902?

No

Plan to remove the 'troubled' designation

Not applicable.

SP-55 Barriers to affordable housing – 91.215(h)

Barriers to Affordable Housing

The City of Plano is currently in the process of updating the Analysis of Impediments to Fair Housing Choice (AI). The AI is expected to be finalized by late Spring 2025. This section will be updated with the results of the AI process.

The City of Plano contracted with a consult to assist the City in creating a Housing Plan, with the goal of identifying needs and gaps in the rental and for-sale housing market, as well as understand future housing demands based on demographic and employment growth. The Strategic Housing Study findings indicate that while household and employment projections point to a strong future growth, job growth will outpace household growth (by 43,665 jobs). Senior households are projected to represent a significant demand on housing for price and typology diversity. Workers over 55 years old are increasing rapidly in Plano and are staying in their homes once retired. This stops replacement workers from housing opportunities and increases housing costs by ‘shorting’ supply. Additionally, the current property tax rules disincentive to ‘right size’ housing. Which results in an imbalanced housing demand and supply market. Plano has a housing gap of 2,228 housing units based on estimated demographic changes and the existing housing developments in the pipeline. Consequently, the City will need to address the lack of pricing diversity through regulatory, financial, and/or market strategies, as well as through policies and programs to address the housing demand that will arise over the next five years due to the expected job growth.

Strategy to Remove or Ameliorate the Barriers to Affordable Housing

The City of Plano will prioritize access to affordable housing through the goals set in SP-45 Goals Summary.

This section will be updated once the AI is finalized.

SP-60 Homelessness Strategy – 91.215(d)

Reaching out to homeless persons (especially unsheltered persons) and assessing their individual needs

The City of Plano strives to utilize best practices and implement data-driven strategies to address homelessness in its jurisdiction and participates in regional coordination of homeless services through active participation in both the Collin County Homeless Coalition (CCHC) and the TX-600 Dallas City/County & Irving Continuum of Care (CoC). Housing Forward, is the CoC lead agency for the annual Point-in-Time (PIT) Census. The City Community Services Division staff provides documentation of homelessness through data collected during the PIT Census and street outreach, both of which are described further below.

The City utilizes Community Services Division staff to assist unsheltered persons with locating suitable shelter and support services, as well assess and enter into Homeless Management Information System (HMIS) and into the Coordinated Access System (CAS). The Police Department, Parks and Recreation Department, and Community Services Division visit various locations throughout the city to provide assistance to our unhoused residents. The Community Services Division partners with Metro Relief and City House for street outreach visits as well. Additionally, the Neighborhood Services Building is conveniently located in the city's downtown area. It is a place for those seeking housing to stop by and receive assistance. Community Services Division staff also organize and coordinate the annual PIT count for Plano each year, working closely with the CoC and CCHC. Data collected during the PIT is used to determine priority needs and allocation of resources for the City's homeless population.

The City coordinates efforts for responding to homelessness across multiple City departments. These efforts include working closely with the City's Neighborhood Police Office unit that responds to calls related to homelessness and mental health crises. This group coordinates with the City's Homeless Services Coordinator in the Neighborhood Services Department to provide outreach, housing placement, and case management to Plano's homeless population. In addition, the Community Services Division works in partnership with the Plano Municipal Court through a court referral process for unsheltered individuals that are need in of resources. A Community Services staff member meets with the person referred to complete an assessment and provide resources, as well as informs the court of completion of assessment. The Plano Municipal Court will drop the fees once they are informed of the completed assessment.

Addressing the emergency and transitional housing needs of homeless persons

The City's strategy for addressing the emergency and transitional housing needs of people experiencing homelessness include: 1) providing City and HUD funding to nonprofit organizations who provide shelter and transitional housing and related support services to Plano's homeless population, and 2) continued participation in the CoC and CCHC.

Helping homeless persons (especially chronically homeless individuals and families, families with children, veterans and their families, and unaccompanied youth) make the transition to permanent housing and independent living, including shortening the period of time that individuals and families experience homelessness, facilitating access for homeless individuals and families to affordable housing units, and preventing individuals and families who were recently homeless from becoming homeless again.

The City's strategy for helping homeless households transition to permanent housing include: 1) City of Plano Rapid Rehousing Programs, 2) work closely with Plano Housing Authority regarding available housing programs and vouchers, and 3) coordination with the CoC lead agency and service providers.

Since 2018, the City has been eligible to receive Homeless Housing and Services Program (HHSP) funding from the Texas Department of Housing and Community Affairs (TDHCA). The Rapid Rehousing program is administered by a partner nonprofit service provider and provides up to 12 months of flexible housing assistance and comprehensive case management to Plano's homeless families, youth, and adults. The City will continue this program to help Plano's homeless population make the transition to permanent housing.

In addition to the Rapid Rehousing Program, the City began funding a Tenant-based Rental Assistance (TBRA) program through the HOME Investment Partnerships American Rescue Plan Program (HOME-ARP) funds since June 2023. The HOME-ARP TBRA program is administered by a partner nonprofit provider and will continue into the beginning of ConPlan, until funds are depleted. Plano residents that are experiencing homelessness or at imminent risk of becoming homeless are assisted with housing and case management throughout their participation in the program. Plano anticipates continuing to utilize HOME funds to continue the Tenant-Based Rental Assistance program in the next five years of this ConPlan.

The City maintains active memberships in the Collin County Homeless Coalition (CCHC) and the CoC. The Community Services Division staff can assess and make entry into both the Homeless Management Information System (HMIS) and Coordinated Access System (CAS) to coordinate housing for Plano's homeless population.

Help low-income individuals and families avoid becoming homeless, especially extremely low-income individuals and families who are likely to become homeless after being discharged from a publicly funded institution or system of care, or who are receiving assistance from public and private agencies that address housing, health, social services, employment, education or youth needs

The City's goal and priority is also to provide financial assistance to eligible low income and at-risk families to prevent eviction and remain housed. The assistance is targeted for families and households earning at or below 50% HAMFI. Supportive services are provided in conjunction with City funded homeless and homelessness prevention services. Homelessness prevention and homeless service providers are required

to conduct a needs assessment to set up support and address immediate/long-term needs. Connecting households to resources such as mainstream and community employment programs helps them to successfully retain housing and move into self-sufficiency. Follow-up with clients is conducted after program exit to determine housing status and self-sufficiency.

SP-65 Lead based paint Hazards – 91.215(i)

Actions to address LBP hazards and increase access to housing without LBP hazards

Actions taken to reduce lead-based paint will be conducted in accordance with HUD's lead-based paint regulations at 24 CFR § 35. The City's Neighborhood Services Department Community Services Division has two Certified Lead Risk Assessors on its staff, who regularly attend trainings. Lead-based paint hazards are addressed through the City's Housing Rehabilitation Program and HOME-funded developers and subrecipients. As projects are approved, they are evaluated for lead paint, and when necessary, such hazards are mitigated, as required by HUD regulations.

In addition, homes built prior to 1978 to be purchased through the First Time Homebuyer program and fail the required visual paint inspection will be tested for lead paint. If lead paint is present, the owner will be informed of the appropriate requirements to respond to the lead paint, and the purchase will not proceed with federal funds unless and until interim controls are completed.

How are the actions listed above related to the extent of lead poisoning and hazards?

The age of housing stock is a key factor in estimating the number of housing units with lead-based paint (LBP) hazards and their associated risks for low- and moderate-income households. LBP was prohibited in residential properties starting in 1978. According to the 2019-2023, ACS, 19% (21,285) of Plano's housing stock was built before 1980.

Assuming an equal distribution of Plano's low- and moderate-income households, then at least 28% of the 21,285 housing units built before 1980, or 5,960, would be occupied by low- and moderate-income households at possible risk of LBP hazards.

In carrying out all activities under this ConPlan, the City will:

- Ensure that all regulatory requirements regarding lead-based paint are met through any housing rehabilitation and repair activity performed by the City on homes constructed prior to 1978, and
- Seek out and take advantage of opportunities to educate City staff (including obtaining LBP certifications), public, customers, and contractors regarding the hazards of lead-based paint.

How are the actions listed above integrated into housing policies and procedures?

The City has fully integrated the requirements of HUD's Lead Safe Housing Rule under 24 CFR Part 35 into policies and procedures for all of its HUD-funded housing rehabilitation, repair, down payment assistance, construction, and developer programs.

SP-70 Anti-Poverty Strategy – 91.215(j)

Jurisdiction Goals, Programs and Policies for reducing the number of Poverty-Level Families

The City of Plano's anti-poverty strategy will assist in reducing the number of poverty-level families by providing the following programs and services:

- Programs supporting and encouraging community and neighborhood maintenance and improvements.
- Programs that foster economic independence for homeless and at-risk families and individuals by combining housing assistance and supportive services.
- Case management and information and referral services to special needs, low/moderate-income and below poverty-level families through various nonprofit organizations.
- Childcare, health, food assistance, financial assistance and educational assistance to low/moderate-income families, particularly those with special needs. Nonprofit organizations in the community provide these various forms of assistance, many of which are funded by the City.

How are the Jurisdiction poverty reducing goals, programs, and policies coordinated with this affordable housing plan

The City of Plano's anti-poverty strategy with regards to this affordable housing plan will assist with reducing the number of poverty level families by utilizing the following strategies and goals:

- Rehabilitate and repair homes for low- and moderate-income households. These services are provided by the City, private contractors, and other nonprofit housing organizations'.
- Providing grants and loans to nonprofit developers and Community Housing Development organizations for the construction of single-family homes and or rental using.
- Encourage homeownership through homebuyer down payment assistance and education.
- Prevent homelessness through prompt, short-term rental assistance and case management for low-income housing facing imminent homelessness (not to exceed three months).
- Provide housing assistance and supportive services to homeless or at risk of becoming homeless persons and families through tenant-based rental assistance.

In addition to the housing strategies supported by HUD funding, the City plans to continue to utilize annual allocation of Homeless Housing and Services Program (HHSP) funds from the State of Texas to administer a Rapid Rehousing program for Plano's homeless population. This funding may also be used for other eligible homeless activities as identified by the City.

SP-80 Monitoring – 91.230

Describe the standards and procedures that the jurisdiction will use to monitor activities carried out in furtherance of the plan and will use to ensure long-term compliance with requirements of the programs involved, including minority business outreach and the comprehensive planning requirements

City staff attends various HUD-sponsored training sessions and professional development opportunities offered through private organizations. These efforts ensure staff is current with new or revised federal regulations regarding HUD-funded programs.

The City's monitoring process has three components: 1) On-site monitoring of entities implementing HUD-funded programs; 2) Desk reviews of performance and financial reports during contract periods; and 3) Final reviews of files after activity close-out.

In addition, staff requires mandatory training for all CDBG and HOME subrecipients and publishes a "CDBG and HOME Subrecipient Compliance Manual" for those agencies and provides ongoing technical assistance as needed. On-site monitoring of all CDBG and HOME subrecipient is performed annually. All regulatory requirements are reviewed during monitoring using a checklist. Non-compliant organizations are given findings, and additional monitoring visits may be scheduled to verify that corrective actions have been taken.

The City undergoes a Single Audit annually, as required by 2 CFR 200. Depending on funds expended across all federal grants in the City, CDBG and/or HOME may be selected for review by the City's external auditors. The City has a designated staff person to oversee HOME-funded developers and conducts onsite visits throughout the construction phase until the homes are sold to low-income homebuyers. Developers are monitored annually using a City of Plano Monitoring checklist, including a HUD-prescribed HOME checklist to ensure compliance with regulations.

Staff performs outreach to Minority Business Enterprises (MBEs) by searching websites like the Small Business Administration and local chapters of national minority associations. The City networks with the Dallas Chapter of the National Association of Builders and the National Association of the Remodeling Industry. The City provides announcements of available contracting opportunities to the following local entities: National Association of Minority Contractors Dallas-Ft. Worth, Regional Black Contractors Association, and Regional Hispanic Contractors Association. The City utilizes its Day Labor Center to help contractors locate Section 3 residents. Annually, City staff sponsors a free contractor event for training and recruitment purposes. The City has a web page that includes a contractor application and requirements for participation in the City's housing rehabilitation program. The online application is open to all contractors. City staff has utilized the PlanoTX.ionwave.net online contracting system, procured contractors, and awarded bonus points in procurement for Section 3 Businesses. In addition, staff

conducted outreach efforts to relevant trades, general contractors, structural engineering, and architectural firms listed on the www.sam.gov website.

Appendix I

Plano Low to Moderate Income Census Block Group Map

HUD 2020 Low to Moderate Income

By 2020 Census Block Group

Legend

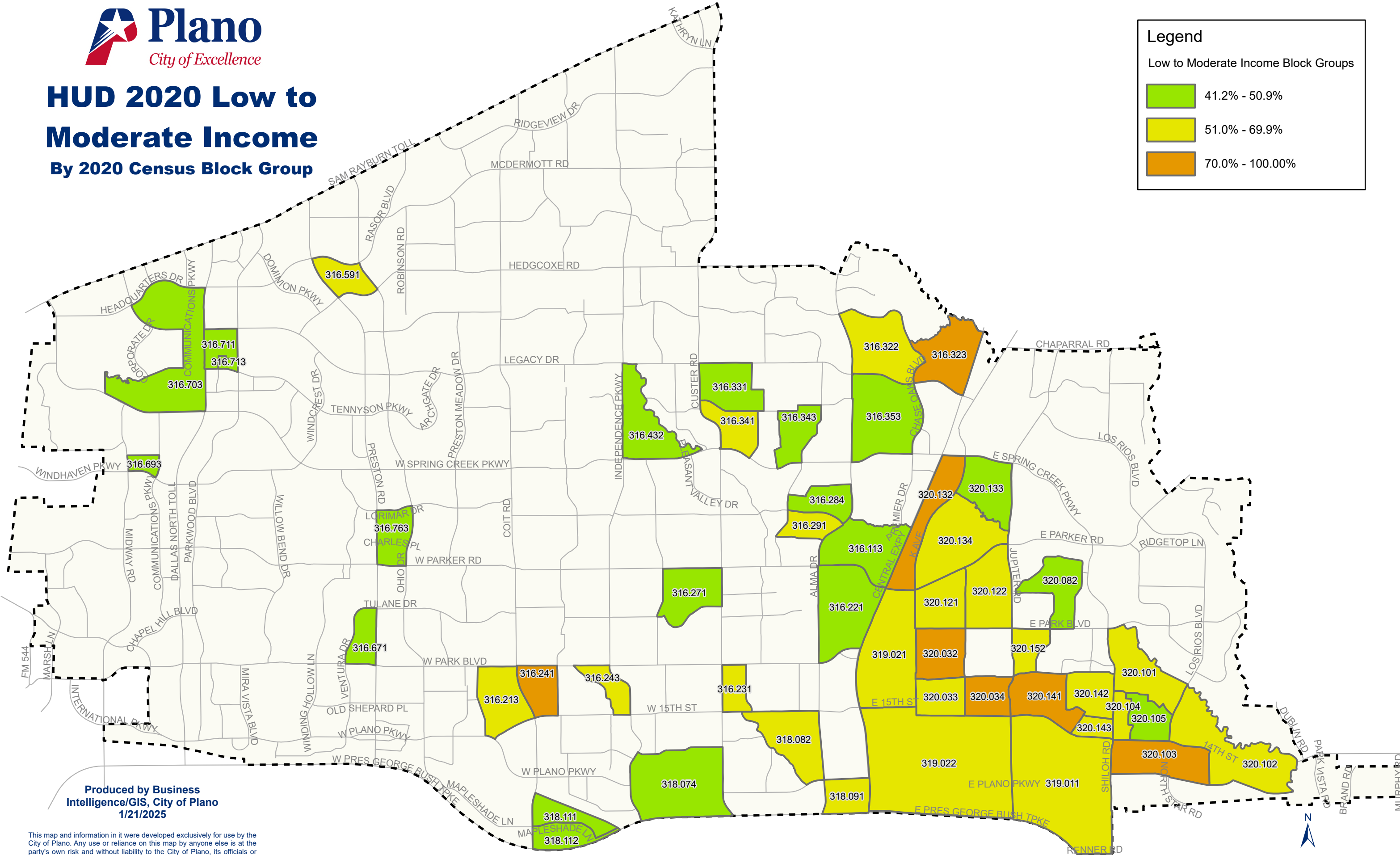
Low to Moderate Income Block Groups

41.2% - 50.9%

51.0% - 69.9%

70.0% - 100.00%

dstiller_Z:\B-GIS\Projects\NeighborhoodServices\2025\2025-01-17_HUDLowToModerateIncome_DSMap\HUDLowToModerateIncome.aprx



Produced by Business Intelligence/GIS, City of Plano
1/21/2025

This map and information in it were developed exclusively for use by the City of Plano. Any use or reliance on this map by anyone else is at the party's own risk and without liability to the City of Plano, its officials or employees for any discrepancies, errors, or variances which may exist.

Appendix II

Citizen Participation Plan

**CITY OF PLANO CITIZEN PARTICIPATION PLAN
FOR THE USE OF COMMUNITY DEVELOPMENT BLOCK GRANT and
HOME INVESTMENT PARTNERSHIPS FUNDS**

The City of Plano (City) is committed to providing opportunities for its citizens to participate in an advisory role in the planning, implementation and assessment of its U.S. Department of Housing and Urban Development (HUD) Community Development Block Grant (CDBG) and HOME Investment Partnerships (HOME) Programs. In order to encourage and support participation of citizens, the City will provide adequate information, hold public hearings, and give citizens the opportunity to comment on the City's plan for implementation and assessment of federal funds.

This Citizen Participation Plan (CPP) sets forth the City's policies and procedures for citizen participation in the development of the Consolidated Plan, Annual Action Plan, Substantial Amendments, Consolidated Annual Performance and Evaluation Report (CAPER), Assessment of Fair Housing (AFH), and Analysis of Impediments to Fair Housing Choice (AI). This CPP will be in effect as of October 1, 2025; the first year of the City's 2025-2029 Consolidated Plan and as amended. This CPP will be posted on the City of Plano web site and hard copies will be made available for review upon request by the Community Services Division of the Neighborhood Services Department.

A. Consolidated Plan, Action Plan, Consolidated Annual Performance and Evaluation Report, Substantial Amendments, Assessment of Fair Housing, and Analysis of Impediments to Fair Housing Choice

The Executive Summary of the Consolidated Plan will be published and made available at the City location in Section (B)(3) of this plan. The Consolidated Plan will include an Action Plan for one program year. For each year thereafter, a one-year Action Plan will be made available to the public. The CAPER will be completed and submitted to the HUD following each program year. The AI/AFH will be updated every five years with the Consolidated Plan.

1. CONSOLIDATED PLAN (CONPLAN)

- a. This document serves as the five-year plan used to apply for funding under the CDBG and HOME programs. The City will make available to citizens, public agencies and interested parties information that includes:
 - the amount of assistance the jurisdiction expects to receive, including grant funds and program income; and
 - the range of activities that may be undertaken, including the estimated amount that will benefit low/moderate income persons.

The overall goal of these programs is to develop viable urban communities by providing decent housing, a suitable living environment, and expanding economic opportunities principally for low and moderate income persons. Through this document, the City describes its plan to pursue these goals for

all the community planning and development programs, as well as for housing programs during a five year period.

- b. The City will conduct at least one public hearing during the development process before the ConPlan is published and at least one public hearing after the ConPlan is published to obtain citizen's views and to respond to proposals and questions. These public hearings will be held in conjunction with the Community Relations Commission and/or City Council meetings. The Notices of the Hearing and the Hearing will follow the procedures set forth in Section C.

2. ANNUAL ACTION PLAN (AP)

- a. This document serves as the application for funding to HUD under the CDBG and HOME Programs. The AP includes the amount of assistance the City expects to receive (including grant funds and program income) from each of the federal programs and a description of the activities and related funding allocations that the City will undertake to address the needs and priorities established in the ConPlan.
- b. The City will conduct at least one public hearing during the development process before the AP is published and at least one public hearing after the AP is published to obtain citizen's views and to respond to proposals and questions. The public hearings will be held in conjunction with the Community Relations Commission and/or City Council meetings. The Notices of the Hearing and the Hearing will follow the procedures set forth in Section C.

3. CONSOLIDATED ANNUAL PERFORMANCE AND EVALUATION REPORT (CAPER)

- a. This report describes the accomplishments undertaken with federal funds during the previous year, including how funds were actually used and the extent to which these funds were used for activities that benefited low- and moderate-income residents. The fiscal year for expenditures of HUD funds begins October 1 and ends September 30 of the following year. This report will be submitted to HUD within ninety days of the close of the program year.
- b. The City will provide an opportunity to comment on the CAPER. Citizens will be given a period of not less than fifteen days prior to the submission of the CAPER to HUD to provide comments. Comments may be submitted by writing or calling the Neighborhood Services Department or as listed in the public notice. Additionally, the City will consider any oral or written comments or views of citizens received at the public hearing conducted while preparing the CAPER. A summary of these comments will be attached to the CAPER performance report.
- c. The City will conduct at least one public hearing after the CAPER is

published to obtain citizen's views and to respond to questions. The public hearings will be held in conjunction with the Community Relations Commission and/or City Council meetings. The Notices of the Hearing and the Hearing will follow the procedures set forth in Section C.

4. ASSESSMENT OF FAIR HOUSING (AFH)

- a. This document serves as the City's report, goals, and actions the City will take to address significant disparities in housing needs and access to opportunity; creating integrated and balanced living patterns; transforming racially and ethnically concentrated areas of poverty into areas of opportunity; and, fostering and complying with civil rights and fair housing laws.
- b. The City will conduct at least one public meeting during the development process before the AFH is published and at least one public hearing after the AFH is published to obtain citizen's views and to respond to proposals and questions. The public hearing will be held in conjunction with the Community Relations Commission meeting. The Notices of the Hearing and the Hearing will follow the procedures set forth in Section C.

5. ANALYSIS OF IMPEDIMENTS TO FAIR HOUSING CHOICE (AI)

- a. This document identifies impediments to fair housing choice in Plano and actions the City plans to take to eliminate identified impediments. Impediments are identified through an assessment of laws, regulations, practices, and conditions that affect the location, availability, and accessibility of housing and fair housing choice for protected classes. The AI is updated at least once every five years, consistent with the ConPlan cycle.
- b. The City will conduct at least one public meeting during the development process before the AI is published and at least one public hearing after the AI is published to obtain citizen's views and to respond to proposals and questions. The public hearing will be held in conjunction with the Community Relations Commission meeting. The Notices of the Hearing and the Hearing will follow the procedures set forth in Section C.

6. SUBSTANTIAL AMENDMENTS

- a. The City shall amend its approved ConPlan, AP, AI/AFH, and/or CPP whenever it makes one of the following decisions:
 1. To make a change in ConPlan goals and objectives;
 2. To make a change in the method of distribution of funds;
 3. To carry out an activity, using funds from any program covered by the ConPlan (including program income), not previously described in the AP;
 4. To make substantial changes in funding to an "activity" under the CDBG and HOME Programs, a substantial change is defined as an

increase in funding for a particular activity of 25% or more of the original project budget even if the project is funded from multiple AP years. For example, if a project budget equals \$100,000 and the City would like to add \$9,000 to the project, no amendment would be necessary, however if the City wanted to increase the budget by \$25,000, an amendment would be necessary;

5. To make a change in AI/AFH goals and activities; or,
 6. To make a reduction in either the minimum number of public hearings or duration of public comment periods required by the CPP.
- b. Whenever a Substantial Amendment is proposed, the amendment shall be available for public comment, following the procedures set forth in Section C, before submission to City Council for approval. A Substantial Amendment will not be implemented until the conclusion of the public comment period. A summary of all comments or views received in writing, or orally, during the comment period, will be included with the final Substantial Amendment.

B. PUBLISHING THE PLANS AND CAPER

1. In order to provide citizens the opportunity to participate in the development of the ConPlan, and AP; the City will publish notices of public hearings as described in Section C during the development of these documents. The City will conduct at least one public meeting during the development process before the AI is published to obtain citizen's views and to respond to proposals and questions.
2. In order to provide citizens the opportunity to examine the plans and comment on the proposed ConPlan, AP, and CAPER once developed, the City will publish a notice of at least one public hearing as described in Section C during the comment period or before adoption. The City will conduct at least one public hearing as described in Section C after the AI/AFH is published and before adoption. The AI/AFH notice shall reference and make available to the public any HUD-provided data and other supplemental information the City incorporated into its AI/AFH. The notices will describe the plan and availability of the draft documents.
3. The ConPlan, AP, CAPER, AI/AFH, Substantial Amendments, and CPP will be posted on the City of Plano website. In addition, drafts and final copies will be made available for review at the following location:

City of Plano
Neighborhood Services Department
777 E. 15th Street
Plano, Texas 75074

C. PUBLIC HEARINGS AND PUBLIC COMMENTS

1. PUBLIC HEARINGS

- a. The City will hold at least two public hearings, one during development of the plans and one after publication, to obtain citizens' views on the ConPlan, and AP. These public hearings will provide interested parties with the following:
 - i. A forum for citizens and groups to provide the City with information on housing and community development needs; and,
 - ii. The amount of funds the City expects to receive from HUD for the implementation of the CDBG and HOME Programs, as well as program income, through activities under these programs, as part of the preparation of the AP.
- b. The City will hold at least one public hearing after publication of the CAPER and AI/AFH to obtain citizens' views and comments.

2. PUBLIC COMMENT PERIODS

- a. A thirty (30) day comment period will be held for citizens to make comments on proposed ConPlans, APs, AIs/AFHs, and Substantial Amendments. A fifteen (15) day comment period will be held for the proposed CAPER.
- b. When the City of Plano is responding to an emergency/disaster situation and as allowed by HUD and/or federal legislation, a five (5) day comment period will be acceptable for proposed Substantial Amendments. The five (5) day period can run concurrently for comments on Substantial Amendments and amended CPPs.
- c. No plan or amendment will be implemented until the conclusion of each public comment period. All comments or views of citizens received in writing, or orally at public hearings, if any, will be considered by the City before implementing the proposed changes. A summary of citizen comments will be kept on file and with the final corresponding document.

3. GENERAL GUIDELINES

- a. Public hearings will be held at either the Community Relations Commission meetings or the City of Plano City Council meetings. Public hearings will be held at accessible locations as specified in the notice. Accommodations for disabled individuals are available upon request of at least 24 hours prior to the meeting. Also, Spanish-speaking personnel are present at these meetings upon request and, upon request from other non-

English speaking residents; efforts will be made to have personnel fluent in the respective language present at these meetings.

- b. Virtual public hearings may be held when national/local health authorities recommend social distancing and limiting public gatherings for public health reasons.
- c. All public hearing locations will be wheelchair accessible and accommodations for sign interpretive services can be made available if requested 48 hours in advance of meetings. The notices shall be published in English in a newspaper of general circulation.
- d. Access to Records: Upon request, the City will make available information and records relating to the ConPlan, AP, and AI/AFH during the preceding five years. The City and Neighborhood Services Department website will be updated with basic information and final HUD-approved plans and documents.
- e. Technical Assistance: Upon request, the City will provide technical assistance to groups representative of persons of low and moderate income to comment on the AI/AFH, or to develop proposals for funding assistance under any of the programs discussed in the ConPlan.
- f. Complaints: Any resident with a complaint regarding the ConPlan, AP, CAPER, AI/AFH, or Substantial Amendment may submit their concern in writing to the City of Plano Neighborhood Services Department c/o Housing and Community Services Manager. The City shall provide a timely, substantive written response to each complaint within 15 working days, where practicable.

4. NOTICE OF PUBLIC HEARINGS AND COMMENT PERIODS

- a. In order to provide citizens with a reasonable opportunity to participate in the development and proposed ConPlan, AP, CAPER, AI/AFH, and Substantial Amendments; the City will publish notices of public hearings, public comment periods, and notices of availability of these draft documents in a newspaper of general circulation.
- b. The notice of the time, place, and purpose of the public hearings and comment periods will be published in a newspaper of general circulation.
- c. Public hearings will be held only after there has been adequate notice (at least 14 days). Additionally, the City Council agenda items that are the official proposed actions taken by the City Council will be published 72 hours prior to action taken by the City Council and are available on the City's website at: www.plano.gov.
- d. When the City of Plano is responding to an emergency/disaster situation and

as allowed by HUD and/or federal legislation, a five (5) day notice period will be acceptable for public hearings and comment periods.

5. COMMENTS RECEIVED DURING THE PUBLIC HEARINGS AND DURING THE COMMENT PERIOD

- a. When the City publishes its notice of the proposed use of the funds and the comment period, the city shall include the address of where to send written comments.
- b. The notice will also include the name, telephone number and e-mail address of a City staff person.
- c. The City shall consider all comments received during public hearings and the comment period. A summary of these comments or views and the determination of the acceptance or non-acceptance and reasons for the non-acceptance will be kept on file with the corresponding final document.

6. ACCESS TO HEARINGS AND MEETINGS

- a. The City shall provide citizens with reasonable and timely access to public hearings.
- b. All public notices for in-person public hearings will include the following language for citizens with disabilities:

“The City of Plano encourages participation from all citizens. The Plano Municipal Center has accessible restroom facilities, drinking fountains, and power assist doors. The facility is easily accessed from public sidewalks and parking areas. Designated accessible parking is available on the north and south sides of the building. The Senator Florence Shapiro Council Chambers is accessible by elevator to the lower level. If you require additional assistance or reasonable accommodations under the Americans with Disabilities Act for this meeting or facility, including ASL interpreters, you should submit an ADA Reasonable Accommodation Request Form to the ADA Coordinator at least 48 hours in advance. If you need assistance completing the form, please call 972-941-7152. Complete or download the ADA Reasonable Accommodation Request Form at <https://www.plano.gov/395/Accessibility-Accommodations>.”

- c. All public notices for virtual public hearings will include the following language for citizens with disabilities: “Requests for sign interpreters or special services must be received forty-eight (48) hours prior to the meeting time by submitting an ADA Reasonable Accommodation Request Form to the ADA Coordinator. If you need assistance completing the form, please call 972-941-7152. Complete or download the ADA Reasonable Accommodation Request Form at <https://www.plano.gov/395/Accessibility-Accommodations>.”

- d. All public notices will include a HUD-approved Fair Housing logo.

D. ANTI-DISPLACEMENT

Following the approval of the ConPlan and APs, the City of Plano will review all projects recommended for funding to identify those activities that will result in the displacement of residents.

The City's overall goal is to minimize displacement of its residents. However, when displacement is unavoidable, before any formal action is taken by the City to displace an individual, the City will notify, in writing, those residents who will be displaced and outline the types of services available through the City. The City will comply with all requirements of the Uniform Relocation Assistance Act, and will not displace any resident unless suitable, safe, decent and sanitary housing is available. All replacement units will be inspected to ensure suitability. Residents who must relocate will be provided with counseling assistance and referrals to replacement housing. In the event that a resident disagrees with the need for displacement, he or she may make an appeal in writing to the City of Plano's Neighborhood Services Department.

Appendix III

Public Participation Outreach Materials

VISION SESSION

Exploring a hub for
nonprofits in Plano.



Take part in the conversation!
Nonprofit leaders are invited to give
input on the vision for a nonprofit center.

AUG 14

9:30 AM

PLANO EVENT CENTER

2000 E. Spring Creek
Plano, TX 75074

We Need Your Input

What housing improvements and social services do you want to see in your community?



Homelessness Focus Group

**Thursday
October 3**

10:30 AM - 11:30 AM

St. Mark Parish Center
1105 W. 15th Street, Plano, 75075

Join the Conversation!

The cities of Allen, Frisco, McKinney, and Plano are creating their next five year plan of Housing and Community Development Needs. The Plan guides how federal dollars may be spent over the next five years.

These dollars go towards housing and community development needs. Help shape the goals and strategies that serve you and your neighbors.



We Need Your Input

What housing improvements and social services do you want to see in Plano?



Monday
NOV 11
6 PM

Public Input Meeting 1
Schimelpfenig Library
5024 Custer Road
Plano, 75023

Wednesday
NOV 13
6 PM

Public Input Meeting 2
Neighborhood Services
777 E. 15th Street
Plano, 75074

Thursday
NOV 21
6 PM

**Community Relations
Commission Meeting**
Plano Municipal Center
Building Inspections
Training Room
1520 K Avenue
Plano, 75074

Join the Conversation!

The City of Plano is creating its 2025-2029 Consolidated Plan. The Plan guides how federal dollars may be spent over the next five years. These dollars go toward housing and community development needs. Help shape the goals and strategies that serve you and your neighbors.

Requests for sign interpreters, translators, or special services must be received 48-hours prior to the meeting time by calling Neighborhood Services at 972.208.8150.

Make your voice heard! Complete a survey to provide input by scanning the QR code below or by visiting our website:

plano.gov/HUDplan



Necesitamos tu opinión

¿Qué mejoras de vivienda y servicios sociales le gustaría ver en Plano?



lunes
NOV 11
6 p.m.

Taller de Opinión Pública
1
Schimelpfenig Library
5024 Custer Road Plano,
75023

¡Únete a la conversación!

La ciudad de Plano está creando su Plan Consolidado 2025-2029. El Plan guía cómo se pueden gastar los fondos federales durante los próximos cinco años. Estos dólares se destinan a las necesidades de vivienda y desarrollo comunitario. Ayude a dar forma a los objetivos y estrategias que le sirvan a usted y a sus vecinos.

miércoles
NOV 13
6 p.m.

Taller de Opinión Pública
1
Neighborhood Services
777 E. 15th Street
Plano, 75074

Las solicitudes de intérpretes de señas, traductores o servicios especiales deben recibirse 48 horas antes de la hora de la reunión llamando a Servicios Vecinales al 972.208.8150.

¡Haga oír su voz! Complete una encuesta para brindar su opinión escaneando el código QR a continuación o visitando nuestro sitio web:

plano.gov/HUDplan

jueves
NOV 21
6 p.m.

Reunión de la Comisión
de Relaciones
Comunitarias
Plano Municipal Center
Building Inspections Training
Room
1520 K Avenue Plano, 75074



Para más información:

Aida Floyd
Coordinadora de Vivienda y Servicios Comunitarios
afloyd@plano.gov
972.208.8150

We Need Your Input Necesitamos su opinión



Join the Conversation!

The City of Plano is creating its 2025-2029 Consolidated Plan. The Plan guides how federal dollars may be spent over the next five years. These dollars go toward housing and community development needs. Help shape the goals and strategies that serve you and your neighbors.

¡Únase a la conversación!

La ciudad de Plano está creando su Plan Consolidado 2025-2029. El Plan guía cómo se pueden gastar los fondos federales durante los próximos cinco años. Estos dólares se destinan a las necesidades de vivienda y desarrollo comunitario. Ayude a dar forma a los objetivos y estrategias que le sirvan a usted y a sus vecinos.

Make your voice heard! Complete a survey by February 2, 2025 to provide input by scanning the QR code below or by visiting our website:

.....

¡Haga oír su voz! Complete una encuesta antes del 2 de febrero de 2025 para brindar su opinión escaneando el código QR a continuación o visitando nuestro sitio web:



plano.gov/HUDplan

For more information/Para más información:
Housing and Community Services
hudplan@plano.gov

972.208.8150

54



ceiling-mounted camera supports presenter tracking for future production functionality, making the area adaptable for various use cases.

"We are very excited about the opening of Diversified's new global headquarters at Granite Park in Plano," Mayor John Muns said in a press release from Diversified. "This location is in a growing hub of business and technology innovation. Diversified will surely have a tremendous impact on the industry and the City of Excellence. Welcome to Plano!"

this impressive goal, what's next for the Hayleys?

We plan to continue running with our Interval Run Club Dallas family and training individuals to chase their goals, whatever those may be. There are a lot of interesting options like the Abbott World Marathon Majors. We have registered for a couple of out of state races next year to experience with friends. Beyond that, who knows?

**CITY OF PLANO
NOTICE OF PUBLIC MEETINGS AND PARTICIPATION
2025-2029 CONSOLIDATED PLAN FOR THE USE OF
COMMUNITY DEVELOPMENT BLOCK GRANT and
HOME INVESTMENT PARTNERSHIPS GRANT FUNDS**

Publication Date: November 3, 2024

The City of Plano will hold public meetings and a public hearing to receive citizen input for housing and community development needs and goals to be included in the 2025-2029 Consolidated Plan for the use of Community Development Block Grant (CDBG) and HOME Investment Partnerships (HOME) funds from the U.S. Department of Housing and Urban Development (HUD). Plano residents may also complete an online survey or submit written comments.

PUBLIC HEARING AND MEETINGS

The following public meetings and public hearing are scheduled:

Date	Time	Location
Monday, November 11, 2024	6:00 pm	Schimelpfenig Library Program Room 5024 Custer Road Plano, TX 75023
Wednesday, November 13, 2024	6:00 pm	Neighborhood Services Building Training Room 777 E. 15 th Street Plano, TX 75074
Thursday, November 21, 2024 (Public Hearing – Community Relations Commission Meeting)	6:00 pm	Plano Municipal Center Building Inspections Training Room 1520 K. Avenue Plano, TX 75074

INFORMATION

For more information, visit www.plano.gov/HUDPlan or contact Aida Floyd, Housing and Community Services Coordinator, at 972-208-8150 or afloyd@plano.gov.

PUBLIC COMMENTS

Any interested resident that wants to comment or provide input for the 2025-2029 Consolidated Plan is encouraged to attend any of the public meetings, public hearing, or complete an online survey at www.plano.gov/HUDPlan. Written comments and input may also be submitted to the City of Plano Neighborhood Services Department, C/O Aida Floyd, 777 E. 15th Street, Plano, TX 75074, or by email at afloyd@plano.gov. All comments will be maintained and considered in the preparation of the draft Consolidated Plan.

ACCESSIBILITY STATEMENT

The Plano Municipal building, Plano Public Libraries and Neighborhood Services Building are wheelchair accessible. A sloped curb entry is available at the main entrance of each building with accessible parking spaces nearby. If you require additional assistance or reasonable accommodations under the Americans with Disabilities Act for this meeting or facility, including ASL interpreters, you should submit an ADA Reasonable Accommodation Request Form to the ADA Coordinator at least 48 hours in advance. If you need assistance completing the form, please call 972-941-7152. Complete or download the ADA Reasonable Accommodation Request Form at <https://www.plano.gov/395/Accessibility-Accommodations>.



Appendix IV

Survey Results

2025-2029 City of Plano Consolidated Plan

Introduction

The City of Plano is in the process of planning how it will spend approximately \$10 million in federal funding for housing and community development over the next five years (2025-2029). These funds are intended to serve primarily low to moderate income Plano residents, as well as special populations such as seniors, people with disabilities, people experiencing homelessness, and victims of domestic violence.

We want you to have a voice in how these funds are invested in your community. Your responses are anonymous and will be shared only in summary. This survey is intended for Plano residents, Plano business owners, and non-profit service providers. Estimated completion time is approximately 8 minutes.

2025-2029 City of Plano Consolidated Plan

Priority Housing Needs

As you complete this section, consider the housing needs in your community.

1. What are the highest priority housing needs in your community? Rate the level of need, with 4 being the highest priority.

	1 (Low)	2	3	4 (High)
ADA/accessibility improvements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Affordable rental housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Energy efficiency improvements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fair housing education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial assistance for homeownership	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lead-based paint testing/abatement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Repairing homeowner housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. Who is most in need of affordable housing in your community?

	1 (Low)	2	3	4 (High)
People with disabilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People experiencing homelessness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People with low to moderate incomes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Seniors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. Are there other **high priority** housing needs in your community that are not listed above? (optional)

1	<input type="text"/>
2	<input type="text"/>
3	<input type="text"/>

2025-2029 City of Plano Consolidated Plan

Priority Public Service Needs

As you complete this section, consider the need for public services in your community.

4. What public services are most needed in your community? Rate the level of need, with 4 being the highest priority.

	1 (Low)	2	3	4 (High)
Abused/neglected children services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Child care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Services for people with disabilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health care services/clinics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
HIV/AIDS services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Job training/employment services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Homelessness prevention	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Homeless services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Senior services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Substance abuse treatment and prevention	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transportation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Victims of domestic violence services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Youth services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. Are there other **high priority** public service needs in your community that are not listed above? (optional)

1	<input type="text"/>
2	<input type="text"/>
3	<input type="text"/>

2025-2029 City of Plano Consolidated Plan

Priority Infrastructure Needs

As you complete this section, consider the need for infrastructure improvements in your community.

6. What infrastructure improvements are most needed in your community? Rate the level of need, with 4 being the highest priority.

	1 (Low)	2	3	4 (High)
ADA/accessibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Drainage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Street/alleys	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Street lighting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sidewalks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Water/sewer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. Are there other **high priority** infrastructure needs that are not listed above? (optional)

1	<input type="text"/>
2	<input type="text"/>
3	<input type="text"/>

2025-2029 City of Plano Consolidated Plan

Priority Public Facility Needs

As you complete this section, consider the need for public facilities in your community.

8. What public facilities are needed in your community? Rate the level of need, with 4 being the highest priority.

	1 (Low)	2	3	4 (High)
Community centers/recreational facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Facilities for people with disabilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Homeless shelters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parks/playgrounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Senior centers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Youth centers (e.g. after school and summer programs)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. Are there other **high priority** public facility needs in your community that are not listed above? (optional)

1	<input type="text"/>
2	<input type="text"/>
3	<input type="text"/>

2025-2029 City of Plano Consolidated Plan

Priority Economic Development Needs

Consider the needs related to businesses and jobs in your community.

10. What are the highest priority economic development needs in your community? Rate the level of need, with 4 being the highest priority.

	1 (low)	2	3	4 (high)
Commercial façade renovations and improvements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Job creation/retention	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Job training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Small business loans	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Start-up/microenterprise assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11. Are there other **high priority** economic development needs in your community that are not listed above? (optional)

1	<input type="text"/>
2	<input type="text"/>
3	<input type="text"/>

2025-2029 City of Plano Consolidated Plan

Priority Focus: Community Development Funds

Consider the overall needs in your community.

12. Consider the overall priorities for community development funding in the City of Plano. Rate the level of need, with 4 being the highest priority.

	1 (Low)	2	3	4 (High)
Economic Development (jobs/businesses)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Infrastructure improvements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

13. Do you have any other comments regarding the City's priorities for its housing and community development funding? (optional)

You can use this space to list specific projects, programs, needs, or geographical areas that you feel the City should prioritize for funding. You can also tell us about any other community development concerns not found in this survey that would like to see addressed.

2025-2029 City of Plano Consolidated Plan

Demographic Information

Answers to these questions are optional. However, your response is strongly encouraged, as it will assist in the analysis of survey results.

14. What is your 5-digit zipcode?

☐ 75023

☐ 75024

☐ 75025

☐ 75074

☐ 75075

☐ 75093

☐ 75094

☐ Other (please specify)

15. What is your household income? (household = adults + children)

- ☐ Household of 1 - \$38,650 or less
- ☐ Household of 1 - Between \$38,651 and \$61,800
- ☐ Household of 1 - Greater than \$61,800
- ☐ Household of 2 - \$44,150 or less
- ☐ Household of 2 - Between \$44,151 and \$70,600
- ☐ Household of 2 - Greater than \$70,600
- ☐ Household of 3 - \$49,650 or less
- ☐ Household of 3 - Between \$49,651 and \$79,450
- ☐ Household of 3 - Greater than \$79,450
- ☐ Household of 4 - \$55,150 or less
- ☐ Household of 4 - Between \$55,151 and \$88,250
- ☐ Household of 4 - Greater than \$88,250
- ☐ Household of 5 - \$59,600 or less
- ☐ Household of 5 - Between \$59,601 and \$95,350
- ☐ Household of 5 - Greater than \$95,350
- ☐ Household of 6 - \$64,000 or less
- ☐ Household of 6 - Between \$64,001 and \$102,400
- ☐ Household of 6 - Greater than \$102,400
- ☐ Household of 7 - \$68,400 or less
- ☐ Household of 7 - Between \$68,401 and \$109,450
- ☐ Household of 7 - Greater than \$109,450
- ☐ Household of 8 - \$72,800 or less
- ☐ Household of 8 - Between \$72,801 and \$116,500
- ☐ Household of 8 - Greater than \$116,500

16. What is your race?

- ☐ American Indian or Alaska Native
- ☐ Asian or Asian American
- ☐ Black or African American
- ☐ Hispanic or Latino
- ☐ Middle Eastern or North African
- ☐ Native Hawaiian or other Pacific Islander
- ☐ White or Caucasian
- ☐ Another race

17. What is your ethnicity?

- ☐ Hispanic
- ☐ Not Hispanic

18. What is your age?

- ☐ Under 18
- ☐ 18-24
- ☐ 25-34
- ☐ 35-54
- ☐ 55-61
- ☐ 62+

19. Does anyone in your household have a disability?

- ☐ Yes
- ☐ No

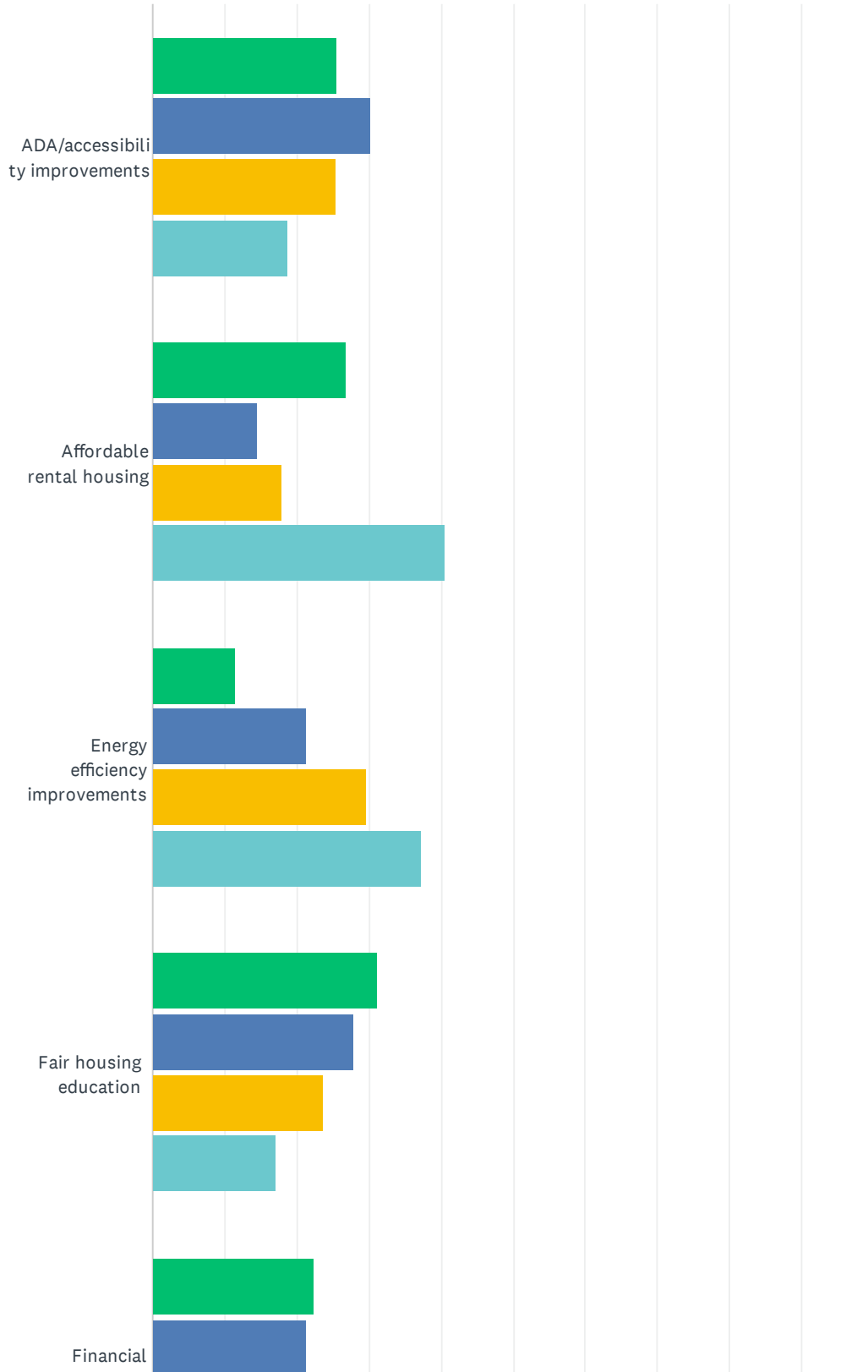
20. What is your housing status?

- ☐ Renter
- ☐ Homeowner
- ☐ Staying with friends or family
- ☐ Homeless (living in a shelter, transitional housing, in your car, or outside)

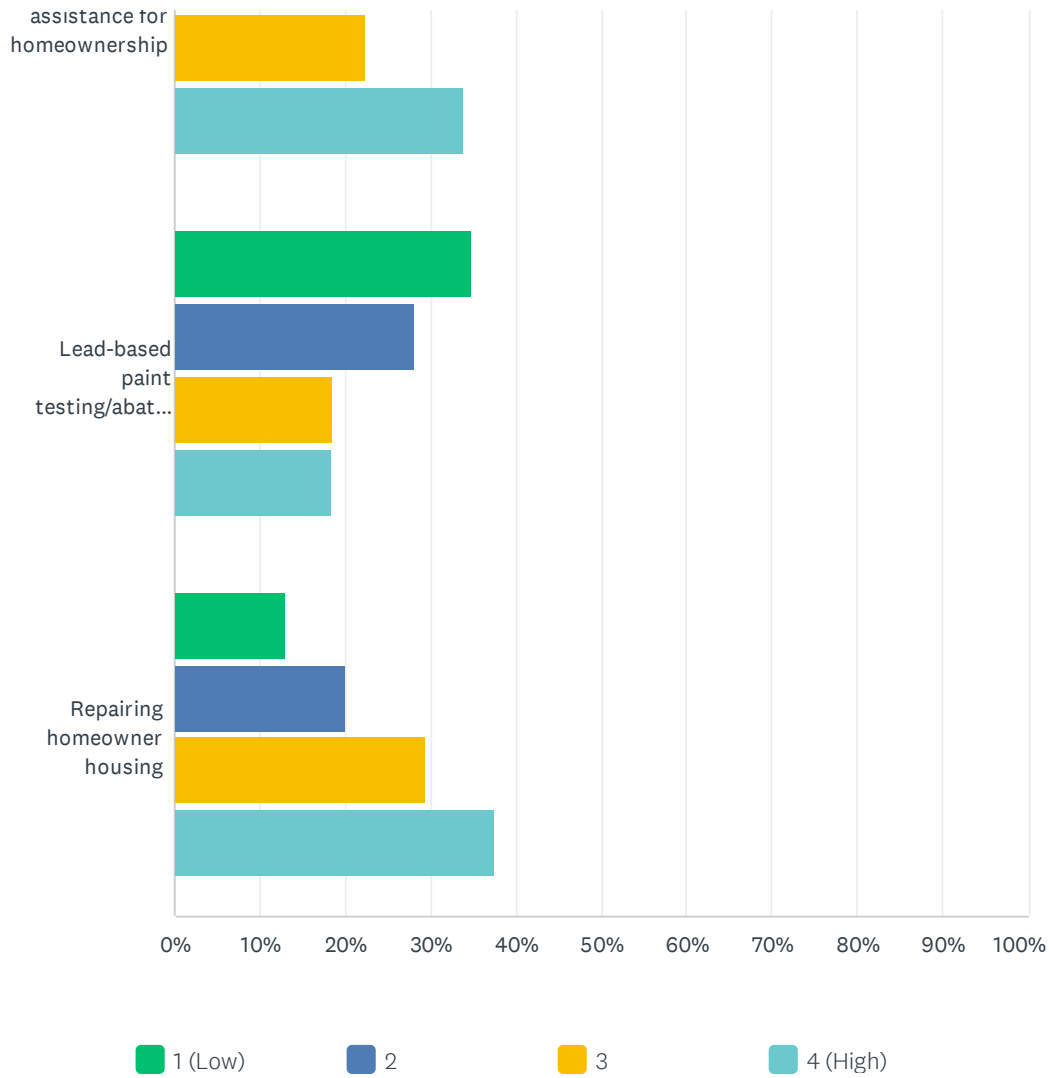
2025-2029 City of Plano Consolidated Plan

Q1 What are the highest priority housing needs in your community? Rate the level of need, with 4 being the highest priority.

Answered: 1,153 Skipped: 5



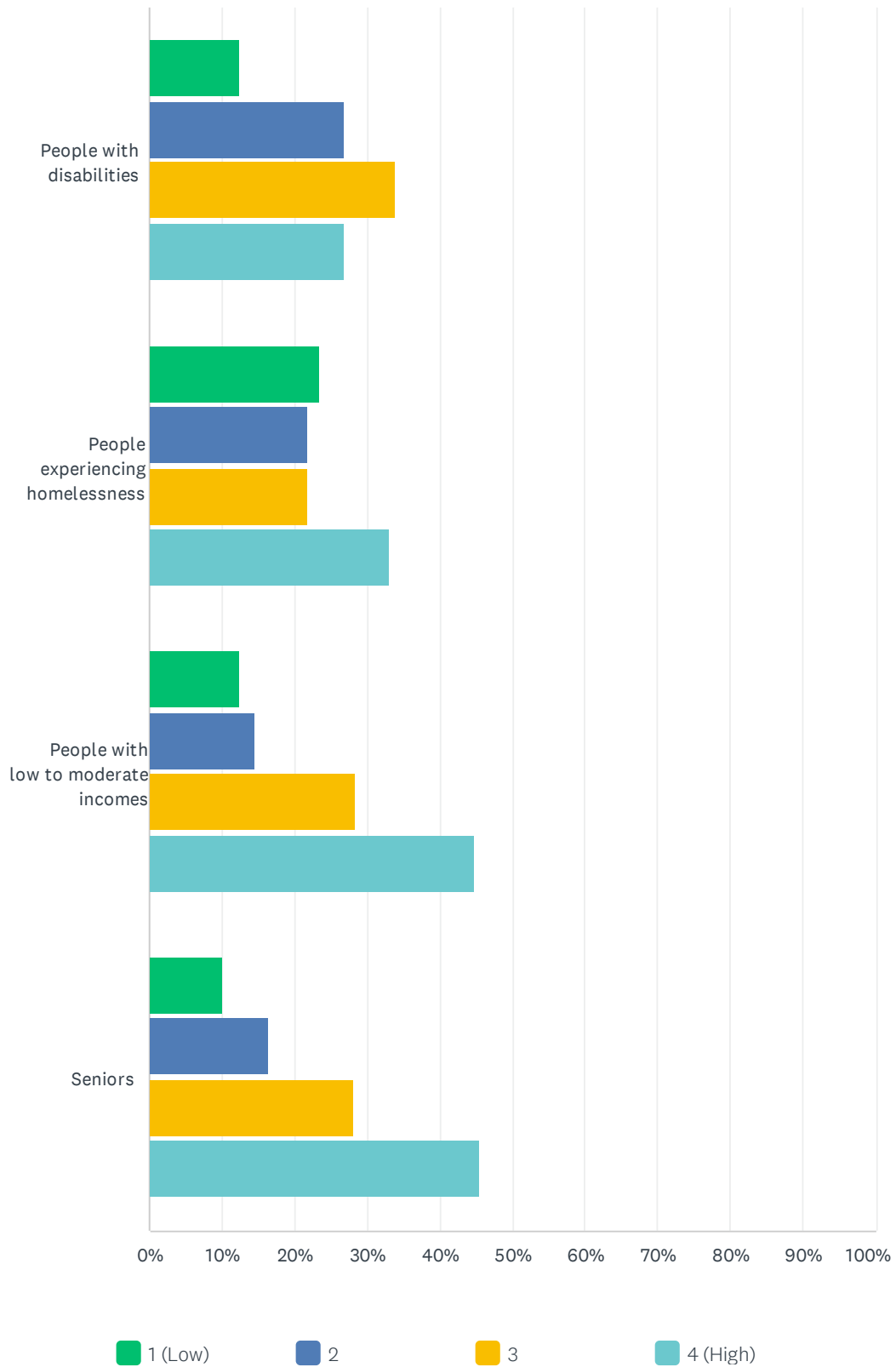
2025-2029 City of Plano Consolidated Plan



	1 (LOW)	2	3	4 (HIGH)	TOTAL	WEIGHTED AVERAGE
ADA/accessibility improvements	25.54% 284	30.31% 337	25.45% 283	18.71% 208	1,112	2.37
Affordable rental housing	26.80% 301	14.60% 164	17.99% 202	40.61% 456	1,123	2.72
Energy efficiency improvements	11.58% 130	21.37% 240	29.74% 334	37.31% 419	1,123	2.93
Fair housing education	31.21% 343	28.03% 308	23.75% 261	17.02% 187	1,099	2.27
Financial assistance for homeownership	22.48% 250	21.22% 236	22.30% 248	33.99% 378	1,112	2.68
Lead-based paint testing/abatement	34.79% 383	28.16% 310	18.62% 205	18.44% 203	1,101	2.21
Repairing homeowner housing	13.03% 147	19.95% 225	29.52% 333	37.50% 423	1,128	2.91

Q2 Who is most in need of affordable housing in your community?

Answered: 1,143 Skipped: 15



2025-2029 City of Plano Consolidated Plan

	1 (LOW)	2	3	4 (HIGH)	TOTAL	WEIGHTED AVERAGE
People with disabilities	12.44% 138	26.78% 297	33.99% 377	26.78% 297	1,109	2.75
People experiencing homelessness	23.45% 261	21.83% 243	21.74% 242	32.97% 367	1,113	2.64
People with low to moderate incomes	12.39% 140	14.42% 163	28.32% 320	44.87% 507	1,130	3.06
Seniors	9.95% 112	16.52% 186	28.15% 317	45.38% 511	1,126	3.09

Q3 Are there other high priority housing needs in your community that are not listed above? (optional)

Answered: 332 Skipped: 826

ANSWER CHOICES	RESPONSES	
1	99.40%	330
2	51.81%	172
3	31.02%	103

Q3 Are there other high priority housing needs in your community that are not listed above? (optional)

Answered: 332 Skipped: 826

ANSWER CHOICES	RESPONSES
1	99.40% 330
2	51.81% 172
3	31.02% 103

#	1	DATE
1	Daily Hot meals	2/3/2025 3:44 PM
2	lacking EV chargers for apartment residents	2/2/2025 7:37 PM
3	Affordable houses, not apartments	2/2/2025 4:04 PM
4	new development for moderate housing prices for single adults	2/1/2025 11:37 AM
5	Speed cushions by parks	2/1/2025 9:10 AM
6	First time / young homeowners	1/31/2025 10:18 PM
7	FEWER Apartments	1/31/2025 9:10 PM
8	affordable rental property	1/31/2025 8:29 AM
9	Cast iron pipe replacement of all these old homes. Such a burden on young homeowners moving to Plano.	1/30/2025 2:44 PM
10	Community entry refresh since there is no HOA.	1/30/2025 2:44 PM
11	More live work play environments.	1/30/2025 2:02 PM
12	Park improvements	1/30/2025 1:51 PM
13	Energy Efficiency	1/30/2025 1:32 PM
14	Too many apartments	1/28/2025 7:18 PM
15	Middle Class people can't afford homes here, unless you already have one	1/28/2025 2:44 PM
16	Families with children (with taxes being so high, we're pricing out families with children, which is leading to our school enrollment dropping)	1/28/2025 12:17 PM
17	affordable rental properties that have good management	1/28/2025 12:02 PM
18	disabled veterans	1/27/2025 4:53 PM
19	Neighborhood street repairs	1/27/2025 12:29 PM
20	Adu program,zoning, publicity and support program	1/26/2025 9:12 PM
21	😊	1/26/2025 4:20 PM
22	Housing for Young families without large savings.	1/26/2025 9:52 AM
23	Homeowner Landscaping Assistance	1/25/2025 5:10 PM
24	Help with repairs needed	1/25/2025 11:49 AM
25	No - this should not be at tax payer expense	1/24/2025 5:00 PM
26	Foundation damage inspection assistance	1/24/2025 3:40 PM

2025-2029 City of Plano Consolidated Plan

27	Less growth on apartments	1/24/2025 11:06 AM
28	Affordable Rentals for single parents	1/23/2025 11:59 PM
29	Fines for builders building shoddy housing	1/23/2025 5:06 PM
30	Fixing blight around homes- fences, sidewalks, in older (not newer) neighborhoods	1/23/2025 1:45 PM
31	Less dense developments	1/23/2025 12:23 PM
32	Helping with maintenance on existing single family homes (mostly old east Plano/Douglass Community	1/23/2025 11:59 AM
33	More Single family homes and less apartments, way less apartments.	1/23/2025 10:55 AM
34	Single family homes	1/23/2025 10:49 AM
35	Young Families, we need them to keep our public schools strong	1/23/2025 10:23 AM
36	Rent relief	1/22/2025 8:34 PM
37	Access to transportation	1/22/2025 8:34 PM
38	Veterans	1/22/2025 7:53 PM
39	Improve safety - more lighting in neighborhoods	1/22/2025 7:31 PM
40	Single income	1/22/2025 6:35 PM
41	Reduce property taxes so seniors can stay in their houses.	1/22/2025 5:42 PM
42	Rent is out of control and too high.	1/22/2025 5:31 PM
43	WE NEED RENT CONTROL	1/22/2025 3:05 PM
44	seniors needing repairs on their home so they don't abandon them	1/22/2025 1:44 PM
45	high utilities for low income people to pay	1/21/2025 9:09 AM
46	Transitional housing	1/18/2025 4:18 PM
47	no more high density apartments	1/18/2025 1:33 PM
48	families who need affordable 2-4 bedroom housing	1/18/2025 1:19 PM
49	low to no cost senior housing	1/18/2025 12:04 PM
50	Personally I'm both a senior and disabled. My house is in reverse mortgage. It's the cost of insurance and taxes	1/18/2025 11:46 AM
51	The enforcement of occupancy of single home housing	1/18/2025 10:54 AM
52	Young school going kids to improve traffic to plano	1/18/2025 8:12 AM
53	Home updates	1/17/2025 8:40 PM
54	Single family homes	1/17/2025 8:00 PM
55	Funding for fixing old homes	1/17/2025 3:26 PM
56	Additional parks and trails connected to dense urban areas	1/17/2025 2:22 PM
57	More density including mixed income housing	1/17/2025 1:17 PM
58	Walkability	1/17/2025 11:36 AM
59	Aging in place programs/assistance	1/17/2025 9:57 AM
60	Fair housing prices	1/17/2025 9:20 AM
61	Young adults first moving out	1/17/2025 8:58 AM
62	Weather proofing from storms	1/17/2025 8:52 AM
63	Property standards in old Fox and Jacob's homes. Many of the homes in these neighborhoods	1/17/2025 8:40 AM

2025-2029 City of Plano Consolidated Plan

are in disrepair. Owners need financial assistance to maintain these cheaply built homes

64	less apartment density	1/17/2025 8:12 AM
65	Don't f***ing waste it	1/17/2025 6:46 AM
66	Affordable well maintained or newly quality built homes that offer a pathway to ownership	1/17/2025 6:25 AM
67	Homelessness	1/17/2025 5:17 AM
68	Single parents	1/16/2025 11:56 PM
69	More information and education for funds available to homeowners for their hones	1/16/2025 11:18 PM
70	Veterans	1/16/2025 10:57 PM
71	Kids area	1/16/2025 10:57 PM
72	Young professionals	1/16/2025 9:28 PM
73	Roads	1/16/2025 9:26 PM
74	Golf courses	1/16/2025 9:24 PM
75	Young families	1/16/2025 9:21 PM
76	short term rentals (Airbnb sensible use, no party houses)	1/16/2025 2:09 PM
77	Mandate owners to lower the market rent	1/15/2025 11:26 PM
78	Veterans housing	1/12/2025 9:21 PM
79	Homeless shelters	1/12/2025 11:15 AM
80	Doorways wide enough for walkers, wheelchairs.	1/9/2025 4:20 PM
81	Public transportation	1/9/2025 2:21 PM
82	Safety in general. So many thefts on properties of all kinds	1/8/2025 11:36 AM
83	Improvement aid	1/7/2025 11:36 PM
84	Assistance for homeowners utility bills and home furnishings	1/6/2025 4:30 PM
85	Single family homes	1/5/2025 3:41 PM
86	Get rid of the motels and long stay hotels.	1/4/2025 10:27 PM
87	safer crossings at busy intersections	1/4/2025 8:25 PM
88	Maybe a partnership with Plano for those that have criminal charges or job loses to fill jobs or clear records	1/4/2025 8:02 PM
89	Families, assisting families with kids under 18	1/3/2025 7:45 PM
90	First time homeowner assistance to those working in Plano.	1/2/2025 9:19 PM
91	I have drug charge felony on my background. I cannot rent a decent apartment. Dogs are not allowed either, until you pay a deposit for an animal. I have cash/business/great credit yet a dog has more rights than I do.	1/2/2025 7:04 PM
92	Single parent teachers	1/2/2025 3:44 AM
93	Fence repair/ replacement	1/1/2025 6:29 PM
94	War Veterans	1/1/2025 9:48 AM
95	Better communication strategies for seniors that need public transportation.	1/1/2025 9:26 AM
96	housing for young adults with disabilities	12/30/2024 10:44 AM
97	Public transportation	12/30/2024 1:00 AM
98	Consider capping rent, mine has more than doubled since 2018	12/29/2024 9:08 AM
99	Background Checks	12/28/2024 9:21 PM

2025-2029 City of Plano Consolidated Plan

100	Young families	12/28/2024 11:34 AM
101	Commercial property standards are too low!!! Retailers do not keep up the grounds (trash in parking lots), no foliage.	12/28/2024 8:33 AM
102	Allow re-zoning and re-development of strip malls into mixed-use developments, including housing	12/28/2024 7:11 AM
103	Young families	12/28/2024 3:18 AM
104	Public transportation	12/28/2024 1:32 AM
105	Affordable housing	12/28/2024 12:26 AM
106	LESS McMANSIONS and more reasonably sized homes that are affordable!	12/27/2024 11:47 PM
107	Public transportation	12/27/2024 11:34 PM
108	Young people	12/27/2024 11:27 PM
109	Public transportation	12/27/2024 11:07 PM
110	Affordable single family housing	12/27/2024 10:38 PM
111	Public transportation	12/27/2024 10:38 PM
112	Public transportation	12/27/2024 10:23 PM
113	Public transportation	12/27/2024 9:56 PM
114	Increasing housing units	12/27/2024 9:55 PM
115	Families with children	12/27/2024 9:47 PM
116	Young Adults	12/27/2024 9:26 PM
117	Affordable homeowners Insurance. We bought in 2021 and weren't expecting premiums to quadruple 3 years later.	12/27/2024 9:01 PM
118	more multifamily housing availability	12/27/2024 8:01 PM
119	Houses with acreage to grow gardens	12/27/2024 6:50 PM
120	More Multifamily Housing availability	12/27/2024 10:32 AM
121	Walkable areas	12/27/2024 8:14 AM
122	More street lights	12/25/2024 7:37 AM
123	Help seniors stay in their homes...tax-free status or grants.	12/23/2024 11:38 PM
124	Single story homes in 55+ communities	12/23/2024 8:03 AM
125	Remodeling grocery stores	12/22/2024 7:43 PM
126	Senior downsizing housing	12/22/2024 6:48 PM
127	Need to prioritize assistance to young families	12/21/2024 9:00 PM
128	NO MORE APARTMENTS	12/21/2024 5:23 PM
129	Single family homes	12/21/2024 4:39 PM
130	affordable retirement homes	12/21/2024 9:43 AM
131	Seniors home repairs & improvements	12/20/2024 9:21 PM
132	Foundation from home veing built on pond from farm.	12/19/2024 7:42 PM
133	Stop building do many apartments	12/18/2024 11:12 PM
134	Safety-	12/15/2024 11:55 PM
135	Ever increasing rodent invasions	12/14/2024 6:53 PM

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136	More multi-use zoning	12/14/2024 9:38 AM
137	Affordable housing for single professionals	12/12/2024 3:28 PM
138	Young professionals	12/12/2024 2:54 PM
139	Senior housing	12/9/2024 9:23 PM
140	Rentals	12/9/2024 2:45 PM
141	I'd like to see more repairs and updating to housing in the Douglas community.	12/9/2024 2:17 PM
142	Increase employee's at Plano Animal Control and increase size.	12/8/2024 10:07 PM
143	Maintaining the integrity of established neighborhoods.	12/8/2024 4:55 PM
144	Bathroom hand handrails for bathtub and shower and toilet	12/8/2024 12:04 AM
145	More housing options	12/7/2024 9:32 PM
146	Updating to bring older homes in line with current code	12/7/2024 9:19 PM
147	Immigrants	12/7/2024 6:31 PM
148	Housing for those with mental illness	12/7/2024 4:42 PM
149	Affordable housing that can be owned - not rented	12/7/2024 6:45 AM
150	More single family homes	12/6/2024 7:05 PM
151	Seniors (60+) whose home ownership/ability to maintain/ repairs b/c unexpected surprise burden of soaring taxes/insurance/increased deductible	12/6/2024 6:46 PM
152	Seniors	12/5/2024 9:44 PM
153	Housing for young or new families	12/5/2024 4:59 PM
154	Many exterior items like fences, roof tops, etc were damaged in the severe storm earlier this year but families can't afford to prioritize them	12/5/2024 3:57 PM
155	No more apartments	12/5/2024 3:42 PM
156	College students	12/5/2024 12:39 PM
157	Middle class families like mine can't afford the apartments being built	12/5/2024 11:12 AM
158	Single family homes.	12/5/2024 10:41 AM
159	Single family homes	12/4/2024 10:25 PM
160	Entry level workforce housing	12/4/2024 9:12 PM
161	availability to HOA condominiums to qualify for Great Rebate for infrastructure repairs and updates	12/4/2024 8:41 PM
162	Outrageous taxes	12/4/2024 6:43 PM
163	Eliminate racial discrimination.	12/4/2024 6:17 PM
164	We need to have affordable housing for young families	12/4/2024 5:39 PM
165	Housing with transportation within walking distance	12/4/2024 4:19 PM
166	less apartments	12/4/2024 1:55 PM
167	People on single incomes that work minimum wage jobs. Students and seniors on fixed incomes.	12/4/2024 11:36 AM
168	Homes are way too expensive for what you get.	12/4/2024 10:53 AM
169	Providing the same amount of community renovation across ALL parts of the city. Not just West Plano.	12/4/2024 10:49 AM
170	We need pedestrian walkway over intersections in key areas - like park Preston	12/4/2024 8:11 AM

2025-2029 City of Plano Consolidated Plan

171	Housing near public schools	12/4/2024 8:03 AM
172	Homeless shelter	12/4/2024 7:35 AM
173	Aged out foster kids	12/4/2024 5:50 AM
174	Homeless need to be kicked out and sent back to dallas	12/4/2024 5:32 AM
175	Rent \$50.00 a Month Every Month of Every Year for now on.	12/4/2024 2:27 AM
176	Zero tolerance for vagrancy crimes, but provide them shelter	12/3/2024 11:56 PM
177	Options	12/3/2024 10:06 PM
178	Zoning changes for more middle housing or accessory dwelling units	12/3/2024 10:03 PM
179	Veterans	12/3/2024 9:56 PM
180	Seeking assistance to help those with housing needs with job search or other things to move towards not needing assistance.	12/3/2024 9:48 PM
181	Singles that can't afford to buy on their own	12/3/2024 8:37 PM
182	More affordable taxes for middle class income	12/3/2024 8:33 PM
183	Senior living facilities that accept Medicaid waiver insurance.	12/3/2024 8:03 PM
184	Adults with disabilities that might limit them to working full time but need help.	12/3/2024 7:26 PM
185	Return the money.	12/3/2024 6:11 PM
186	Single parent	12/3/2024 5:51 PM
187	Pvc pipe update assistance	12/3/2024 5:46 PM
188	Middle class housing	12/3/2024 5:06 PM
189	Families	12/3/2024 3:22 PM
190	Feasible Housing Rehabilitation Programs	12/3/2024 2:52 PM
191	Clean green areas	12/3/2024 2:47 PM
192	access to mass transit	12/3/2024 2:17 PM
193	Too many apartments	12/3/2024 1:36 PM
194	No rain water harvesting	12/3/2024 1:14 PM
195	Police officer housing	12/3/2024 11:04 AM
196	No	12/3/2024 10:12 AM
197	Transportation needs (including walkable communities)	12/3/2024 9:30 AM
198	More code enforcement to clean up neighborhoods	12/3/2024 9:12 AM
199	Transitional housing and services like Samaritan's InnMcKinney	12/3/2024 8:33 AM
200	Sidewalks on H street- so many almost get hit by cars	12/3/2024 8:12 AM
201	There needs to be senior housing for higher income seniors that want to downsize from large homes. Empty nesters are staying in their homes because there is no where else to buy something affordable. This essentially blocks younger people with families from moving in and in turn affects PISD student population. We need smaller homes for seniors to downsize into.	12/3/2024 7:50 AM
202	property standards	12/2/2024 6:58 PM
203	Lower cost apartments for single adults	12/2/2024 6:09 PM
204	First time homebuyers	12/2/2024 4:54 PM
205	Young people	12/2/2024 4:10 PM
206	Stop discrimination towards the deaf and hard of hearing and do not trash their phones like has	12/2/2024 3:39 PM

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	been done to me.	
207	First time homebuyers who have high interest rates.	12/2/2024 3:35 PM
208	Seniors	12/2/2024 11:44 AM
209	Reduce Crime	12/2/2024 7:46 AM
210	Property standards - esp. rentals that are not maintained	11/30/2024 3:10 PM
211	Infrastructure- walls along roadways, sidewalks and road paving issues	11/30/2024 7:55 AM
212	Teachers need affordable housing so they will remain in our community and not move further and teach in communities with cheaper COL	11/28/2024 10:03 PM
213	Low Income, ready to give away profits to the city, if sold within 30 years	11/25/2024 7:29 AM
214	More duplexes and bungalows. We need intermediate style properties between apts and single family homes	11/23/2024 12:27 PM
215	Livability items for senior households. Grab bars. Smoke detectors. Air filters.	11/22/2024 2:22 PM
216	Maintaining current homes	11/21/2024 7:33 PM
217	Single parents	11/18/2024 1:55 PM
218	young families. most even with moderate incomes can't afford Plano housing	11/18/2024 1:22 PM
219	Tiny houses	11/17/2024 3:10 PM
220	assistance with lead pipe replacement	11/16/2024 11:28 AM
221	Speed bumps in neighborhoods	11/16/2024 10:58 AM
222	Senior living rent is too high	11/16/2024 10:52 AM
223	Affordabe Housing	11/16/2024 10:38 AM
224	Families with school aged children	11/15/2024 5:10 PM
225	Erosion control on city owned grass parkways	11/15/2024 4:40 PM
226	Teaching people how to keep property clean and repaired.	11/15/2024 1:47 PM
227	Pot holes	11/14/2024 8:18 PM
228	Greatly simplyfying the application process for needy people for available government programs	11/14/2024 2:23 PM
229	Housing to support declining school populations	11/14/2024 1:30 PM
230	First time home ownership	11/14/2024 1:10 PM
231	Young adults	11/14/2024 11:40 AM
232	First Time Homebuyers	11/14/2024 10:27 AM
233	Widowed and veterans	11/14/2024 10:06 AM
234	Young couples	11/14/2024 9:01 AM
235	Affordable Homeownership	11/14/2024 8:40 AM
236	Help with tree trimming, it's so expensive and we have a ton in our neighborhood	11/14/2024 8:09 AM
237	Code enforcement	11/14/2024 7:33 AM
238	Tiny house approval	11/14/2024 6:40 AM
239	Foundation issues	11/14/2024 6:23 AM
240	Single parents	11/14/2024 6:02 AM
241	Plano has more than enough affordable housing.	11/13/2024 10:15 PM
242	sidewalks	11/13/2024 9:46 PM

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243	No more new apartment complexes	11/13/2024 9:14 PM
244	HVAC updates and support	11/13/2024 8:58 PM
245	Outside of repairs, renovation support for low/middle income to keep houses at market price	11/13/2024 8:47 PM
246	Foundation issues	11/13/2024 5:54 PM
247	Aging fences on roadways	11/13/2024 5:17 PM
248	Young families	11/13/2024 5:07 PM
249	Utility assistance	11/13/2024 4:51 PM
250	foundation repairs	11/13/2024 4:14 PM
251	Zoning modifications	11/13/2024 3:51 PM
252	Public Soccer fields not pay to get on	11/13/2024 3:25 PM
253	Sidewalks - flat surfaces to avoid injury	11/13/2024 3:08 PM
254	Young families	11/13/2024 7:59 AM
255	Better lighting on streets	11/12/2024 4:55 PM
256	Home Repair Grants for Seniors	11/12/2024 2:25 PM
257	First time home buyers	11/12/2024 2:22 PM
258	Stop with the rental assistance and supportive housing and train people how to take care of themselves. Stop with the handouts.	11/12/2024 9:15 AM
259	Less apartments	11/12/2024 9:05 AM
260	Multi-family homes. Adult children moving back in with their parents because of the economy. This is a becoming more common and there needs to be more financial assistance for this group of people.	11/12/2024 5:29 AM
261	Students	11/11/2024 8:22 PM
262	206 standifer close the a frame opening	11/11/2024 10:23 AM
263	Single parents	11/9/2024 5:30 PM
264	Open Space near neighborhoods	11/9/2024 2:21 PM
265	Address the balance between single family and multi-family housing. A poor job is being done explaining the rationale.	11/9/2024 1:54 PM
266	way too long to receive homeowner emergency assistance	11/5/2024 12:19 PM
267	Reduce property taxes	11/3/2024 10:45 PM
268	Veterans	11/3/2024 6:10 PM
269	Help with outdoor beautification of lawns etc. for people who need help.	11/3/2024 6:23 AM
270	Programs to lower energy & utility costs for EVERYONE	11/2/2024 4:39 PM
271	Rental assistance	11/1/2024 10:21 AM
272	First time home buyer	10/31/2024 1:23 PM
273	Childcare	10/30/2024 6:23 PM
274	Affordable housing for seniors	10/30/2024 5:51 PM
275	Help for seniors to pay utilities/rent/mortgage	10/30/2024 2:55 PM
276	Smaller cheaper home ownership options (rezone depressed retail areas to allow this type of construction).	10/30/2024 2:41 PM
277	Childcare	10/30/2024 12:33 PM

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278	City Employee housing financial assistance benefits	10/30/2024 11:54 AM
279	Affordable Senior Living options! (Quality but about \$2000/mo)	10/30/2024 11:40 AM
280	Childcare is more expensive that any housing costs	10/30/2024 10:46 AM
281	Lowering property values/property taxes to improve affordability	10/30/2024 9:05 AM
282	Child care	10/30/2024 9:03 AM
283	demo & rebuild infill homes that are past their useful life	10/30/2024 6:56 AM
284	Yes get off the federal tit..	10/29/2024 9:50 PM
285	Assistance for grandparents housing grandkids	10/29/2024 9:17 PM
286	senior assistance	10/29/2024 4:48 PM
287	Reduce nick-picky code enforcement	10/29/2024 3:50 PM
288	Veterans	10/29/2024 3:34 PM
289	Affordable housing and care for long-term memory care	10/29/2024 3:27 PM
290	Rent for seniors solely on SSA shouldn't be based on the average income level of the County!	10/29/2024 3:24 PM
291	people unwilling or unable to keep their houses in decent shape.	10/29/2024 3:23 PM
292	Affordable housing purchase	10/29/2024 3:22 PM
293	The lack of affordable purchase options for younger people and families; not always rentals	10/29/2024 3:12 PM
294	Focus on being a high end community that draws permanent capital. Improve existing housing stock and infrastructure. Avoid high density housing that attracts less enduring population who are more motivated on leaving	10/29/2024 3:05 PM
295	Small multifamily projects that blend into the neighborhood - even if they are apartments	10/29/2024 2:55 PM
296	Reducing the cost of childcare to help increase discretionary income for housing	10/29/2024 2:41 PM
297	Yes, the primary need is young families and lowest need is seniors.	10/29/2024 2:37 PM
298	Finding synergy in multiple populations in need of supportive and affordable housing (such as people with disabilities and seniors in a multi-family environment)	10/29/2024 2:33 PM
299	basic needs for those transitioning from homelessness need to be met (furniture, bedding, kitchen basics, etc)	10/29/2024 2:31 PM
300	Walkable areas	10/29/2024 2:07 PM
301	Outside home repairs assistance -My hoa wants me to repair or get a new fence. I am on a fixed budget and cannot. IMy house is worth more than the guidelines Plno Cares has even to get their low cost loans which would also be hard for me to pay back unless the payments were very low. I am a Divored Senior and the pandemic took all of my divorce monies to get through many things then. It's all gone and there is still need.	10/24/2024 5:37 PM
302	Parks and recreation opportunities near new housing	10/24/2024 12:11 PM
303	Those who age out of foster care	10/24/2024 11:20 AM
304	Pest control - mosquitoes	10/24/2024 10:39 AM
305	major repairs for smaller home neighborhoods with loans	10/23/2024 6:52 PM
306	Shelter for homeless	10/23/2024 6:47 PM
307	Transitional housing options	10/23/2024 4:29 PM
308	Cast-Iron pipes and Foundations for Seniors	10/23/2024 3:17 PM
309	Singles and families with children that need affordable, safe housing	10/23/2024 3:08 PM
310	Rental assistance. Esp for seniors.	10/22/2024 5:35 PM
311	Funds to give to senior so their houses could get items fixed	10/22/2024 4:22 PM

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312	regular maintenance and repair work for seniors because SS is too low	10/22/2024 9:35 AM
313	Survivors of sexual and domestic violence	10/21/2024 11:37 AM
314	Help for seniors to stay in their homes	10/20/2024 2:32 PM
315	Sidewalk and street repair	10/20/2024 9:30 AM
316	Affordable housing for mid class 65t	10/20/2024 8:32 AM
317	food banks	10/19/2024 9:47 PM
318	Assisted living affordable facilities	10/19/2024 8:30 PM
319	Single story homes?	10/19/2024 5:37 PM
320	families who need affordable 2-4 bedroom housing	10/19/2024 2:18 PM
321	Senior housing with transportation	10/19/2024 1:23 PM
322	Youth transitioning from high school	10/19/2024 1:14 PM
323	Access to Transportation	10/19/2024 12:36 PM
324	Yard/Tree maintenance for ADA/Seniors	10/19/2024 11:48 AM
325	Senior home modifications help Plano has lots of seniors now	10/19/2024 10:48 AM
326	more single family housing	10/19/2024 10:45 AM
327	More media on what's available and where to go to get answers and sign ip	10/19/2024 10:29 AM
328	Neighborhood homes maintenance	10/19/2024 10:15 AM
329	Veteran Housing Education	10/19/2024 9:41 AM
330	Homes are too expensive and residents cannot qualify for programs because their homes are overvalued.	10/18/2024 1:05 PM
#	2	DATE
1	Medical assistant	2/3/2025 3:44 PM
2	FEWER Condos	1/31/2025 9:10 PM
3	Support for aging families transitioning out of their homes to make way for new young families.	1/30/2025 2:44 PM
4	https://youtu.be/K1TFOK4_07s?si=kBS9yBbeaUbJAbEN	1/30/2025 2:02 PM
5	More green spaces	1/30/2025 1:51 PM
6	Stop building only "luxury" apartments instead of reasonably affor	1/28/2025 2:44 PM
7	Sequence of street red lights	1/27/2025 12:29 PM
8	Grey water program	1/26/2025 9:12 PM
9	Gap housing for seniors transitioning from larger homes.	1/26/2025 9:52 AM
10	Lower taxes	1/25/2025 11:49 AM
11	Single parents need help getting affordable housing and childcare	1/23/2025 1:45 PM
12	There's enough apartments but not affordable	1/23/2025 11:59 AM
13	Subsidized renters insurance	1/22/2025 8:34 PM
14	Rent relief	1/22/2025 8:34 PM
15	Certification program for apartments over 50 years - requiring structural, electrical and plumbing inspections of	1/22/2025 7:31 PM
16	Unexpected health issues/disabilities	1/22/2025 6:35 PM
17	Avg hourly wage is \$15/hr here, no one can qualify for rent in this city on that pay	1/22/2025 3:05 PM

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18	trees trimmed for over 65 residents at a reduced cost to them	1/22/2025 1:44 PM
19	transportation for low income people	1/21/2025 9:09 AM
20	young people just starting out	1/18/2025 1:19 PM
21	Higher subsidies for homeowner repairs & efficiencies	1/18/2025 12:04 PM
22	Fox and Jacob's used cast iron pipes in these 50 year old homes. I have 5 broken pipes. I cannot use my washer or bathtub/shower.	1/18/2025 11:46 AM
23	Landscaping updates	1/17/2025 8:40 PM
24	Repairs support for seniors	1/17/2025 8:00 PM
25	Solar programs	1/17/2025 3:26 PM
26	Pocket parks or green spaces in neighborhoods.	1/17/2025 2:22 PM
27	Allow strip centers to be turned into mixed use development allowing for housing on 2nd or 3rd level	1/17/2025 1:17 PM
28	Walkability	1/17/2025 11:36 AM
29	Assistance (tutor programs) to help new and current low to moderate income students with their education. Therefore maintaining high academic standards and the ability to be prepared for college or trade schools.	1/17/2025 9:57 AM
30	Lower property taxes so residents can afford their homes since wages aren't keeping up with inflation	1/17/2025 9:20 AM
31	no illegal immigrant handouts of other people's money	1/17/2025 8:12 AM
32	Workforce housing	1/17/2025 6:25 AM
33	Day resource center	1/17/2025 5:17 AM
34	Single persons	1/16/2025 11:56 PM
35	East plano needs to be modernized as legacy west	1/16/2025 10:57 PM
36	Golf simulators	1/16/2025 9:24 PM
37	apartments in hat accept the vouchers are ripping off the Government by raising the rent higher just because the person has a voucher	1/15/2025 11:26 PM
38	Community showers and laundry	1/12/2025 11:15 AM
39	Cracked, uneven sidewalks that catch people causing tripping. falling.	1/9/2025 4:20 PM
40	Get churches involved	1/9/2025 2:21 PM
41	Prosecuting offenders that steal, vandalize or porch pirating	1/8/2025 11:36 AM
42	Weatherszion of homes	1/7/2025 11:36 PM
43	Assistance for homeowners insurance	1/6/2025 4:30 PM
44	Single family homes	1/5/2025 3:41 PM
45	lighting in parks	1/4/2025 8:25 PM
46	Temp help for spouse in emergency health situations. Financially, yard etc	1/4/2025 8:02 PM
47	Please help the homeless population, they need short-term shelter and food. Especially with the winter being this cold, people will die if they do not have shelter	1/3/2025 7:45 PM
48	Alley ways roadwork / security	1/1/2025 6:29 PM
49	Teachers	1/1/2025 9:48 AM
50	Providing safe housing for the unhoused	12/30/2024 1:00 AM
51	More public transportation options	12/29/2024 9:08 AM

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52	Apartment Complex Monitoring	12/28/2024 9:21 PM
53	Single people affordability	12/28/2024 11:34 AM
54	Need to plant more trees along roadways! Plant in any vacant spot. Have public service programs to help.	12/28/2024 8:33 AM
55	First time home buyers	12/28/2024 3:18 AM
56	Mix use communities (logging, commerce, business in walking distance)	12/28/2024 1:32 AM
57	More effort toward enabling long-time Plano renters with good payment history to become homeowners IN Plano	12/27/2024 11:47 PM
58	First time home buyer's	12/27/2024 11:27 PM
59	Affordable housing	12/27/2024 11:07 PM
60	Affordable first time buyer housing	12/27/2024 10:38 PM
61	Affordable purchased housing not just rental	12/27/2024 9:56 PM
62	Affordable housing	12/27/2024 9:55 PM
63	Affordable homeownership opportunities for families (2-3 bedroom, smaller home)	12/27/2024 9:47 PM
64	Seniors	12/27/2024 9:26 PM
65	Property taxes are too high. Between taxes and insurance it's more than our mortgage.	12/27/2024 9:01 PM
66	better access to housing close to public transportation	12/27/2024 8:01 PM
67	Increase space between homes	12/27/2024 6:50 PM
68	Better access to public transportation within high density neighborhoods	12/27/2024 10:32 AM
69	Find and deal with violence	12/25/2024 7:37 AM
70	Single story homes in regular communities	12/23/2024 8:03 AM
71	Too many vacant buildings and homes	12/22/2024 7:43 PM
72	repairs for seniors who own their homes	12/21/2024 9:43 AM
73	Repairs to sidewalks	12/20/2024 9:21 PM
74	Cut taxes for seniors so we don't lose our home to taxes	12/19/2024 7:42 PM
75	DART access & crimes	12/15/2024 11:55 PM
76	Road repairs	12/14/2024 6:53 PM
77	more two or three bedroom homes for smaller families/single people	12/12/2024 3:28 PM
78	Black Americans	12/12/2024 2:54 PM
79	Homes for disabled	12/9/2024 9:23 PM
80	Apartments	12/9/2024 2:45 PM
81	Safety and improved street lights. A must.	12/8/2024 10:07 PM
82	Young families	12/7/2024 6:31 PM
83	Affordable starter homes for young families (owned not rented)	12/7/2024 6:45 AM
84	Less apartments	12/6/2024 7:05 PM
85	Residents unable to complete repairs because of 2% deductibles	12/6/2024 6:46 PM
86	Do not stuff up all of Plano.	12/5/2024 10:41 AM
87	Increased number of affordable homes instead of denser population with apartments and townhomes	12/4/2024 8:41 PM
88	Scammer on seniors for home repairs	12/4/2024 6:43 PM

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89	Provide housing support for single parent households.	12/4/2024 6:17 PM
90	How can we grow single family smaller homes	12/4/2024 5:39 PM
91	less government subsidized units	12/4/2024 1:55 PM
92	See above - for safety for accessibility to shopping etc.	12/4/2024 8:11 AM
93	Housing near public transportation	12/4/2024 8:03 AM
94	INDOOR HOTTUB&HEATED SWIMMING POOL.	12/4/2024 2:27 AM
95	Easy accessible information	12/3/2024 10:06 PM
96	People who grew up in Plano	12/3/2024 9:56 PM
97	Updates infrastructure to sidewalks/streets in neighborhoods hood like Newcombe Drive	12/3/2024 8:33 PM
98	Lots of adult children living with parents and working but still too expensive for one bedroom apartments, utilities, health insurance, food, etc.	12/3/2024 7:26 PM
99	Tree trimming assistance	12/3/2024 5:46 PM
100	Contributors to society	12/3/2024 3:22 PM
101	Community Development and Infrastructure Improvements	12/3/2024 2:52 PM
102	Restructuring drainages and water management	12/3/2024 2:47 PM
103	Too many developments	12/3/2024 1:36 PM
104	Fire dept housing	12/3/2024 11:04 AM
105	More	12/3/2024 10:12 AM
106	Access to groceries, clothing, etc. without driving	12/3/2024 9:30 AM
107	Hoarder Remediation in neighborhoods	12/3/2024 9:12 AM
108	Animal shelter expansion and change to no kill	12/3/2024 8:33 AM
109	Sidewalks	12/3/2024 8:12 AM
110	Single mothers	12/2/2024 4:10 PM
111	Fire those who mistreat those of special needs.	12/2/2024 3:39 PM
112	First time homebuyers overpaying for property taxes.	12/2/2024 3:35 PM
113	Low income	12/2/2024 11:44 AM
114	Reduce traffic	12/2/2024 7:46 AM
115	Financial support for sewer pipe replacement	11/30/2024 3:10 PM
116	Trees that need pruning and dead tree removal	11/30/2024 7:55 AM
117	city helping the low income, no home owners, at the same time, taking the profits when home is sold within 30 years	11/25/2024 7:29 AM
118	Make it easier to access finding for housing updates. The great rebate program minimum is \$20k is way too high.	11/23/2024 12:27 PM
119	Low income housing districts. Perhaps tax abated zones.	11/22/2024 2:22 PM
120	Tax burden is high	11/21/2024 7:33 PM
121	Stop signs in neighborhoods	11/16/2024 10:58 AM
122	Affordable Housing	11/16/2024 10:38 AM
123	First-time home buyers	11/15/2024 5:10 PM
124	Residential sidewalk leveling to improve drainage. my son has to ride his bike in the street after it rains to get to school in several areas of the neighborhood	11/15/2024 4:40 PM

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125	Affordable landscaping due to high water costs.	11/15/2024 1:47 PM
126	Getting house up to code	11/14/2024 10:27 AM
127	Lowering Property Taxes	11/14/2024 8:40 AM
128	Tiny house communities	11/14/2024 6:40 AM
129	Old original pipe to sewer	11/14/2024 6:23 AM
130	Solar/green energy assistance	11/13/2024 8:58 PM
131	Sewer issues in older homes	11/13/2024 5:54 PM
132	Yard care for elderly	11/13/2024 5:17 PM
133	pipe repairs	11/13/2024 4:14 PM
134	More medium density, especially at the major intersections	11/13/2024 3:51 PM
135	Traffic enforcement in areas outside of normal school zones	11/13/2024 3:08 PM
136	Young couples starting out	11/13/2024 7:59 AM
137	Parking lot potholes	11/12/2024 4:55 PM
138	People need more options for affordable housing, not handouts. Roommate situations are an option but everyone needs to pay their own way.	11/12/2024 9:15 AM
139	Less apartments	11/12/2024 9:05 AM
140	Helping out individuals who lost everything to to becoming ill during the pandemic and lost everything and they need some financial assistance and understanding to help get back on there feet.	11/12/2024 5:29 AM
141	Low income people	11/11/2024 8:22 PM
142	Replace flooring	11/11/2024 10:23 AM
143	No new apartments	11/9/2024 2:21 PM
144	There are a lot of older homes in Plano. Lobby for insurance companies to provide coverage for failed cast iron sewer pipes. The cost of replacement is astronomical and unaffordable for many.	11/9/2024 1:54 PM
145	cost of living exceeding income, taxes too high	11/5/2024 12:19 PM
146	Stop overbuilding of apartments	11/3/2024 10:45 PM
147	Seniors	11/3/2024 6:10 PM
148	Housing in a safe area	11/1/2024 10:21 AM
149	Way more affordable housing	10/30/2024 2:55 PM
150	Business support	10/30/2024 12:33 PM
151	Eliminate HOA restrictions on solar panels/xeriscaping	10/30/2024 9:05 AM
152	Employment services	10/30/2024 9:03 AM
153	Foster homes assistance for upgrades	10/29/2024 9:17 PM
154	no boarding homes in single family neighborhood	10/29/2024 4:48 PM
155	Affordable care for people with dementia	10/29/2024 3:27 PM
156	hotels as homes	10/29/2024 3:23 PM
157	Homeless emergency shelter within the City of Plano	10/29/2024 2:55 PM
158	Tax incentives should be income based not age based.	10/29/2024 2:37 PM
159	Entertainment near housing	10/29/2024 2:07 PM

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160	I am also told I need to re-sod my yard, but it would be at least \$2500 and for me it ight as well be \$25 million then. We, older seniors, whose income is basically now only Social Security need help keeping our properties HOA compliant.	10/24/2024 5:37 PM
161	Wildlife (bird) friendly lighting in housing developments	10/24/2024 12:11 PM
162	Assisting enrolled college students who are US Citizens	10/24/2024 11:20 AM
163	student only housing for college campuses	10/23/2024 6:52 PM
164	Not enough affordable housing	10/23/2024 3:17 PM
165	Families and singles where there has been domestic violence in a home and the family MUST FLEE because of safety. and support services	10/23/2024 3:08 PM
166	Teaching seniors how to operate their sprinklers so many I've talked to have no idea	10/22/2024 4:22 PM
167	transitional shelters/housing with wrap around services for homeless	10/22/2024 9:35 AM
168	Immigrants and refugees with language barriers	10/21/2024 11:37 AM
169	Programs for long time owners in moderate income bracket	10/20/2024 2:32 PM
170	shelters for battered families	10/19/2024 9:47 PM
171	stop the rush to apartment & condo development	10/19/2024 10:45 AM
172	Neighborhood street improvement	10/19/2024 10:15 AM
#	3	DATE
1	More affordable starter homes	1/31/2025 9:10 PM
2	Video above is a study on making cities more parking friendly while maintaining walkability	1/30/2025 2:02 PM
3	Community centers	1/30/2025 1:51 PM
4	Apartment fire inspection program with teeth	1/26/2025 9:12 PM
5	Enforcement by police of laws making neighborhoods safe, like noise and traffic laws	1/23/2025 1:45 PM
6	Quality 2000 sq foot 1 story housing	1/22/2025 8:34 PM
7	More neighborhood amenities - parks & rec for lacking neighborhoods	1/22/2025 7:31 PM
8	that's all for now	1/22/2025 1:44 PM
9	medical assistance for low income people	1/21/2025 9:09 AM
10	I have broken windows, issues with my foundation, the land is sinking away from the house. I have no floor. I need new dry walls. I only get \$3000 a month	1/18/2025 11:46 AM
11	Park updates	1/17/2025 8:40 PM
12	Tax breaks for home owners	1/17/2025 3:26 PM
13	Better walkability near housing.	1/17/2025 2:22 PM
14	Dense senior housing which will lead to SF homes being freed up	1/17/2025 1:17 PM
15	Walkability	1/17/2025 11:36 AM
16	Effective measures to keep low income housing apartments safe and reduce crime, including organized crime & sex trafficking	1/17/2025 9:57 AM
17	Housing/feeding homeless/low income	1/17/2025 9:20 AM
18	crime enforcement, gang activity	1/17/2025 8:12 AM
19	Childcare central to affordable housing areas.	1/17/2025 6:25 AM
20	Affordable housing	1/17/2025 5:17 AM
21	People with actual income. Make Plano Great Again. There's already a garland and mesquite for them.	1/16/2025 11:56 PM

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22	It's hard to find rent help. Or the 30% project section 8 rentals have one year or more wait. Owners are greedy. It should not just be up to the residents to seek rental assistance. A law by executive order for owners to lower the rent. \$1000. + is not affordable. Need to go back to 500-700. A month.	1/15/2025 11:26 PM
23	Community soup kitchens	1/12/2025 11:15 AM
24	Public neighborhood safety	1/7/2025 11:36 PM
25	Single family homes	1/5/2025 3:41 PM
26	keep adding parks	1/4/2025 8:25 PM
27	Partner with Plano schools and offer temporary housing to families children selected to attend Plano schools	1/4/2025 8:02 PM
28	Affordable tiny homes/communities for homeless and disabled persons	12/27/2024 11:47 PM
29	Assistance in housing for for migrants	12/27/2024 10:38 PM
30	Public transportation	12/27/2024 9:55 PM
31	Home ownership options for families with single parents	12/27/2024 9:47 PM
32	Single households	12/27/2024 9:26 PM
33	Affordable housing repairs, everything is too ecoensive and most homes in Plano are older and have so many problems.	12/27/2024 9:01 PM
34	more walkable neighborhoods with markets, etc. nearby	12/27/2024 8:01 PM
35	Community gardens	12/27/2024 6:50 PM
36	Traffic abusers	12/25/2024 7:37 AM
37	affordable senior apartments	12/21/2024 9:43 AM
38	Pest control in vulnerable residents homes	12/20/2024 9:21 PM
39	Affordable insurance for seniors, myself many others cannot afford high, taxes & unaffordable ins. I have no insurance & can't Fford my taxes either. It would take my ssi & worse \$500 for utilities and didn't use bare minimum	12/19/2024 7:42 PM
40	Financial assistance for rent before homelessness	12/15/2024 11:55 PM
41	Future water availability	12/14/2024 6:53 PM
42	Lower taxes	12/8/2024 10:07 PM
43	Senior living communities	12/7/2024 6:45 AM
44	Less hotels	12/6/2024 7:05 PM
45	Seniors wishing `to downsize unable to transition b/c smaller home cost exceeds cost of staying put	12/6/2024 6:46 PM
46	Focus on the beauty/maintenance/infrastructure of existing neighborhoods.	12/5/2024 10:41 AM
47	Public Awareness campaign about Plano Great Rebate program as well as Neighborhood Services Grants to advance repairs and updates of older homes to keep Plano relevant	12/4/2024 8:41 PM
48	Assistance for elderly homeowners needing repairs as in foundation affordable doors & window replacement.housing repairs	12/4/2024 6:43 PM
49	Provide safety and access improvements for seniors and people with disabilities	12/4/2024 6:17 PM
50	BATHTUBS in Every BATHROOM NO SHOWERS at ALL with Guard Rails.	12/4/2024 2:27 AM
51	Street repairs	12/3/2024 7:37 PM
52	Seniors over 65 might get a break on property taxes but cost of home improvements such as roofs, plumbing, electrical, fences, etc especially on limited income. Been here 30 years, now retired but no money to replace fence, carpet, etc. Improvements would help homeowners and raise the property values.	12/3/2024 7:26 PM

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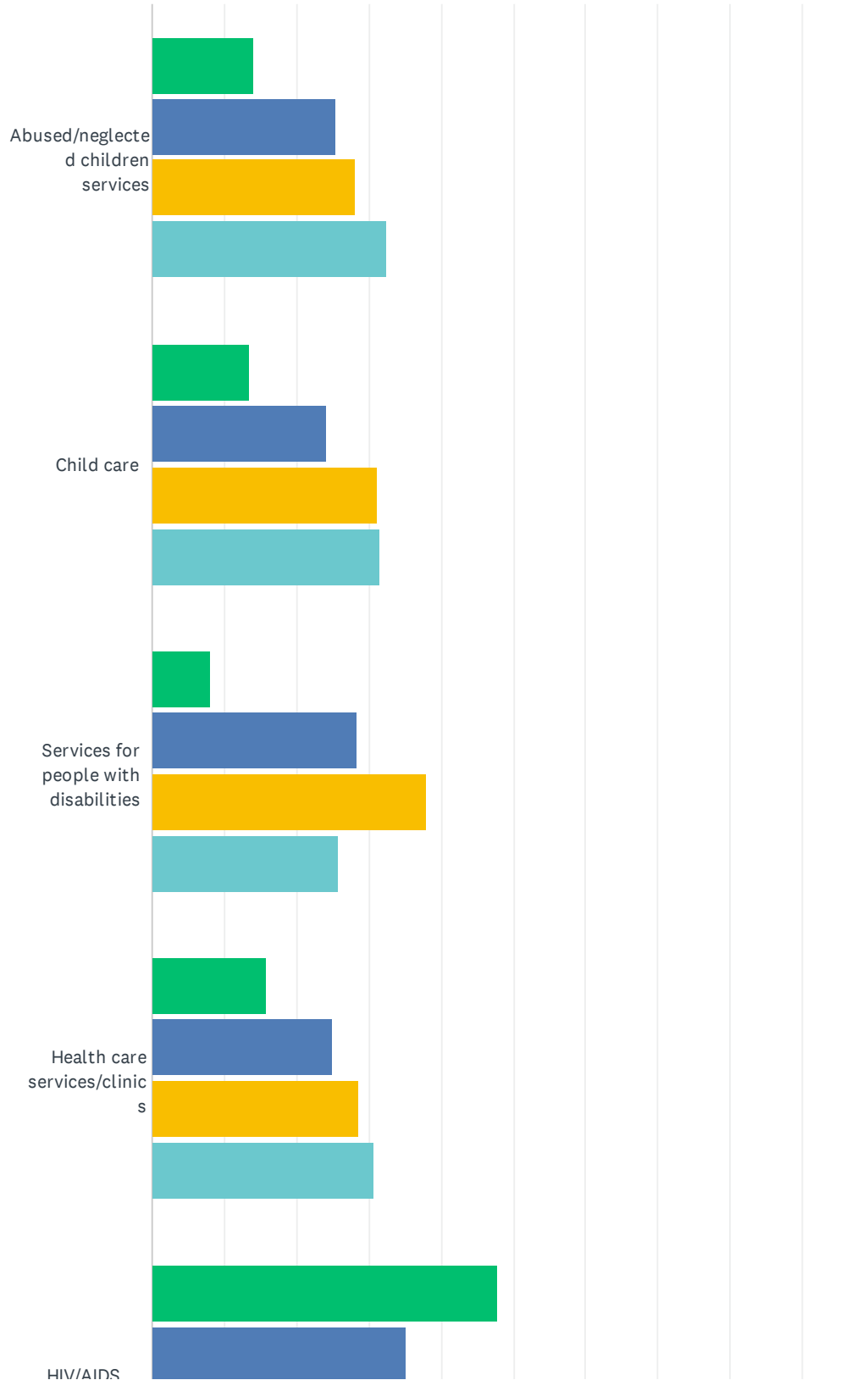
53	Fencing assistance	12/3/2024 5:46 PM
54	Veterans	12/3/2024 3:22 PM
55	Homelessness Prevention and Support Services	12/3/2024 2:52 PM
56	Increased Crime rates over the last year, safety is needed in out own homes	12/3/2024 2:47 PM
57	Plano meant to be suburban with good schools	12/3/2024 1:36 PM
58	SS income tax pause	12/3/2024 11:04 AM
59	Development (apartments)	12/3/2024 10:12 AM
60	Sidewalks	12/3/2024 8:12 AM
61	More of the seniors and those of special needs. Put in another senior center near carpenter rec center.	12/2/2024 3:39 PM
62	Disabilities	12/2/2024 11:44 AM
63	Reduce traffic noise	12/2/2024 7:46 AM
64	Proper care and maintenance of mature trees to prevent their loss	11/30/2024 3:10 PM
65	Major intersection medians need trees and wildflowers planted.	11/30/2024 7:55 AM
66	Less lawn, more gardens. Help encourage or create community front yard gardens.	11/22/2024 2:22 PM
67	Child safety in neighborhoods	11/16/2024 10:58 AM
68	Affordable Housing	11/16/2024 10:38 AM
69	Maintenance of water access coverings and interiors in residential grass parkways. Was a nightmare during the freeze to try and turn off the water	11/15/2024 4:40 PM
70	Help with fencing, both putting in and maintaining.	11/15/2024 1:47 PM
71	Clean Neighborhoods	11/14/2024 8:40 AM
72	Affordable housing	11/14/2024 6:40 AM
73	Original window help needed	11/14/2024 6:23 AM
74	Public transportation to support increased higher population and feed DART stations (Parker Rd, New Silver Line, and NW Plano Park & Ride) efficiently	11/13/2024 3:51 PM
75	Community checks and neighborhood watch assistance	11/13/2024 3:08 PM
76	Abandoned rentals , unkept yards	11/12/2024 4:55 PM
77	Create jobs for homeless people so that they can pay their own way and train them so that they become mentors and helpers to others once they become independent.	11/12/2024 9:15 AM
78	Less strip malls/massage places etc	11/12/2024 9:05 AM
79	Caregivers for family members need more financial assistance because they are sacrificing their careers for family care	11/12/2024 5:29 AM
80	Disable people	11/11/2024 8:22 PM
81	Clean and perform mold mitigation	11/11/2024 10:23 AM
82	Single family homes only	11/9/2024 2:21 PM
83	Increase the Update Rebate appraisal limit to be more in line with the value of Plano homes. The present formula does not work.	11/9/2024 1:54 PM
84	no ability to earn more income per households	11/5/2024 12:19 PM
85	Focus on new, smaller homes for downsizing for seniors already living in Pllano	11/3/2024 10:45 PM
86	Disabled	11/3/2024 6:10 PM

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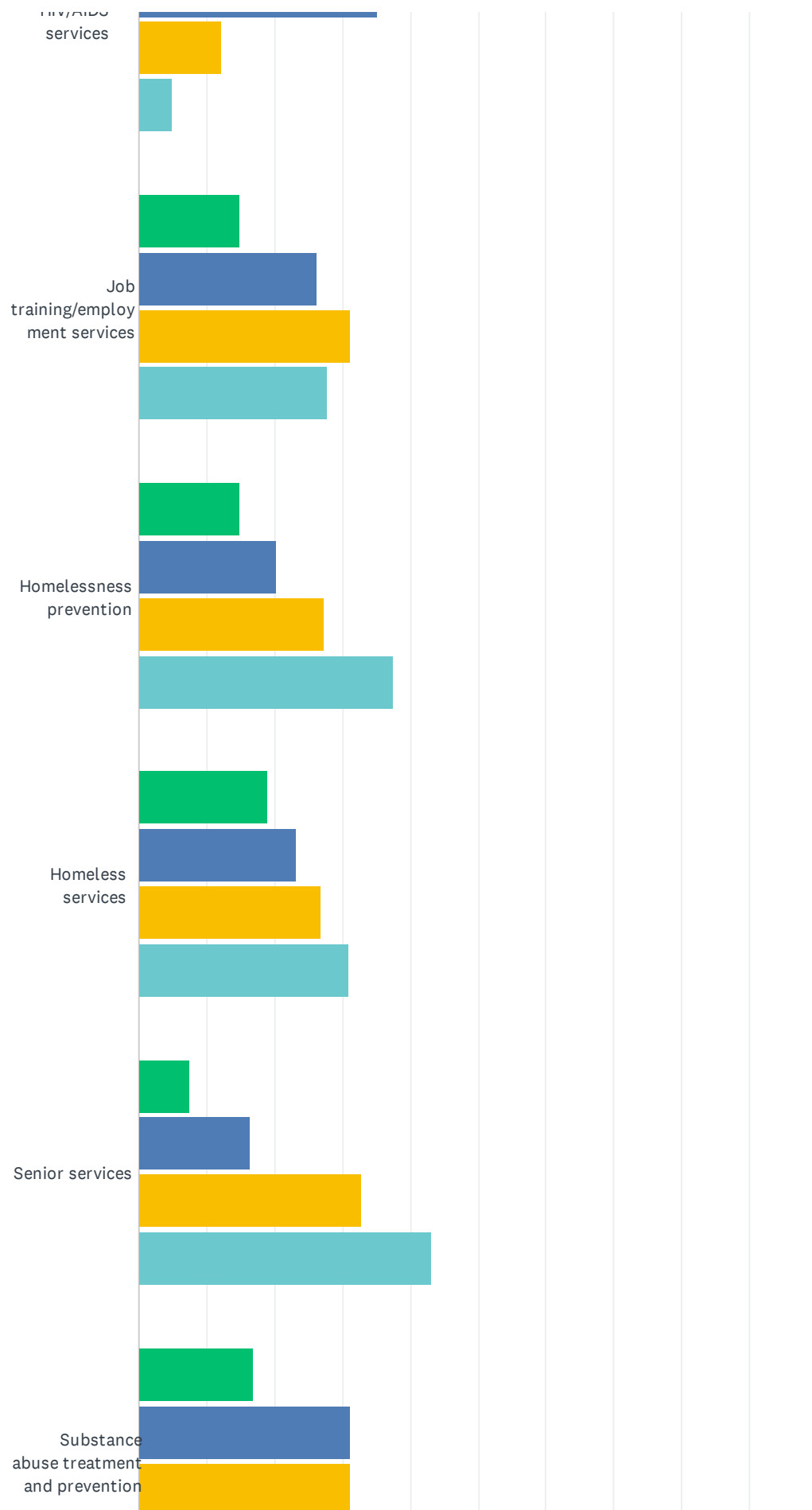
87	Financial Assistance for nonEnglish speaking seniors	11/1/2024 10:21 AM
88	Restricting corporate purchases/ownership of single family housing	10/30/2024 9:05 AM
89	Single parent families	10/29/2024 3:27 PM
90	homes used as rentals for too many people	10/29/2024 3:23 PM
91	Wrap around services for those experiencing housing insecurity	10/29/2024 2:55 PM
92	Affordable spaces for all residents to live and support and work	10/29/2024 2:07 PM
93	I akalso need more inside work done too. Even if I downsized it would not solve my problems. I hgave done the numbers including taxes, capital gains, paying off the mortgage etc. I would be left with not even enough to pay cash for a downsized home moretheless being able to maintain an older home,	10/24/2024 5:37 PM
94	loans/grants for historic preservation/parks	10/23/2024 6:52 PM
95	Rent is too high weatherization	10/23/2024 3:17 PM
96	Shelter for homeless families (due to any crisis)	10/23/2024 3:08 PM
97	On a federal level get the poverty rate increased. There are loads of seniors that need food stamps but their income is just one thousand dollars over the requirement level. Just sad.	10/22/2024 4:22 PM
98	husing desgined to age in place	10/22/2024 9:35 AM
99	At risk youth	10/21/2024 11:37 AM
100	Improvements in older areas	10/20/2024 2:32 PM
101	Senior communities needing repairs	10/19/2024 12:28 PM
102	old people want to stay in there homes - help them	10/19/2024 10:45 AM
103	Neighborhood safety	10/19/2024 10:15 AM

Q4 What public services are most needed in your community? Rate the level of need, with 4 being the highest priority.

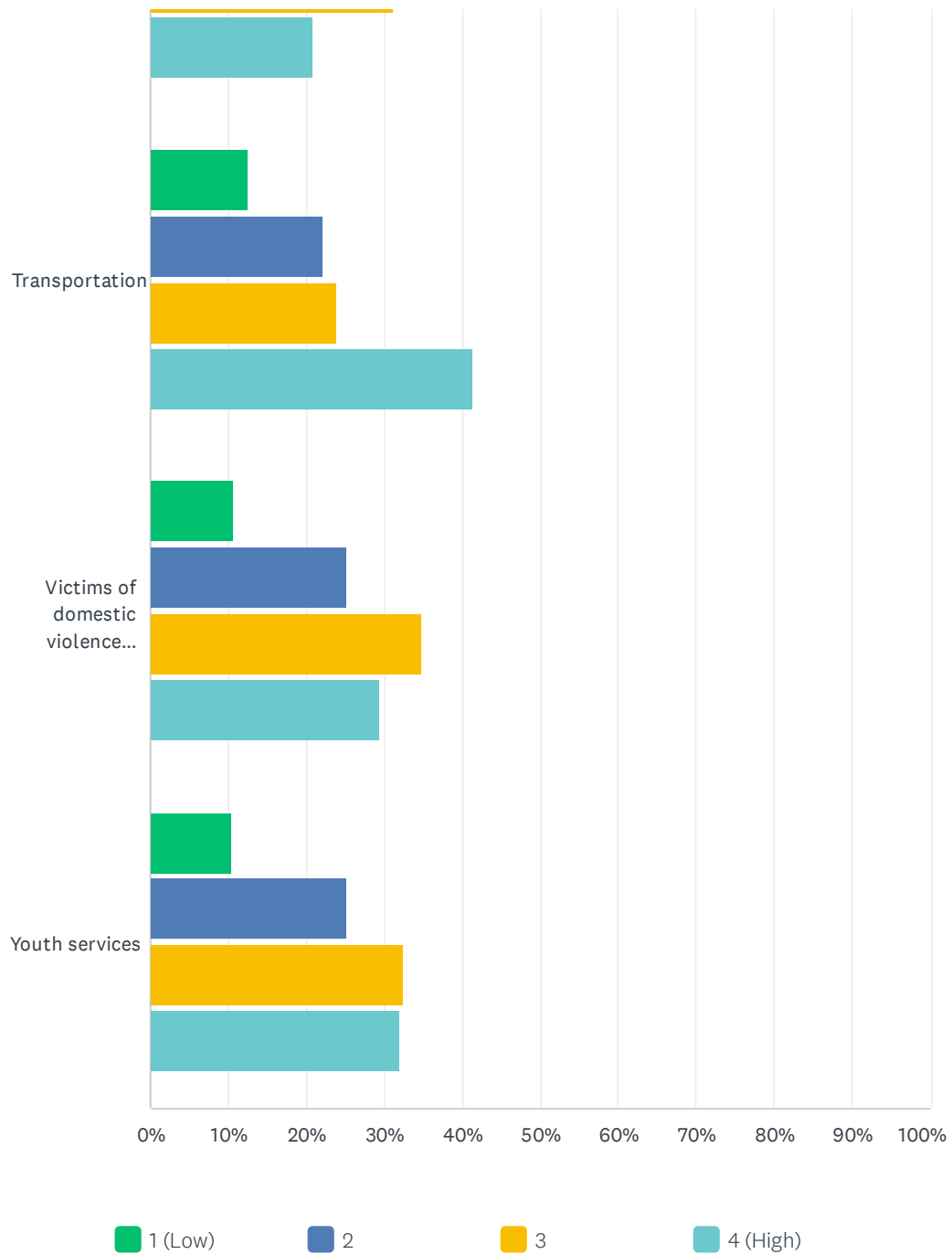
Answered: 1,100 Skipped: 58



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	1 (LOW)	2	3	4 (HIGH)	TOTAL	WEIGHTED AVERAGE
Abused/neglected children services	14.11% 149	25.38% 268	28.13% 297	32.39% 342	1,056	2.79
Child care	13.33% 141	24.01% 254	31.10% 329	31.57% 334	1,058	2.81
Services for people with disabilities	8.02% 85	28.30% 300	37.92% 402	25.75% 273	1,060	2.81
Health care services/clinics	15.74% 167	24.98% 265	28.65% 304	30.63% 325	1,061	2.74
HIV/AIDS services	47.79% 497	35.19% 366	12.12% 126	4.90% 51	1,040	1.74
Job training/employment services	15.00% 160	26.15% 279	31.21% 333	27.65% 295	1,067	2.72
Homelessness prevention	14.88% 160	20.19% 217	27.35% 294	37.58% 404	1,075	2.88
Homeless services	19.06% 202	23.21% 246	26.89% 285	30.85% 327	1,060	2.70
Senior services	7.50% 80	16.51% 176	32.93% 351	43.06% 459	1,066	3.12
Substance abuse treatment and prevention	16.83% 177	31.08% 327	31.18% 328	20.91% 220	1,052	2.56
Transportation	12.57% 135	22.16% 238	23.84% 256	41.43% 445	1,074	2.94
Victims of domestic violence services	10.76% 114	25.12% 266	34.66% 367	29.46% 312	1,059	2.83
Youth services	10.43% 110	25.21% 266	32.32% 341	32.04% 338	1,055	2.86

Q5 Are there other high priority public service needs in your community that are not listed above? (optional)

Answered: 166 Skipped: 992

ANSWER CHOICES	RESPONSES	
1	99.40%	165
2	43.37%	72
3	25.30%	42

Q5 Are there other high priority public service needs in your community that are not listed above? (optional)

Answered: 166 Skipped: 992

ANSWER CHOICES	RESPONSES
1	99.40% 165
2	43.37% 72
3	25.30% 42

#	1	DATE
1	Noise level at night	2/5/2025 9:25 AM
2	Support for food insecurity	1/31/2025 9:15 PM
3	No more apartments.	1/30/2025 5:48 PM
4	Better road specifications to prevent repairs	1/28/2025 10:54 AM
5	homeless veterans	1/27/2025 4:54 PM
6	Support the library system so they don't fear cuts by city council	1/26/2025 9:17 PM
7	Affordable Pre-K options for middle class families	1/25/2025 5:15 PM
8	Daycare facilities specifically for those with dementia - moderate to low cost	1/25/2025 3:33 PM
9	Finish the road construction!	1/24/2025 12:32 PM
10	Enforcement of traffic laws- red light running is rampant	1/23/2025 1:46 PM
11	Street and road upkeep/repair	1/23/2025 12:29 PM
12	Ways to grow communities; community gardens	1/23/2025 10:24 AM
13	Veteran services	1/22/2025 8:36 PM
14	Keeping parks clean trash free	1/22/2025 7:59 PM
15	less tolls	1/22/2025 6:40 PM
16	Road repair	1/22/2025 5:45 PM
17	Public transit expansion	1/22/2025 3:06 PM
18	Community Resource Center	1/18/2025 4:21 PM
19	veteran services	1/18/2025 1:21 PM
20	More funding for police surveillance equipment	1/18/2025 11:25 AM
21	Job support for locals	1/18/2025 8:12 AM
22	Easier access to city sport fields	1/17/2025 8:42 PM
23	Animal shelter support	1/17/2025 8:00 PM
24	Expanded public transit, preferably light rail service.	1/17/2025 2:24 PM
25	Transportation is high but dart buses are barely used, a innovation here would be great	1/17/2025 1:18 PM
26	Walkability	1/17/2025 11:37 AM
27	Create programs that effectively help people in need. Please listen to the community and	1/17/2025 10:05 AM

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teachers too create programs that are lacking, and would be utilized in our community

28	Public transportation	1/17/2025 9:31 AM
29	Mental health programs	1/17/2025 9:00 AM
30	Free sprinkler and drip line checks	1/17/2025 8:53 AM
31	Animal control	1/17/2025 8:44 AM
32	You mental health	1/17/2025 8:35 AM
33	crime from illegal immigrants	1/17/2025 8:13 AM
34	Affordable housing	1/17/2025 8:04 AM
35	Homelessness	1/17/2025 5:19 AM
36	Allowing local churches to serve these high needs as well	1/16/2025 11:20 PM
37	more connected walking/biking trails	1/16/2025 10:59 PM
38	Veterans	1/16/2025 10:57 PM
39	Keep DART as a priority.	1/16/2025 9:50 PM
40	Public schools improvement	1/16/2025 9:29 PM
41	Pet shelters and staff	1/15/2025 11:31 PM
42	empty strip malls	1/13/2025 11:09 AM
43	Buses and transportation	1/12/2025 11:16 AM
44	Jobs for the disabled	1/9/2025 2:24 PM
45	Food assistance	1/6/2025 4:33 PM
46	more visibility if police in parks	1/4/2025 8:26 PM
47	Adult mental health	1/4/2025 8:09 PM
48	Free indoor public areas like libraries	1/3/2025 7:47 PM
49	Help PISD re: PUBLIC EDUCATION FUNDING-Fight Austin Vouchers	1/2/2025 9:23 PM
50	People including myself need "a hand up, Not a handout "	1/2/2025 7:06 PM
51	Homeless services	1/1/2025 8:17 PM
52	I don't really know-	1/1/2025 6:32 PM
53	Mental health related services	1/1/2025 9:50 AM
54	Homelessness prevention/temporary assistance	12/29/2024 9:10 AM
55	Public transportation	12/28/2024 1:22 AM
56	Home improvement funds for veterans	12/28/2024 1:12 AM
57	LGBTQIA friendly services	12/28/2024 12:27 AM
58	Accessible parks and playgrounds	12/27/2024 11:08 PM
59	Public transportation	12/27/2024 10:57 PM
60	Affordable housing	12/27/2024 9:56 PM
61	Care of public parks in East Plano	12/27/2024 9:49 PM
62	utility bill assistance for moderate/low income households	12/27/2024 8:02 PM
63	Path way to free college	12/27/2024 6:54 PM
64	Utility bill assistance for moderate/low income residents	12/27/2024 10:37 AM

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65	Stop with the art landscaping signs and put the dollars are needed. Faster road repairs	12/25/2024 7:43 AM
66	More LIGHTED / Monitored parks for kids to gather at night- basketball courts, etc.	12/23/2024 11:40 PM
67	Traffic help	12/23/2024 8:05 AM
68	Health care for uninsured/underinsured	12/21/2024 5:24 PM
69	senior transportation	12/21/2024 9:45 AM
70	Education for self health care	12/20/2024 8:26 PM
71	Parenting classes	12/16/2024 11:14 AM
72	Education	12/9/2024 2:46 PM
73	Senior services	12/8/2024 10:10 PM
74	Pet homelessness	12/8/2024 2:27 PM
75	Tree trimming	12/8/2024 12:07 AM
76	Food insecurity	12/7/2024 6:33 PM
77	Arrest panhandlers	12/6/2024 7:06 PM
78	Phishing/cyber investigation & remediation	12/6/2024 6:48 PM
79	Senior transportation	12/5/2024 9:45 PM
80	Victims of crimes	12/5/2024 8:06 PM
81	No homeless assistance it's already getting bad	12/5/2024 3:44 PM
82	Invest in giving people more opportunities to do service for each other. Keeps people busy and helps them be better. The community will benefit.	12/5/2024 10:44 AM
83	Home repairs	12/5/2024 5:30 AM
84	Public transportation, most need ride just to get to pick up	12/4/2024 6:46 PM
85	Safety including increased camera surveillance.	12/4/2024 6:21 PM
86	Prioritize unemployed job applicant if applying to City/Municipal jobs	12/4/2024 10:55 AM
87	Funding public schools	12/4/2024 8:04 AM
88	Senior Services	12/4/2024 7:31 AM
89	CITY OF PLANO TRANSPORTATION for FREE for People Who are Disabled and Handicapped Ages 50+.	12/4/2024 2:34 AM
90	Yes, Plano east needs to be given similar growth and expansion as the west.	12/3/2024 11:14 PM
91	Updating cross walks with ADA sound alert crosswalks	12/3/2024 8:51 PM
92	Parks for wheelchairs users	12/3/2024 7:41 PM
93	Assisted living adult centers for adults with disabilities. I taught students for years with autism, learning differences, brain injuries, etc who are probably not going to be able to care for themselves after high school and live with parents.	12/3/2024 7:31 PM
94	ESL	12/3/2024 7:02 PM
95	Financial and/or Debt management	12/3/2024 5:54 PM
96	Senior center on west side or central	12/3/2024 5:49 PM
97	Mental health professionals	12/3/2024 4:27 PM
98	Kids	12/3/2024 3:22 PM
99	Enhance Public Transportation Accessibility	12/3/2024 2:58 PM
100	improved mass transit infrastructure (i.e. covered bus stops)	12/3/2024 2:17 PM

2025-2029 City of Plano Consolidated Plan

101	Specialty medical services for bloodwork only	12/3/2024 10:44 AM
102	School student homelessness	12/3/2024 8:38 AM
103	sidewalks on H street	12/3/2024 8:14 AM
104	free senior or disability transportation (on call or scheduled)	12/2/2024 4:27 PM
105	Mental health services for homeless	12/2/2024 4:11 PM
106	Stop discrimination towards the deaf and hard of hearing folks and fire those who do abuse towards them.	12/2/2024 3:41 PM
107	Mosquito and rat control	11/30/2024 3:15 PM
108	Panhandling registration and vetting for criminal backgrounds	11/30/2024 7:59 AM
109	safety as high priority with max no of cameras in common areas	11/25/2024 7:30 AM
110	Child care for low income or hourly workers is essential.	11/22/2024 2:24 PM
111	Single parents	11/18/2024 1:57 PM
112	Open spaces/parks	11/17/2024 2:30 PM
113	Transportation for seniors	11/16/2024 10:53 AM
114	Helping new citizens and others to acclimate to community.	11/15/2024 1:50 PM
115	Better road maintenance	11/15/2024 11:24 AM
116	Parks & Rec	11/14/2024 10:31 AM
117	Sidewalk accessibility	11/14/2024 8:42 AM
118	Senior services	11/14/2024 7:34 AM
119	Financial education	11/14/2024 6:43 AM
120	Meals for school should be free	11/14/2024 6:24 AM
121	Smaller patio type housing not just apartments	11/14/2024 4:56 AM
122	Sex and child trafficking prevention	11/13/2024 10:35 PM
123	Illegals	11/13/2024 8:59 PM
124	Transition services for children in foster care	11/13/2024 8:59 PM
125	Access to parks and fields for community sports and involvement	11/13/2024 8:39 PM
126	More community events/concerts	11/13/2024 5:09 PM
127	Mental Health services specifically (not just physical healthcare)	11/13/2024 4:03 PM
128	Seniors need more support for basic living needs	11/12/2024 4:56 PM
129	Clean Air, Clean Water, Ensure safe food and water	11/12/2024 9:23 AM
130	More health care access for uninsured	11/12/2024 9:06 AM
131	Multi family residents	11/12/2024 5:31 AM
132	Good roads	11/11/2024 8:23 PM
133	Local transportation	11/11/2024 10:25 AM
134	single parent households are neglected	11/5/2024 12:21 PM
135	Better plan and coordinate road repairs to less inconvenience Planoites	11/3/2024 10:49 PM
136	Veterans	11/3/2024 6:11 PM
137	Public transportation needs to be completely reworked. The busses run empty or almost empty when I see them. This should be changes to uber type services for those who do ride the busses.	11/3/2024 6:25 AM

2025-2029 City of Plano Consolidated Plan

138	Increase investment in child protection services	11/2/2024 4:43 PM
139	These questions are a little difficult to answer b/c we already have such amazing svcs in Plano	11/2/2024 10:25 AM
140	Financial training, I.e how to improve credit score	11/1/2024 10:23 AM
141	Childcare	10/31/2024 9:48 PM
142	The need for affordable child care	10/30/2024 6:25 PM
143	Childcare is not good quality and needs more support to improve the quality	10/30/2024 10:47 AM
144	Child care	10/30/2024 9:03 AM
145	Re-Development for old commercial comers/businesses	10/29/2024 7:52 PM
146	Get illegal drugs off the street	10/29/2024 3:53 PM
147	In home child care providers need help that would in turn help our community	10/29/2024 3:45 PM
148	Physically separated bike lanes, not just a stripe of paint	10/29/2024 3:30 PM
149	Gun control	10/29/2024 3:25 PM
150	Rehabilitate East Plano to move towards affluence found in West Plano	10/29/2024 3:07 PM
151	Cultural Onboarding	10/24/2024 6:03 PM
152	employment jobs for seniors who still need to work that pay decently and even computer skills workshops so we can get jobs working from home for those of us who have mobility issues. Also help in securing those jobs.	10/24/2024 5:41 PM
153	Foster care families and children	10/24/2024 11:21 AM
154	Creative Employment Solutions in communities	10/23/2024 3:19 PM
155	Anything regarding seniors and children should be high priority	10/22/2024 4:24 PM
156	mental health services because many homeless show to have a need for this	10/22/2024 9:39 AM
157	More assistance for seniors	10/20/2024 2:33 PM
158	Safe neighborhoods	10/20/2024 8:33 AM
159	Vocational training: HVAC, Automotive, Plumbing. Carpentry,	10/19/2024 10:08 PM
160	education on taxes	10/19/2024 4:39 PM
161	First time home owners assistance	10/19/2024 3:29 PM
162	Senior transportation	10/19/2024 12:35 PM
163	you didn't help seniors make repairs caused by bad codes	10/19/2024 10:55 AM
164	Senior Services	10/19/2024 10:49 AM
165	Home owners rights	10/19/2024 10:20 AM
#	2	DATE
1	A lot of speeding on east 14th St.	2/5/2025 9:25 AM
2	Lighting and lane striping for roads	1/26/2025 9:17 PM
3	Weekly recycling pick up	1/25/2025 5:15 PM
4	Affordable childcare	1/23/2025 1:46 PM
5	Parks and recreation	1/23/2025 12:29 PM
6	Mental illness support / treatment	1/22/2025 8:36 PM
7	affordable everything	1/22/2025 6:40 PM

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8	Lights at parks	1/17/2025 8:42 PM
9	Library support	1/17/2025 8:00 PM
10	Expanded and more community centers.	1/17/2025 2:24 PM
11	Walkability	1/17/2025 11:37 AM
12	Keeping our citizens safe from bodily harm and property thefts	1/17/2025 10:05 AM
13	Public transportation	1/17/2025 9:31 AM
14	clean up our streets, they are filthy	1/17/2025 8:13 AM
15	Domestic violence	1/17/2025 5:19 AM
16	affordable high speed internet services	1/16/2025 10:59 PM
17	More catch spade and release for cats and dogs	1/15/2025 11:31 PM
18	Enforce ordinances against short term rentals in residential neighborhoods	1/9/2025 2:24 PM
19	Behavioral health assistance	1/6/2025 4:33 PM
20	cameras in public places	1/4/2025 8:26 PM
21	Senior services that don't involve Medicare and insurance and cost a fortune	1/4/2025 8:09 PM
22	Affordable health care centers	1/3/2025 7:47 PM
23	Affordable housing	12/27/2024 10:57 PM
24	Public transportation	12/27/2024 9:56 PM
25	Walkable neighborhoods (walk to stores, etc)	12/27/2024 9:49 PM
26	Community Sports affordable to all	12/27/2024 6:54 PM
27	Road construction timely completion	12/23/2024 8:05 AM
28	senior health services	12/21/2024 9:45 AM
29	Education for home ownership	12/20/2024 8:26 PM
30	Awareness for Help	12/9/2024 2:46 PM
31	Safety, improved lighting Increase animal control staff and fines for loose dogs.	12/8/2024 10:10 PM
32	Police should be more friendly	12/6/2024 7:06 PM
33	Low cost home repair loans	12/6/2024 6:48 PM
34	People who are not even homeless are now panhandling due to how relaxed the enforcement is	12/5/2024 3:44 PM
35	Homeless using bike storage 24/7 so if bike rider can't store bike	12/4/2024 6:46 PM
36	Streetlight improvements.	12/4/2024 6:21 PM
37	Drastic update to the Plano Job Portal, provide updates to applicants	12/4/2024 10:55 AM
38	Mental Health Support for Homeless	12/4/2024 7:31 AM
39	CHEAPER HOTELS \$50.00 a NIGHT Every Day Forever and into the Future to come.	12/4/2024 2:34 AM
40	Trader Joe's and Whole Foods serve the west but none available in the east.	12/3/2024 11:14 PM
41	Treatment for homelessness has to be more than education. Giving free housing should be a high priority for those who can and want to work and have transportation.	12/3/2024 7:31 PM
42	Affordable healthcare	12/3/2024 7:02 PM
43	Code enforcement	12/3/2024 5:49 PM
44	Kids	12/3/2024 3:22 PM
45	Expand Rail and Subway Networks	12/3/2024 2:58 PM

2025-2029 City of Plano Consolidated Plan

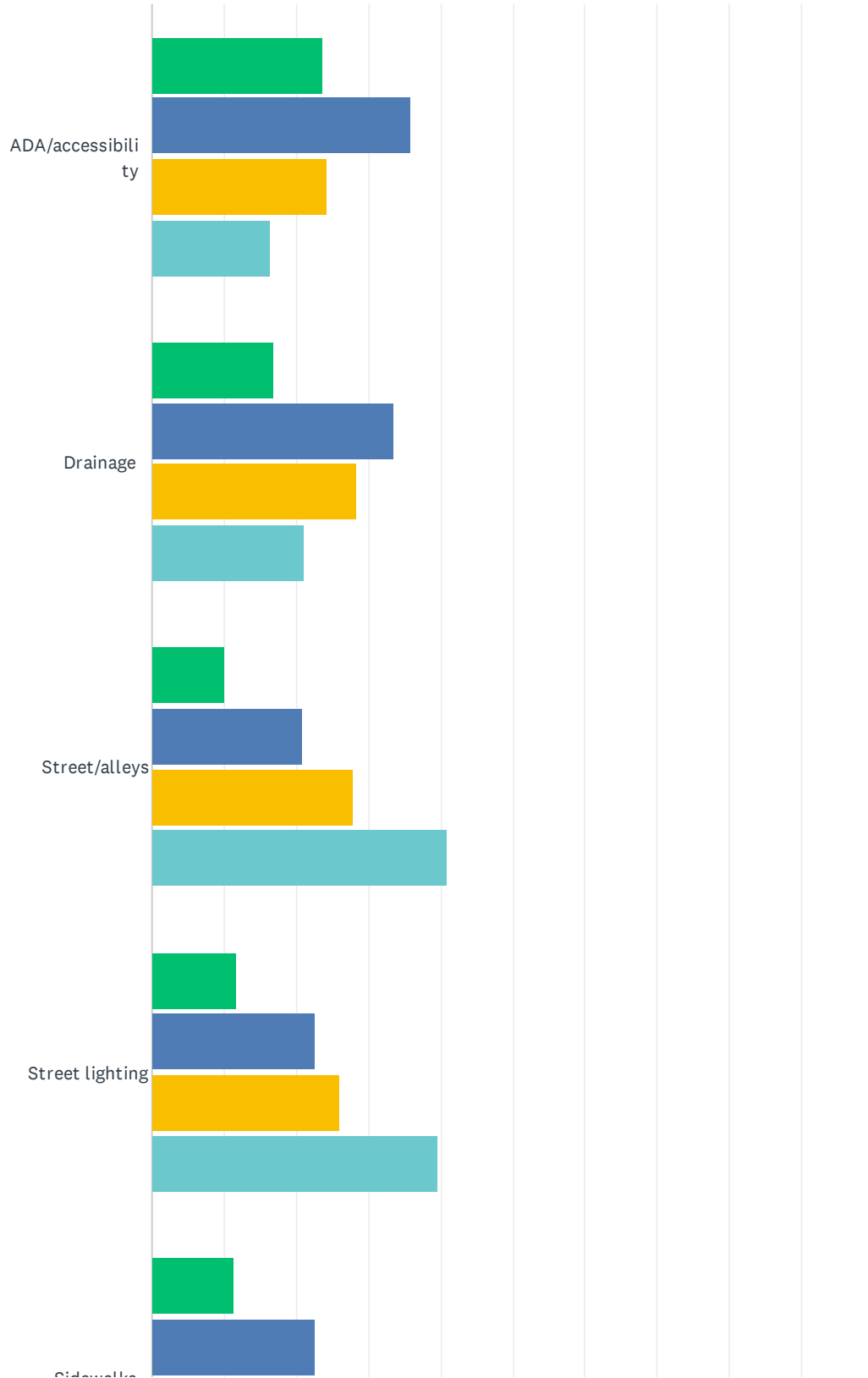
46	single homeowner assistance (repairs, remodeling)	12/2/2024 4:27 PM
47	Fire those police officers who poke fun of the deaf and hard of hearing.	12/2/2024 3:41 PM
48	Passport renewal/ application	11/30/2024 3:15 PM
49	Anti-vagrancy agenda must be adopted and enforced	11/30/2024 7:59 AM
50	Utilities assistance	11/17/2024 2:30 PM
51	Assistance with dealing with financial issues.	11/15/2024 1:50 PM
52	More street lighting	11/15/2024 11:24 AM
53	Nutrition Assistance	11/14/2024 10:31 AM
54	Will/estate planning	11/14/2024 6:43 AM
55	Homeless	11/13/2024 8:59 PM
56	Public Safety & Response to natural disasters.	11/12/2024 9:23 AM
57	Low to no income financial assistance	11/12/2024 5:31 AM
58	Good roads	11/11/2024 8:23 PM
59	single adult black male neglected (discrimination)	11/5/2024 12:21 PM
60	Support LifePath Systems more	11/3/2024 10:49 PM
61	Seniors	11/3/2024 6:11 PM
62	We need better access to child care	10/29/2024 3:45 PM
63	Enhanced Public Transportation	10/24/2024 6:03 PM
64	These community projects planned for residential communities coming on-line expect more to be able to walk their areas rather than use cars - what about we, seniors, with mobility issues who cannot walk far??	10/24/2024 5:41 PM
65	College students who are US Students	10/24/2024 11:21 AM
66	Vocational Training	10/23/2024 3:19 PM
67	subsidized bus passes for extremely low and very low income persons	10/22/2024 9:39 AM
68	Electrical, Masonry, etc	10/19/2024 10:08 PM
69	education on paying for utilities, phone, etc	10/19/2024 4:39 PM
70	Senior apartment rents shouldn't be based on average income of county when all you have is social security	10/19/2024 12:35 PM
71	examples - cast iron sewer pipes, no drains for water heaters	10/19/2024 10:55 AM
72	Reduce public solitation	10/19/2024 10:20 AM
#	3	DATE
1	Force or partner with oncor to bury all power lines	1/26/2025 9:17 PM
2	Service Rodent infestation in Allies	1/25/2025 5:15 PM
3	Job training	1/23/2025 1:46 PM
4	Homeless programs to house and rehabilitate those with housing insecurities.	1/17/2025 2:24 PM
5	Walkability	1/17/2025 11:37 AM
6	Using tax dollars wisely. Understanding the issues before spending \$\$\$ so that the money is spent wisely and efficiently	1/17/2025 10:05 AM
7	Public transportation	1/17/2025 9:31 AM
8	less emphasis on the mayor's elite west side - Legacy	1/17/2025 8:13 AM

2025-2029 City of Plano Consolidated Plan

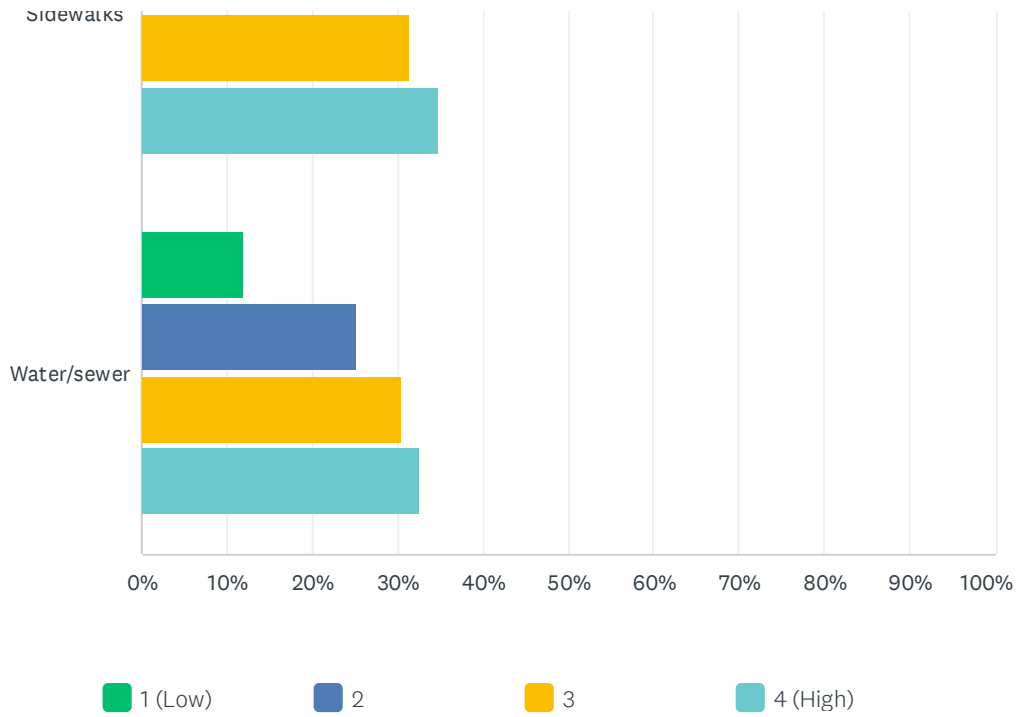
9	Youth homeless prevention	1/17/2025 5:19 AM
10	More pet food at food pantries	1/15/2025 11:31 PM
11	more lighting	1/4/2025 8:26 PM
12	Training for cna's (need to rotate to prevent burnout and possibly train for admin to prevent burnout). Programs	1/4/2025 8:09 PM
13	Road repair	1/2/2025 6:54 AM
14	Places for community to gather	12/27/2024 9:49 PM
15	Trade: for Immediate jobs	12/27/2024 6:54 PM
16	More internet provider options	12/23/2024 8:05 AM
17	senior mobility services	12/21/2024 9:45 AM
18	Driver education	12/20/2024 8:26 PM
19	Cameras at intersections to reduce red light runners.	12/8/2024 10:10 PM
20	Smile and be nice to everyone	12/6/2024 7:06 PM
21	Effective solicitation/robocall/other sketchy marketing redress/prevention	12/6/2024 6:48 PM
22	Provide more Senior and community classes or events in Spanish	12/4/2024 10:55 AM
23	HOTELS NEED BIG BREAKFASTS, LUNCHESES, & DINNERS for FREE.	12/4/2024 2:34 AM
24	As a Plano resident we want our homes in the east hold and grow in demand just like the west side of Plano.	12/3/2024 11:14 PM
25	Kids	12/3/2024 3:22 PM
26	Create More Walkable and Safe Infrastructure	12/3/2024 2:58 PM
27	single resident transportation (for when they can't drive - medical appt, auto repair, etc.)	12/2/2024 4:27 PM
28	Better training in ada and special needs.	12/2/2024 3:41 PM
29	Volunteer opportunities	11/30/2024 3:15 PM
30	Liqueur stores, vape shops, tattoo parlors and title loans should be crowded out of a vibrant growing community- not multiplying	11/30/2024 7:59 AM
31	Keeping areas clean ie. alleyways, roadways.	11/15/2024 1:50 PM
32	Home ownership saving/planning	11/14/2024 6:43 AM
33	Addiction	11/13/2024 8:59 PM
34	Close the borders. Critical Thinking Education.	11/12/2024 9:23 AM
35	Good roads	11/11/2024 8:23 PM
36	ignoring the low income, with wealthy a large majority voice	11/5/2024 12:21 PM
37	Reduce homeowner property taxes or increase homestead exemption	11/3/2024 10:49 PM
38	Disabled	11/3/2024 6:11 PM
39	Job Training	10/23/2024 3:19 PM
40	Law Enforcement, Forensic, Nursing, etc	10/19/2024 10:08 PM
41	bad foundations, bad windows, bad building insulation	10/19/2024 10:55 AM
42	Reduce allowing paper ads to be thrown at random into storm sewers	10/19/2024 10:20 AM

Q6 What infrastructure improvements are most needed in your community? Rate the level of need, with 4 being the highest priority.

Answered: 1,078 Skipped: 80



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	1 (LOW)	2	3	4 (HIGH)	TOTAL	WEIGHTED AVERAGE
ADA/accessibility	23.63% 246	35.83% 373	24.21% 252	16.33% 170	1,041	2.33
Drainage	16.92% 178	33.56% 353	28.42% 299	21.10% 222	1,052	2.54
Street/alleys	10.05% 106	20.95% 221	27.96% 295	41.04% 433	1,055	3.00
Street lighting	11.69% 123	22.62% 238	26.05% 274	39.64% 417	1,052	2.94
Sidewalks	11.21% 118	22.60% 238	31.34% 330	34.85% 367	1,053	2.90
Water/sewer	11.89% 124	25.12% 262	30.39% 317	32.60% 340	1,043	2.84

Q7 Are there other high priority infrastructure needs that are not listed above? (optional)

Answered: 189 Skipped: 969

ANSWER CHOICES	RESPONSES	
1	100.00%	189
2	41.80%	79
3	24.34%	46

Q7 Are there other high priority infrastructure needs that are not listed above? (optional)

Answered: 189 Skipped: 969

ANSWER CHOICES	RESPONSES
1	100.00% 189
2	41.80% 79
3	24.34% 46

#	1	DATE
1	Lines to get better cable	2/5/2025 9:27 AM
2	Reliable electricity grids	2/3/2025 5:15 PM
3	Streets are in bad shape	2/2/2025 4:07 PM
4	Help with elderly major home repairs	1/31/2025 10:22 PM
5	Parks and Recreation facilities, especially in central Plano	1/31/2025 9:19 PM
6	No more apartments	1/30/2025 5:49 PM
7	Neighborhood shops and services areas. In the neighborhoods themselves.	1/30/2025 2:05 PM
8	Speed bumps in neighborhoods - protect children playing and senior citizens walking	1/28/2025 12:26 PM
9	dedicated bike paths that are physically separated from car traffic	1/28/2025 12:06 PM
10	Better roads, to avoid so many repairs	1/28/2025 10:55 AM
11	ample power, water and garbage services	1/27/2025 4:56 PM
12	Street lighting	1/26/2025 9:18 PM
13	DART/public transit (expand/fund)	1/25/2025 12:51 PM
14	Stop light sensors instead of timers	1/24/2025 3:43 PM
15	Finish the road construction!	1/24/2025 12:32 PM
16	Infrastructure on the east side of town is neglect while wealthier areas get new sidewalks when they aren't even needed	1/23/2025 1:49 PM
17	We have to be ready to rapid, heavy rainfall	1/23/2025 10:25 AM
18	School zone flashing lights	1/23/2025 10:08 AM
19	Cones removed on Hillridge and more parking in apts	1/22/2025 7:09 PM
20	traffic	1/22/2025 6:44 PM
21	Traffic Management System (traffic intersections)	1/18/2025 4:25 PM
22	Repair of neighborhood streets. Example, Country Pl., Drive between Parker and Porto's O cCl	1/18/2025 2:33 PM
23	homeowners having to replace cast iron pipes	1/18/2025 1:21 PM
24	Littering	1/18/2025 11:51 AM
25	Painting	1/18/2025 8:14 AM
26	Potholes	1/17/2025 8:43 PM

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27	Traffic safety	1/17/2025 8:01 PM
28	Water testing	1/17/2025 3:27 PM
29	Improving walkability, bike friendly infrastructure, and expanding public transit.	1/17/2025 2:25 PM
30	Walkability	1/17/2025 11:37 AM
31	Aging communities	1/17/2025 10:06 AM
32	Shaded playgrounds	1/17/2025 8:54 AM
33	focus on one area at a time and finish it	1/17/2025 8:15 AM
34	Sidewalks around major intersections need to be ADA compliant	1/17/2025 6:27 AM
35	Potholes	1/17/2025 12:37 AM
36	Fix the goddamned roads once. Not dozens of times.	1/16/2025 11:58 PM
37	Clean water. Remove fluoride and additives	1/16/2025 11:57 PM
38	Snow prep	1/16/2025 10:58 PM
39	Tree cleaning	1/16/2025 10:38 PM
40	Street lights should only project downward to reduce light pollution and preserve our beautiful night sky!	1/16/2025 10:12 PM
41	Ice efficient roads	1/16/2025 9:31 PM
42	How are our bridges doing?	1/16/2025 9:30 PM
43	More public transportation from east plano to Suburbs of Dallas.	1/15/2025 11:35 PM
44	Flood prevention and draining	1/12/2025 11:17 AM
45	Safety	1/9/2025 2:26 PM
46	Potholes	1/6/2025 6:14 PM
47	Russell Creek drainage system causing severe erosion to properties	1/6/2025 4:38 PM
48	Residential street repair	1/5/2025 3:45 PM
49	Help with large tree removal and sidewalk repair	1/4/2025 8:15 PM
50	Need more ways to cross street safely like pedestrian bridges in high foot traffic areas	1/3/2025 7:48 PM
51	The main streets are a nightmare! And costly. Perpetually under construction	1/2/2025 7:07 PM
52	Bike paths	1/2/2025 6:55 AM
53	Visibility on some turns due to trees in the meadow	1/1/2025 9:52 AM
54	Restrooms at more parks	12/31/2024 10:31 PM
55	Dedicated Bike lanes	12/30/2024 4:53 PM
56	stoplight timing & sensors; stoplights could be more intelligent to reduce delays, enable better flow	12/28/2024 7:25 AM
57	Public transit	12/28/2024 1:23 AM
58	CUSTER potholes!!!!!!	12/27/2024 11:49 PM
59	Affordable housing	12/27/2024 9:57 PM
60	Better planning of street repair to ensure drivers are alerted ahead of construction zones	12/27/2024 9:51 PM
61	public transportation throughout the city	12/27/2024 8:06 PM
62	Bike lanes	12/27/2024 6:56 PM
63	Safety in the alleyways- such as lighting.	12/25/2024 11:56 PM

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64	Lighting in parks	12/23/2024 8:08 AM
65	reliable power	12/22/2024 6:50 PM
66	MUCH better planning on road construction, not all e/w roads at same time	12/21/2024 5:24 PM
67	Stream bed erosion	12/21/2024 4:41 PM
68	Turn lane traffic balls that are in actual turn lane instead of straight lane	12/21/2024 2:03 PM
69	cleaning up around parks	12/21/2024 9:47 AM
70	More trees	12/20/2024 8:28 PM
71	Lower water, sewer & trash rates on seniors	12/19/2024 7:48 PM
72	How much is this going to cost in taxes	12/18/2024 11:18 PM
73	Lighting in the parks and walking trails	12/16/2024 6:52 PM
74	Internet access- fiber, mobile/cell	12/16/2024 12:22 AM
75	Bury power lines	12/15/2024 11:09 PM
76	Rat abatement	12/14/2024 6:55 PM
77	More walkability	12/14/2024 9:40 AM
78	I am unsure, so I'm leaving this one blank	12/13/2024 10:04 AM
79	better lighting in parking lots of Plano Rec Centers (specifically Muehlenbeck)	12/12/2024 3:31 PM
80	Nature preservation	12/12/2024 2:55 PM
81	Cleaner water	12/9/2024 2:50 PM
82	Streets.	12/8/2024 10:11 PM
83	Yes, there's a lot of businesses with broken down signs and worn out old run down looking strip, malls, parking lots with big holes in them. Liquor stores vape shops on every corner. Check cashing People walking in the middle of the road to ask for money, I had one guy. Scare me to deathWhen I was walking out of a store asking me for money, walked right up to me, then wouldn't leave me alone	12/8/2024 2:29 PM
84	Restrooms on trails (legacy trail)	12/7/2024 6:47 AM
85	Paint curbs at intersections to assist elderly drivers.	12/6/2024 10:41 PM
86	Chemical free drinking water	12/6/2024 7:07 PM
87	Reliable power	12/6/2024 6:49 PM
88	No more dart busses west of coit road they only have 1-3 riders at a time	12/5/2024 3:44 PM
89	Power grid	12/5/2024 12:41 PM
90	Fix pot holes	12/5/2024 6:47 AM
91	Night sky friendly lighting everywhere; power lines under ground on Custer /Parker	12/4/2024 8:47 PM
92	Maintenance for pot holes, need for speed bumps in neighborhood from racers, short cuts	12/4/2024 6:50 PM
93	Better lighting overall and especially in alleys.	12/4/2024 6:24 PM
94	Keep up with old infrastructure replacement	12/4/2024 5:41 PM
95	Pedestrian walkways over cars - like at park Preston	12/4/2024 8:14 AM
96	GET RID OF HUD INSPECTIONS PERMANENTLY!!!!	12/4/2024 2:36 AM
97	Incomplete repairs leading to remaining damage and inefficiencies (ie: pothole next to brand new section of concrete in alley (Singletree Trail)	12/4/2024 12:04 AM
98	Putting the PG&E wires underground on the highly commuted area 14th street will reduce risk	12/3/2024 11:16 PM

2025-2029 City of Plano Consolidated Plan

99	Property standards enforcement	12/3/2024 11:05 PM
100	Property standards enforcement	12/3/2024 10:19 PM
101	Public transportation and/or other low cost transportation services	12/3/2024 10:08 PM
102	Organizing timing of different construction projects to still allow people to travel through the city. Why has almost every east west street in the city been being worked on all at the same time? Finally Parker may be getting near completion, but why start on Park until it's done??? And 15th and plano pkwy and legacy and spring creek. Who manages all this????	12/3/2024 9:51 PM
103	Shaded trails	12/3/2024 9:19 PM
104	Get a program to replace cast iron piping	12/3/2024 8:45 PM
105	Public transport	12/3/2024 7:57 PM
106	Dart buses to pickup off main streets	12/3/2024 7:43 PM
107	Potholes and road repairs need to be fixed and replaced one time not multiple timed a year. Ran over several potholes on Custer Road yesterday when the area was recently repaired. Start withholding contractor invoices for faulty work.	12/3/2024 7:37 PM
108	Roads and flow of traffic	12/3/2024 7:03 PM
109	Cycling Infrastructure	12/3/2024 6:24 PM
110	Intersection lights (ensure they are not obstructed by power lines or trees for line of sight)	12/3/2024 5:59 PM
111	Increase Bus Stops, Frequency, and Routes	12/3/2024 3:46 PM
112	Widen sidewalks	12/3/2024 3:23 PM
113	walkable neighborhoods	12/3/2024 2:18 PM
114	Roads	12/3/2024 12:23 PM
115	multi-use paths, not just sidewalks	12/3/2024 9:31 AM
116	Lower utility rates	12/3/2024 8:39 AM
117	Sidewalks	12/3/2024 8:14 AM
118	bike lanes	12/2/2024 7:11 PM
119	Speed up road repairs. Only do necessary repairs.	12/2/2024 7:00 PM
120	Bike Lanes	12/2/2024 4:29 PM
121	TRIMING OF TREES THAT MAKE SUCH A MESS	12/2/2024 3:42 PM
122	Walkable Infrastructure	12/2/2024 3:38 PM
123	Potholes	12/2/2024 3:36 PM
124	Crosswalks near bus shelters	11/30/2024 3:17 PM
125	Add trees and wildflowers to intersections and medians	11/30/2024 8:04 AM
126	high tech infra with cameras and penalties implemented by city for the crimes paying itself for the infra.	11/25/2024 7:33 AM
127	Expand public transportation	11/23/2024 12:31 PM
128	Traffic congestion	11/17/2024 11:14 PM
129	Open spaces / parks	11/17/2024 2:30 PM
130	Old trees ready to fall	11/16/2024 4:25 PM
131	Speed bumps in neighborhood pass thru streets	11/16/2024 11:00 AM
132	Upkeep on properties ie: rental, long-term.	11/15/2024 1:53 PM
133	Streets lifting and cracking	11/14/2024 9:20 PM

2025-2029 City of Plano Consolidated Plan

134	Water quality	11/14/2024 11:47 AM
135	Potholes	11/14/2024 10:36 AM
136	Retaining walls	11/14/2024 8:36 AM
137	More street lights in park forest neighborhood	11/14/2024 8:10 AM
138	Corner visibility	11/14/2024 7:24 AM
139	Utilities savings strategies	11/14/2024 6:46 AM
140	Our sewer lines under house	11/14/2024 6:25 AM
141	Rat control city wide	11/14/2024 4:56 AM
142	Cellular towers	11/13/2024 9:43 PM
143	Dark Sky Community education and assessment to alleviate light pollution in the city.	11/13/2024 8:32 PM
144	The parks in East Plano always need to be cleaned up and look better	11/13/2024 4:56 PM
145	Increase the walkability of Plano!	11/13/2024 4:16 PM
146	Tree service and maintaining parks as trees growing over my fence and could fall causing damage	11/13/2024 3:14 PM
147	Affordable High Density multifamily housing	11/13/2024 3:14 PM
148	bike lanes	11/13/2024 8:06 AM
149	Water Systems Improvements, Maintain clean drinking water.	11/12/2024 9:32 AM
150	Fix potholes more efficiently	11/12/2024 9:07 AM
151	Older homes needing help with updating insulation, and electrical being outdated and running up their utility bills. Old copper sewer pipes needing replacing and crumbling foundations and uninsulated walls	11/12/2024 5:35 AM
152	Streets paving	11/11/2024 8:24 PM
153	partnerships that expect tax exempt agencies to earn their status by contributing to city infrastructure	11/5/2024 12:24 PM
154	Police patrols for other than traffic enforcement	11/4/2024 8:02 AM
155	Better and more frequent restriping or light reflector installation on Plano roads so easier to drive at night.	11/3/2024 10:55 PM
156	Fix perpetually muddy area on N side of pond behind Davis library	11/2/2024 4:45 PM
157	Park maintenance	10/30/2024 2:44 PM
158	Streets! Streets! Streets! They are HORRIBLE in Plano!!!	10/30/2024 11:42 AM
159	Burying power lines to reduce power outages	10/30/2024 9:08 AM
160	continue asphalt overlays	10/30/2024 6:59 AM
161	More Right turn only lanes (Legacy & Chase Oaks)	10/29/2024 6:28 PM
162	financial assistance with failing cast iron sewer lines under homes	10/29/2024 4:49 PM
163	Traffic signal length	10/29/2024 3:51 PM
164	Physically separated bike lanes, not just a stripe of paint	10/29/2024 3:31 PM
165	Cameras at intersections	10/29/2024 3:27 PM
166	potholes specifically	10/29/2024 3:24 PM
167	Enough of these annual large increases in water bills	10/29/2024 3:08 PM
168	Street lighting should be full cutoff, City of Plano should adopt a dark-sky policy for its properties	10/29/2024 2:57 PM

2025-2029 City of Plano Consolidated Plan

169	Childcare is vital infrastructure to workforce participation in the local community.	10/29/2024 2:44 PM
170	Retaining Wall maintenance	10/29/2024 2:40 PM
171	Scenic Drive between Mesa Verde and Wildcreek along the green belt, and the associated sidewalk, are starting to sag badly toward the creek.	10/29/2024 2:40 PM
172	Drivable streets that aren't like driving on an obstacle course to save your car's tires & suspension	10/29/2024 2:35 PM
173	Better Street Signage	10/24/2024 6:05 PM
174	Neighborhood should have volunteers within that help their elderly with home improvement projects or yard re-sodding, etc. that seniors cannot afford - even some in West Plano now need too, HIOA's should be required to have groups within like this who help as volunteers - no charge to seniors. .	10/24/2024 5:46 PM
175	Street lighting should be bird friendly and pointed downward where it is actually needed not upward	10/24/2024 12:14 PM
176	to remove above ground gas meters in alleys and yards in homes. They need to be buried. Too many gas leaks in residential neighborhoods	10/24/2024 11:23 AM
177	Cast Iron Pipe removal throughout city	10/23/2024 3:21 PM
178	Lighting in parks and their connectors. It is easy for people to hide and attack others.	10/22/2024 9:43 AM
179	Better management of construction sites (better signs on roads, easier navigation)	10/21/2024 11:39 AM
180	Streets; main thoroughfares and interior subnivium streets	10/19/2024 10:12 PM
181	The roads are in horrible shape but the construction does not seem to be helping much.	10/19/2024 8:19 PM
182	traffic congestion and control	10/19/2024 7:08 PM
183	potholes & cracks on sidewalks and streets	10/19/2024 4:40 PM
184	Invest in concrete that can tolerate heat and cold for streets and sidewalks	10/19/2024 1:45 PM
185	Parking lots	10/19/2024 1:29 PM
186	Too many street/lane closures simultaneously	10/19/2024 12:36 PM
187	Install missing stop signs	10/19/2024 11:52 AM
188	better management of contractors tearing up streets for	10/19/2024 10:55 AM
189	Streets in neighborhoods in disrepair for long time	10/19/2024 10:23 AM
#	2	DATE
1	High-speed internet access	2/3/2025 5:15 PM
2	Better road vs stroad infrastructure development instead of more lanes.	1/30/2025 2:05 PM
3	reduce speed limit in neighborhoods	1/28/2025 12:26 PM
4	Street lighting that is 'smarter'. it doesn't need to be so bright at all times. have it dim when there's no foot traffic and have motion sensors. intersections should be brightly lit but not every light needs to be so bright	1/28/2025 12:06 PM
5	Striping and road reflectors	1/26/2025 9:18 PM
6	More attention to blight in poorer areas	1/23/2025 1:49 PM
7	public transportation	1/22/2025 6:44 PM
8	New signs	1/18/2025 8:14 AM
9	Efficient construction on roads	1/17/2025 8:43 PM
10	Parks and greenbelts	1/17/2025 8:01 PM
11	Flooding streets	1/17/2025 3:27 PM

2025-2029 City of Plano Consolidated Plan

12	Additional parks and trails.	1/17/2025 2:25 PM
13	Shaded walking trails	1/17/2025 8:54 AM
14	traffic is horrible because the mayor loves apartments	1/17/2025 8:15 AM
15	Street repairs	1/16/2025 10:38 PM
16	More public transportation in East Plano	1/15/2025 11:35 PM
17	Despite constant repairs, Plano has the worst (roughest riding) streets in Collin County	1/6/2025 4:38 PM
18	Cameras at parks and centers for safety	1/4/2025 8:15 PM
19	bike infrastructure	1/3/2025 7:48 PM
20	Plano must use thicker re bar	1/2/2025 7:07 PM
21	Water fountains along trails that run throughout neighborhoods & open spaces	12/31/2024 10:31 PM
22	Affordable Childcare	12/27/2024 9:57 PM
23	Public transportation	12/27/2024 9:51 PM
24	high density housing	12/27/2024 8:06 PM
25	Play area for children	12/27/2024 6:56 PM
26	Low places in residential roads that collect water. Mosquitoes in the summer, ice in the winter.	12/25/2024 11:56 PM
27	Trash cans needed along walking trails in Jack Carter park	12/23/2024 8:08 AM
28	reliable internet	12/22/2024 6:50 PM
29	cleaning up Plano creeks	12/21/2024 9:47 AM
30	Burying utilities	12/20/2024 8:28 PM
31	Street repairs 10 complaints instead of fixing pot holes wish now even bigger deeper they fill or barely filled a crack that wasn't needed	12/19/2024 7:48 PM
32	Roads/ roadways improvements, highways	12/16/2024 12:22 AM
33	Pot holes	12/14/2024 6:55 PM
34	more sidewalks. there are areas along major streets that do not have paved sidewalks	12/12/2024 3:31 PM
35	Lights.	12/8/2024 10:11 PM
36	Healthy food	12/6/2024 7:07 PM
37	Reliable internet	12/6/2024 6:49 PM
38	Retail centers updated to consistent style across four corners;	12/4/2024 8:47 PM
39	Maintenance on cleaning debris on sewer drain from leaves, trash	12/4/2024 6:50 PM
40	Better lighting in Parks and green belts.	12/4/2024 6:24 PM
41	N/A	12/4/2024 2:36 AM
42	Planting trees	12/3/2024 11:05 PM
43	Shaded Playgrounds	12/3/2024 9:19 PM
44	Plano needs to partner with UNT, UTD, SMU, Collin College, etc for their engineering departments to help design better cost effective ways to repair potholes. Lived here 30 years and same ones keep coming up.	12/3/2024 7:37 PM
45	Public Transit Access	12/3/2024 6:24 PM
46	Signage - ensure visibility, some are onstructed by trees or vines in neighborhoods. Especially if by alleys. Neighbors shrubs hide sometimes.	12/3/2024 5:59 PM
47	Expand Rail and Subway Networks into Suburban Areas	12/3/2024 3:46 PM

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48	Shrink medians	12/3/2024 3:23 PM
49	Roads	12/3/2024 12:23 PM
50	Lower taxes	12/3/2024 8:39 AM
51	BETTER WORKING CREW WHO DO THEIR JOBS	12/2/2024 3:42 PM
52	Last Mile connections to transit hubs	12/2/2024 3:38 PM
53	Speed bumps in neighborhoods off primary streets where there are schools	11/30/2024 3:17 PM
54	Ask the post office to pull their weight and do more than simply adhere to code for landscaping	11/30/2024 8:04 AM
55	Stop signs in neighborhoods	11/16/2024 11:00 AM
56	Banning short-term rentals which are not kept up.	11/15/2024 1:53 PM
57	Right turn lanes	11/14/2024 10:36 AM
58	Old cracking sidewalks	11/14/2024 8:36 AM
59	Parks	11/14/2024 6:46 AM
60	Panther park village at Jupiter and Park has had a broken railing to the wheelchair ramp for three years and I keep complaining it looks trashy there. The parking lot is terrible and there's no lighting contact the owners and they never reply back. I fix Plano and they never reply back. I called Dollar General where the broken railing is at and they never fixed it.	11/13/2024 4:56 PM
61	Traffic lights and potholes for actual repairs not just patch job with truck running over asphalt	11/13/2024 3:14 PM
62	Ensure continuous access to communication avenues.	11/12/2024 9:32 AM
63	Street paving	11/11/2024 8:24 PM
64	Build the overpasses along Plano Parkway and Spring Creek parkway that were previously planned but then reversed. z	11/3/2024 10:55 PM
65	Removing trees that damage sidewalks	10/30/2024 9:08 AM
66	litter /trash in many creeks	10/30/2024 6:59 AM
67	Rehabilitation of old shopping centers	10/29/2024 2:40 PM
68	Several dead trees in the green belt between Custer and Independence could stand to be cleared out.	10/29/2024 2:40 PM
69	Platinum neighborhoods should have volunteer groups within their neighborhood who help senior neighbors in many ways including keeping their homes and yards up to their HOA, POA or Platinum status requirements. These have been our homes and neighborhoods for many, many years, and people complain and want us to move when our financial fortunes change. NOT FAIR!	10/24/2024 5:46 PM
70	Increased short distance free transportation for seniors, disabled, and anyone else	10/24/2024 12:14 PM
71	Lighted Trails	10/23/2024 3:21 PM
72	clean up of local streams running through neighborhoods. Lots of debris accumulates in them.	10/22/2024 9:43 AM
73	Cameras at traffic lights to view accidents, reckless driving	10/21/2024 11:39 AM
74	Neighborhood Lighting	10/19/2024 10:12 PM
75	potholes	10/19/2024 4:40 PM
76	Crime watch/Neighborhood support	10/19/2024 1:45 PM
77	Louder tornado sirens	10/19/2024 11:52 AM
78	months at a time	10/19/2024 10:55 AM
79	Enhance safety on streets	10/19/2024 10:23 AM
#	3	DATE

2025-2029 City of Plano Consolidated Plan

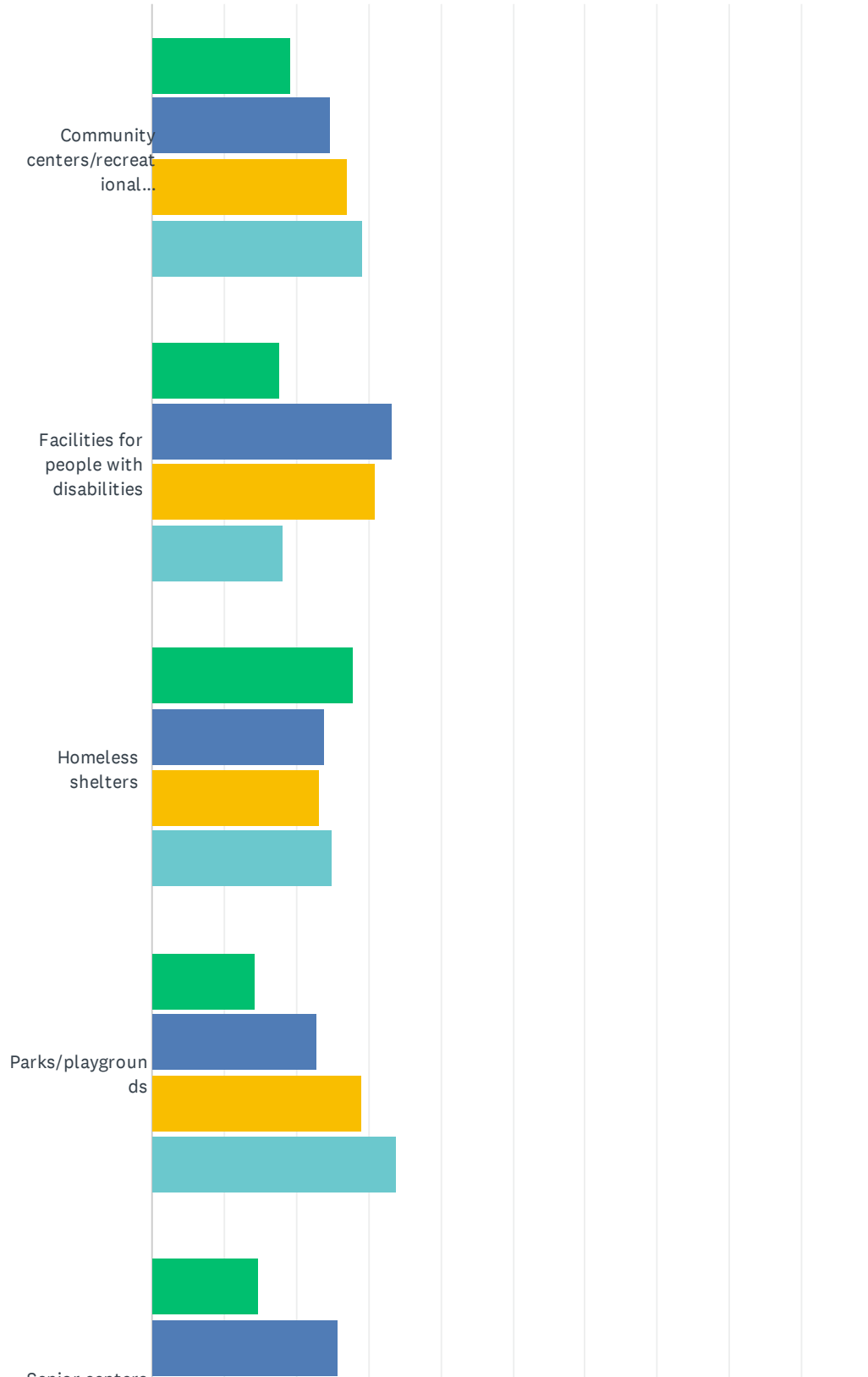
1	Bury the power lines	1/26/2025 9:18 PM
2	More banking and grocery options in East Plano	1/23/2025 1:49 PM
3	Accelerated schedules on roads	1/17/2025 8:43 PM
4	Composting	1/17/2025 8:01 PM
5	Additional green space, urban farming, and wildlife areas.	1/17/2025 2:25 PM
6	developers on west side get mayor's elite treatment \$\$\$\$\$	1/17/2025 8:15 AM
7	More trains or buses to Frisch, Mckiney	1/15/2025 11:35 PM
8	Safety call stations at parks	1/4/2025 8:15 PM
9	Public transportation	12/27/2024 9:57 PM
10	Community centers (free to public)	12/27/2024 9:51 PM
11	amenities for young families	12/27/2024 8:06 PM
12	Safer walking routes	12/27/2024 6:56 PM
13	There is a need for more curb cuts in the middle of residential blocks and in shopping centers' sidewalks.	12/25/2024 11:56 PM
14	Street repair items cleaned up from piles on medians	12/23/2024 8:08 AM
15	faster cleaning up after severe weather	12/21/2024 9:47 AM
16	Broken damaged street lights, m8nes got cuss words cut into the next 3 streets have broken damaged open exposed wires. Speeders are biggest issue, a small street has 1200 cars a day cutting through doing 50 or more in 30!	12/19/2024 7:48 PM
17	Electricity/ utilities availability	12/16/2024 12:22 AM
18	Road repairs	12/14/2024 6:55 PM
19	more bike lanes	12/12/2024 3:31 PM
20	Storms including rain and freezing temperatures are an issue.	12/8/2024 10:11 PM
21	No vape or liquor stores	12/6/2024 7:07 PM
22	Turn lanes into shopping centers separate from street lane;update city walls, bricks to be consistent as much as possible like Mckinney Stonebridge	12/4/2024 8:47 PM
23	Signals that don't hold 5 to 8 mins, making 5 minute commute into 25 or more minutes	12/4/2024 6:50 PM
24	N/A	12/4/2024 2:36 AM
25	Parks	12/3/2024 11:05 PM
26	Replace sound barrier walls. On independence they only replaced part between parher and springcreek on east side of road.. Not it looks bad.	12/3/2024 5:59 PM
27	Improve Sidewalks, Lighting, and Crossing Infrastructure	12/3/2024 3:46 PM
28	Kick out dart homeless	12/3/2024 3:23 PM
29	Roads	12/3/2024 12:23 PM
30	FIRE THOSE IN MAYOR OFFICE WHO DISCRIMINATE TOWARDS SPECIAL NEEDS LIKE CITY STAFF	12/2/2024 3:42 PM
31	Trains	12/2/2024 3:38 PM
32	Maintains the landscaping installed a few yrs ago on Preston Rd medians between GB and Parker	11/30/2024 8:04 AM
33	Keeping kids safe	11/16/2024 11:00 AM
34	Monitoring yards, some fenced, filled with debris resulting in rats throughout neighborhood	11/15/2024 1:53 PM

2025-2029 City of Plano Consolidated Plan

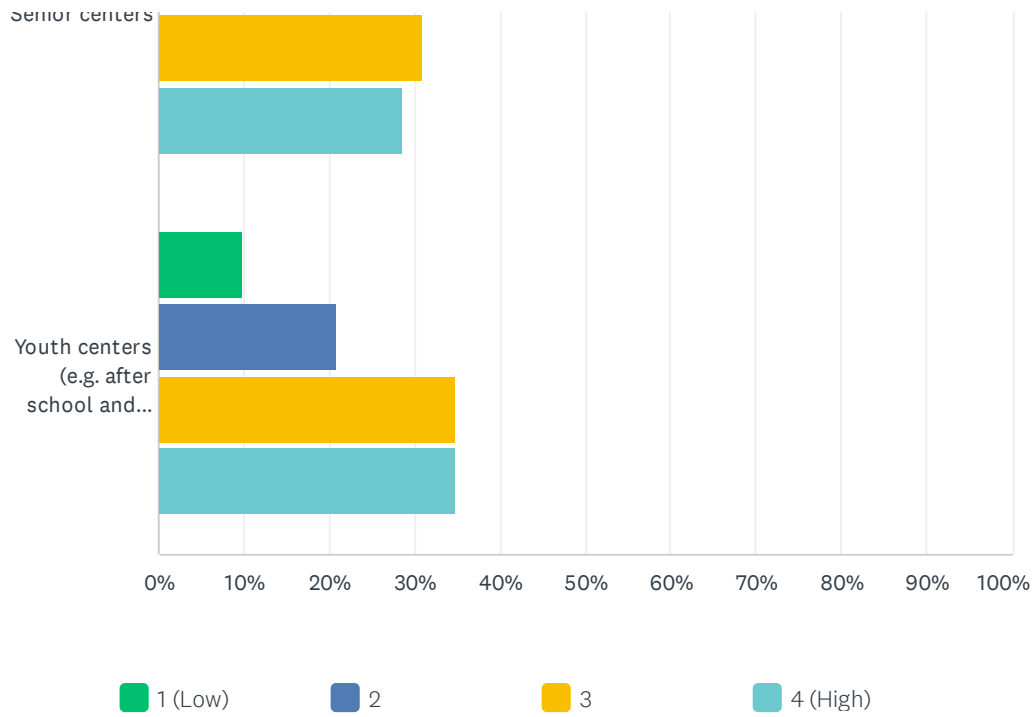
35	traffic light timing	11/14/2024 10:36 AM
36	Recycling/upcycling	11/14/2024 6:46 AM
37	Find a successful way to inform the public of anything. How do you get people's attention? What % of the citizens of Plano know what you're doing? Make a way to be more informative. Knowledge is power. The more knowledge we have as citizens, the better decisions we can make for ourselves and our families and the community as a whole will benefit from people making wise decisions.	11/12/2024 9:32 AM
38	Street paving	11/11/2024 8:24 PM
39	Add more right hand turn lanes throughout Plano	11/3/2024 10:55 PM
40	Overgrown vines in the greenbelt between Custer and Independence are starting to choke out the trees they're growing on and need to be removed.	10/29/2024 2:40 PM
41	Mosquito Treatment	10/23/2024 3:21 PM
42	More and better accessible parking in public areas	10/21/2024 11:39 AM
43	Better traffic light coordination	10/19/2024 10:12 PM
44	Real time crime center/cameras for police	10/19/2024 11:52 AM
45	more single family homes and less apartments & condos	10/19/2024 10:55 AM
46	Traffic law enforcement with more activity by police	10/19/2024 10:23 AM

Q8 What public facilities are needed in your community? Rate the level of need, with 4 being the highest priority.

Answered: 1,068 Skipped: 90



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	1 (LOW)	2	3	4 (HIGH)	TOTAL	WEIGHTED AVERAGE
Community centers/recreational facilities	19.22% 202	24.64% 259	27.02% 284	29.12% 306	1,051	2.66
Facilities for people with disabilities	17.74% 184	33.37% 346	30.86% 320	18.03% 187	1,037	2.49
Homeless shelters	28.03% 291	23.80% 247	23.31% 242	24.86% 258	1,038	2.45
Parks/playgrounds	14.30% 149	22.74% 237	29.08% 303	33.88% 353	1,042	2.83
Senior centers	14.80% 155	25.79% 270	30.85% 323	28.56% 299	1,047	2.73
Youth centers (e.g. after school and summer programs)	9.72% 102	20.88% 219	34.70% 364	34.70% 364	1,049	2.94

Q9 Are there other high priority public facility needs in your community that are not listed above? (optional)

Answered: 132 Skipped: 1,026

ANSWER CHOICES	RESPONSES	
1	100.00%	132
2	35.61%	47
3	19.70%	26

Q9 Are there other high priority public facility needs in your community that are not listed above? (optional)

Answered: 132 Skipped: 1,026

ANSWER CHOICES	RESPONSES
1	100.00% 132
2	35.61% 47
3	19.70% 26

#	1	DATE
1	No	2/5/2025 9:28 AM
2	Libraries	2/3/2025 5:18 PM
3	We have plenty of the above already	2/2/2025 4:08 PM
4	Please no more apartments	1/30/2025 5:50 PM
5	Parks / Playgrounds need to level up if we want to fight the aging population of Plano. McKinney does an excellent job.	1/30/2025 2:47 PM
6	Libraries	1/30/2025 2:42 PM
7	Theater space	1/28/2025 12:21 PM
8	Community group meeting rooms	1/26/2025 9:22 PM
9	Indoor Children Activities	1/25/2025 5:18 PM
10	Less government would be much better	1/24/2025 12:33 PM
11	Water fountains at parks	1/23/2025 1:50 PM
12	Community Gardens - Davis Elementary site	1/23/2025 10:25 AM
13	Another park- maybe where Forman is	1/22/2025 7:10 PM
14	old shopping strip centers need to be updated or removed	1/21/2025 9:14 AM
15	our parks and rec centers are already great	1/20/2025 8:44 PM
16	libraries	1/18/2025 1:23 PM
17	Community programs like movie nights, love music	1/18/2025 8:15 AM
18	Outdoor sports access for practices	1/17/2025 8:44 PM
19	Animal shelter	1/17/2025 8:02 PM
20	A community track for all of us runners who need one and only have very limited access to school tracks	1/17/2025 3:37 PM
21	Walkability	1/17/2025 11:38 AM
22	Learning based assistance for elderly and low income citizens	1/17/2025 10:11 AM
23	Warm water swimming pool	1/17/2025 8:54 AM
24	Drinking water fountains on trails and in parks. More public restrooms	1/17/2025 8:49 AM
25	homeless people love public libraries - our children feel threatened	1/17/2025 8:17 AM
26	Free or low cost drop in child care with structured activities.	1/17/2025 6:28 AM

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27	Compensate the city employees that didn't get their raise in 2024 instead of wasting money on a new chamber and wasting money on useless poor street repair management!	1/17/2025 4:04 AM
28	Hispanic community	1/17/2025 2:38 AM
29	Don't build homeless shelters. Shelters attract bums. Do you want Plano to look like dallas? Because that's how you'll turn this city into a shithole.	1/17/2025 12:00 AM
30	Veterans centers	1/16/2025 10:59 PM
31	Libraries	1/16/2025 10:39 PM
32	Free swimming lessons	1/16/2025 10:30 PM
33	We need a new museum	1/16/2025 9:30 PM
34	Indoor pools to swim year round.	1/15/2025 11:37 PM
35	Public transportation	1/9/2025 2:27 PM
36	We are an aging population need seniors center on west side	1/4/2025 8:20 PM
37	Need homeless shelters for adult males over 18 without kids.	1/3/2025 7:50 PM
38	Add a senior center to west Plano	1/2/2025 9:25 PM
39	We must cherish our children and give parents inexpensive options	1/2/2025 7:10 PM
40	Handicap transportation low cost	1/1/2025 6:38 PM
41	A homeless shelter similar to Samaritan Inn in Mckinney	12/29/2024 9:11 AM
42	Public transit	12/28/2024 1:24 AM
43	Places for high functioning disabled people to build community that don't cost them money	12/27/2024 11:50 PM
44	Affordable housing	12/27/2024 9:58 PM
45	Parks are great - just need to be updated and maintained	12/27/2024 9:52 PM
46	fully connected hike and bike trails	12/27/2024 8:08 PM
47	Why dots Plano have 2 different disability signs? VA and the regular chubby guy? You must display both???? Or get a ticket.	12/25/2024 7:49 AM
48	Monitored senior care public parks for checkers, walks, conversation without fear of attack.	12/23/2024 11:43 PM
49	Senior citizen facility opened 7 days a week	12/23/2024 8:10 AM
50	Additional senior center in central/west Plano	12/21/2024 5:25 PM
51	Affordable rec centers transportation for seniors to get there	12/19/2024 7:49 PM
52	Higher awareness of youth substance abuse	12/16/2024 11:17 AM
53	Emergency weather shelters	12/16/2024 12:25 AM
54	Library funding for more open hours.	12/15/2024 11:10 PM
55	ADA friendly workout facilities in the rec centers	12/12/2024 3:32 PM
56	Youth are not using space. Now graffiti.	12/8/2024 10:13 PM
57	The senior center only has one ping pong table. The senior center workout room is always so crowded that you can barely get on any of the machines.The senior center needs to be open seven days a week	12/8/2024 2:30 PM
58	Facilities for individuals with mental health issues	12/7/2024 9:24 PM
59	Safe trails within green space	12/7/2024 4:44 PM
60	Pickle-ball courts in parks	12/7/2024 6:48 AM
61	Non traditional work hours childcare centers	12/5/2024 4:34 PM

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62	No homeless centers needed	12/5/2024 3:45 PM
63	Connecting trail system to adjacent cities/communities	12/4/2024 9:16 PM
64	Better patrols	12/4/2024 6:51 PM
65	Since Covid affordable daycare at low cost is needed until 7pm pasar and daycares are no longer operating to meet needs of working parents	12/4/2024 5:43 PM
66	Needed in 75093 everything is east plano	12/4/2024 4:22 PM
67	Plano has so many great centers already.	12/4/2024 8:16 AM
68	Pickleball rec center	12/4/2024 8:06 AM
69	RECREATION CENTERS with INDOOR ROUND HOTTUBS&SWIMMING POOLS FOR FREE for People Ages 50+.	12/4/2024 2:40 AM
70	Bathrooms on trails	12/4/2024 12:06 AM
71	Shaded trails and playgrounds	12/3/2024 9:20 PM
72	Stop closing schools	12/3/2024 8:45 PM
73	After school childcare	12/3/2024 7:44 PM
74	Plano population is aging by people living here and having fewer students than 10,20 or 30 years.	12/3/2024 7:42 PM
75	Places for non-profits to use as meeting places that cater to youth. Needs to hold 100 people (kids) for 2 hrs at a time. Churches used to let us use free, now cost is making it an obstacle to have these exist in our community.	12/3/2024 6:04 PM
76	Places for moms/ caregivers	12/3/2024 4:28 PM
77	Expanded Trail and Bikeway Networks	12/3/2024 3:48 PM
78	Stop the hiring freeze	12/3/2024 3:06 PM
79	more green spaces	12/3/2024 2:18 PM
80	Senior center on the West side of Plano	12/3/2024 10:46 AM
81	staff at larger parks to make them safer	12/2/2024 4:29 PM
82	Low cost daycare options	12/2/2024 4:13 PM
83	Dog park and recreation - off leash	12/2/2024 3:47 PM
84	ANTI TRANSGENERAL IN CITY OF PLANO GOV	12/2/2024 3:43 PM
85	More basketball gyms	11/30/2024 8:50 AM
86	Recycling center for Plano residents that doesn't cost anything for residents.	11/30/2024 8:08 AM
87	Can we use schools as community centers for activities, child care, senior activities?	11/22/2024 2:26 PM
88	Libraries on the east side	11/18/2024 1:59 PM
89	Centers for assistance in all areas for people new to the country.	11/15/2024 1:56 PM
90	Public trash cans	11/14/2024 10:37 AM
91	Recycling/upcycling private funding	11/14/2024 6:49 AM
92	Programs for preteen/teens	11/14/2024 4:57 AM
93	Community gardens	11/13/2024 10:00 PM
94	museums	11/13/2024 9:48 PM
95	Art center/ performance if art space	11/13/2024 9:02 PM
96	STR	11/13/2024 9:01 PM

2025-2029 City of Plano Consolidated Plan

97	Basketball Courts	11/13/2024 6:24 PM
98	Expanded senior rec center, more equip + pickleball courts	11/13/2024 5:56 PM
99	abused and children and women shelters	11/13/2024 8:13 AM
100	Stop building new structures. Utilize what you currently have.	11/12/2024 9:35 AM
101	Another senior center	11/12/2024 9:08 AM
102	Free / low cost Legal assistance	11/12/2024 5:36 AM
103	Summer camp	11/11/2024 8:25 PM
104	walking/running path in park (no complete loop)	11/11/2024 10:29 AM
105	Day Resouce Center	11/5/2024 12:32 PM
106	Don't waste money on arts building projects!	11/3/2024 10:57 PM
107	(Fortunately, we already have so many GREAT facilities)	11/2/2024 10:27 AM
108	Childcare facilities	10/31/2024 9:48 PM
109	Centers for child care	10/30/2024 6:25 PM
110	Childcare facilities	10/30/2024 10:47 AM
111	Public Swimming Lanes be available at all times at Rec centers and not be rented out or closed from paid rec center memberships	10/29/2024 6:29 PM
112	Public transit	10/29/2024 3:41 PM
113	Homeless shelters	10/29/2024 3:28 PM
114	an indoor pool for seniors	10/29/2024 3:22 PM
115	Our rec centers (west & central) & senior center are amazing. I hope that's the case Plano-wide, but I'm honesty not sure.	10/29/2024 3:15 PM
116	Bike/running trails on extended green space	10/29/2024 3:09 PM
117	The City of Plano puts too many resources on seniors and not enough on youth services to support families with young children. While it is great to support seniors, there really needs to be some consideration on the actual financial need and a hard look needs to be made at how the City is going to attract young families or it will have real financial challenges (beyond current ones) in the near future.	10/29/2024 2:42 PM
118	Homeless Day Centers	10/24/2024 6:06 PM
119	Affordable assisted living/senior communities. The ones where you must buy in are too high for even some of us here in West Plano. Affordable senior homes about 1800-2000 square feet and one-story in West Plano would be very nice because it is our home area. Why can't some like the Haggards who had a lot of land here make some available at very low costs for this kind of project. Some of us want to stay near our familikies here but have two-story homes that are not condusive to senior living anymore. Haggards have enough money - they could do some charitable giving in this area.	10/24/2024 5:50 PM
120	Emergency Response volunteers programs to assist 1st responders	10/23/2024 7:00 PM
121	Public Garden	10/23/2024 3:22 PM
122	take care of the kids first	10/23/2024 2:13 PM
123	These are all needed but without the necessary transportation to get there, they will not be used as frequently.	10/22/2024 9:47 AM
124	Sexual assault/rape crisis centers	10/21/2024 11:40 AM
125	More help for seniors to remain home owners	10/20/2024 2:35 PM
126	\$ dollars spent on housing for 65t	10/20/2024 8:36 AM
127	Update/expand senior center	10/19/2024 8:32 PM

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128	free education for seniors	10/19/2024 4:40 PM
129	Combine a senior center with daycare children - support each other	10/19/2024 1:46 PM
130	Center for transient day workers for hire	10/19/2024 12:37 PM
131	more handicap parking in ALL public facilities & shopping	10/19/2024 10:58 AM
132	More property maintenance	10/19/2024 10:28 AM
#	2	DATE
1	Walking Trails	2/3/2025 5:18 PM
2	Addtl library locations	1/26/2025 9:22 PM
3	Family Water Park	1/25/2025 5:18 PM
4	No low income housing!	1/24/2025 12:33 PM
5	Decent roads	1/23/2025 1:50 PM
6	transportation centers	1/18/2025 1:23 PM
7	Community garage sale	1/18/2025 8:15 AM
8	Affordable practice access for sports	1/17/2025 8:44 PM
9	Libraries	1/17/2025 8:02 PM
10	Social services helping CURRENT low income citizens seek advice and assistance and guidance with everyday issues	1/17/2025 10:11 AM
11	crime oriented illegal immigrants prey on our children	1/17/2025 8:17 AM
12	Indoor playground for kids	1/16/2025 9:30 PM
13	Possibly give a meal night at one of the rec centers	1/4/2025 8:20 PM
14	Need more free or affordable public baths and showers.	1/3/2025 7:50 PM
15	Facilities that allow teenagers to use their hands and learn how to be productive. We all learn by doing.	1/2/2025 7:10 PM
16	Affordable childcare	12/27/2024 9:58 PM
17	More meals served at Sam Johnson center	12/23/2024 8:10 AM
18	Affordable Programs for lower income students	12/19/2024 7:49 PM
19	Safety in school bathrooms from drugs/vapes	12/16/2024 11:17 AM
20	Ring back the Plano of twenty years ago	12/8/2024 10:13 PM
21	Skating bowls in parks	12/7/2024 6:48 AM
22	An adults only rec center in central Plano would be great	12/5/2024 3:45 PM
23	After school care	12/4/2024 6:51 PM
24	More connected trails	12/4/2024 12:06 AM
25	The four PISD Schools that are closing should be considered future adult centers, recreation centers, children head start, small efficiency apartments or housing, youth centers, community theaters, clubs, etc.	12/3/2024 7:42 PM
26	Library Services	12/3/2024 3:48 PM
27	Your staff are overworked	12/3/2024 3:06 PM
28	ANOTHER SENIOR CENTER NEAR LEGACY AND INDEPENDENCE	12/2/2024 3:43 PM
29	Police (Drone?) surveillance of panhandlers to monitor for fraud, theft, drug use, violence, etc. and so forth.	11/30/2024 8:08 AM

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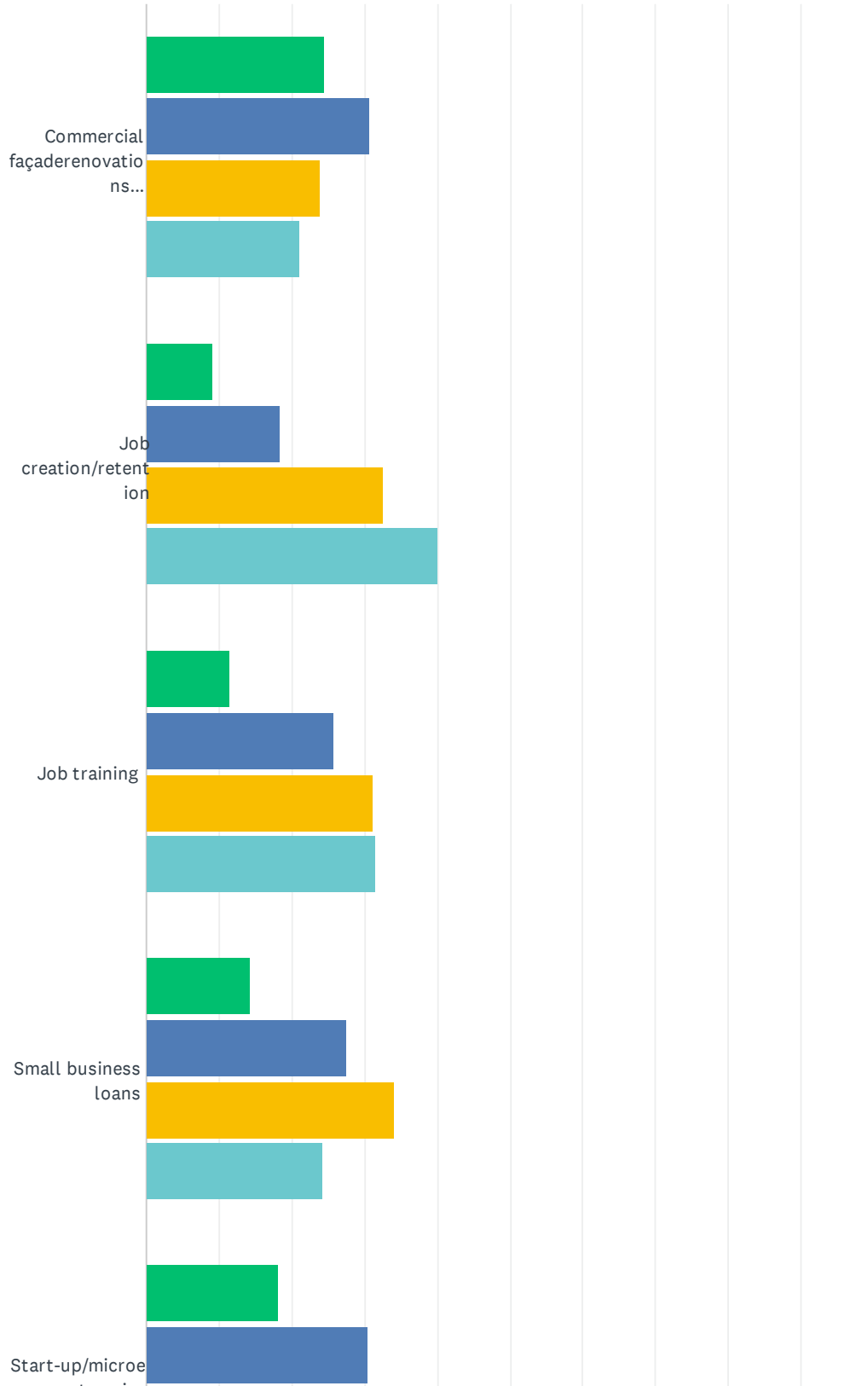
30	Free, safe educational centers for low-income, non-English speaking persons.	11/15/2024 1:56 PM
31	Public dog waste areas	11/14/2024 10:37 AM
32	Tiny house community planning	11/14/2024 6:49 AM
33	science centers	11/13/2024 9:48 PM
34	Drugs	11/13/2024 9:01 PM
35	Tennis/Pickle Ball Courts	11/13/2024 6:24 PM
36	It cost money to build, service, run and maintain facilities.	11/12/2024 9:35 AM
37	Helping with upkeep of the homes of the elderly that can't do it themselves or afford to pay	11/12/2024 5:36 AM
38	Marthons	11/11/2024 8:25 PM
39	Community Centers that are no-cost to youth	11/5/2024 12:32 PM
40	Make better use of excess school buildings and arts facilities.	11/3/2024 10:57 PM
41	Bus stop shelters	10/29/2024 3:41 PM
42	Homeless/Low Income Soup Kitchen	10/24/2024 6:06 PM
43	volunteer opportunities for assisting children/teenagers programs	10/23/2024 7:00 PM
44	Job Economic Training Center	10/23/2024 3:22 PM
45	Food pantries for homeless/low income people/families	10/21/2024 11:40 AM
46	areas - they all seem to be used all the time and not enough	10/19/2024 10:58 AM
47	Promote individual home ownership	10/19/2024 10:28 AM
#	3	DATE
1	Simple park improvement s like bench's, picnic table s,paved perimeter walking tracks with marked milage	1/26/2025 9:22 PM
2	Beautify trails	1/25/2025 5:18 PM
3	Traffic light enforcement of red light runners	1/23/2025 1:50 PM
4	Lights for outdoor sports more affordable	1/17/2025 8:44 PM
5	theft rings use these facilities to transfer drugs	1/17/2025 8:17 AM
6	Give rec memberships to qualified families or those with disabilities	1/4/2025 8:20 PM
7	Public transportation	12/27/2024 9:58 PM
8	More Pool tables at all recreation centers	12/23/2024 8:10 AM
9	Affordable variety for dance, exercises, group gatherings	12/19/2024 7:49 PM
10	Seniors and veterans deserve priority.	12/8/2024 10:13 PM
11	Better structure for walking home students	12/4/2024 6:51 PM
12	Trail lighting	12/4/2024 12:06 AM
13	Public Safety Infrastructure	12/3/2024 3:48 PM
14	BETTER TRAINING ON ADA AND SPECIAL NEEDS. FOR DISCRIMINATION TOWARDS SPECIAL NEEDS TO NOT BE ALLOWED.	12/2/2024 3:43 PM
15	Camp grounds for RVs & tiny houses	11/14/2024 6:49 AM
16	rentable space for artist markets	11/13/2024 9:48 PM
17	Illegals	11/13/2024 9:01 PM
18	Workout Equipment at Parks	11/13/2024 6:24 PM

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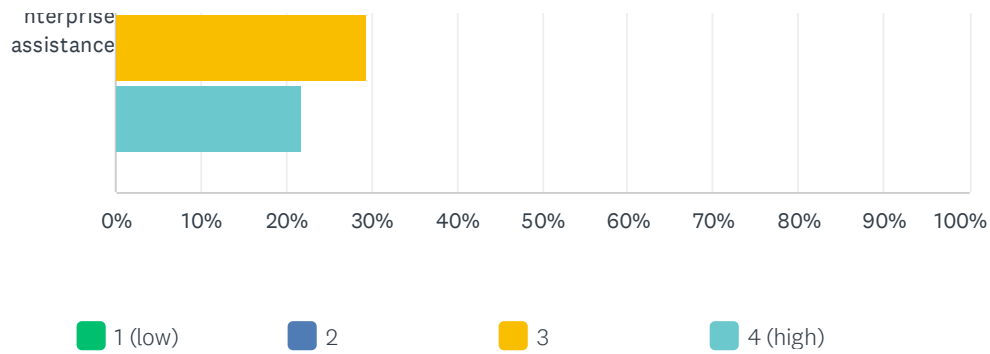
19	We live in Texas. Get outside, people.	11/12/2024 9:35 AM
20	Assistance with upgrading homes	11/12/2024 5:36 AM
21	Education programs	11/11/2024 8:25 PM
22	Public transportation that is in the best interest of Plano	11/5/2024 12:32 PM
23	seniors and disabled citizen transportation programs	10/23/2024 7:00 PM
24	Public restrooms that are not in stores/restaurants for non-patrons	10/21/2024 11:40 AM
25	available	10/19/2024 10:58 AM
26	Control rental properties in disrepair and maintenance	10/19/2024 10:28 AM

Q10 What are the highest priority economic development needs in your community? Rate the level of need, with 4 being the highest priority.

Answered: 1,058 Skipped: 100



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	1 (LOW)	2	3	4 (HIGH)	TOTAL	WEIGHTED AVERAGE
Commercial façade renovations and improvements	24.42% 253	30.69% 318	23.84% 247	21.04% 218	1,036	2.42
Job creation/retention	9.20% 95	18.30% 189	32.53% 336	39.98% 413	1,033	3.03
Job training	11.45% 118	25.80% 266	31.23% 322	31.52% 325	1,031	2.83
Small business loans	14.30% 147	27.43% 282	34.05% 350	24.22% 249	1,028	2.68
Start-up/microenterprise assistance	18.17% 185	30.55% 311	29.47% 300	21.81% 222	1,018	2.55

Q11 Are there other high priority economic development needs in your community that are not listed above? (optional)

Answered: 99 Skipped: 1,059

ANSWER CHOICES	RESPONSES	
1	98.99%	98
2	39.39%	39
3	24.24%	24

Q11 Are there other high priority economic development needs in your community that are not listed above? (optional)

Answered: 99 Skipped: 1,059

ANSWER CHOICES	RESPONSES	
1	98.99%	98
2	39.39%	39
3	24.24%	24

#	1	DATE
1	Broadband internet access	2/3/2025 5:20 PM
2	Don't build more apartments	1/30/2025 5:51 PM
3	Instead of job training, Trades training I believe is more necessary	1/30/2025 2:06 PM
4	Too many roads being repaired at the same time	1/28/2025 7:22 PM
5	Some sort of incentivization for restaurants	1/28/2025 12:23 PM
6	Landlord Cleanup of abandoned properties	1/26/2025 9:29 PM
7	Investment in the Arts	1/25/2025 5:20 PM
8	Jobs offered by city of Plano with starting pay at a wage that affords living in Plano, ie minimum \$50,000/year gross pay.	1/24/2025 3:52 PM
9	Small business grants (Not loans)	1/23/2025 5:17 PM
10	Training for students who quit college during or after COVID	1/23/2025 1:53 PM
11	Reconditioning of city structures and signs	1/22/2025 8:06 PM
12	retail & restaurants; don't need more nail salons or dry cleaners	1/22/2025 8:00 PM
13	More affordable commercial property	1/17/2025 8:45 PM
14	Zoning	1/17/2025 8:02 PM
15	Clean up all the crappy, empty retail.	1/17/2025 7:09 PM
16	Become the central hub for all universities in the area and therefore the hub of talent	1/17/2025 1:21 PM
17	Walkability	1/17/2025 11:38 AM
18	Mentorship	1/17/2025 8:55 AM
19	Central Plano business/commercial facades have been ignored while the east and west continue to be developed	1/17/2025 8:36 AM
20	emphasize existing retail areas instead of building new vacant facilities	1/17/2025 8:19 AM
21	Micro business loans for 1099 contractors	1/17/2025 6:30 AM
22	Parking lot repair and beautification (trees)	1/16/2025 11:02 PM
23	Safety of areas	1/16/2025 10:39 PM
24	Livable fair wages	1/16/2025 9:27 PM
25	convention facilities	1/16/2025 2:14 PM
26	Financial grants for startups	1/15/2025 11:39 PM

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27	Good schools	1/9/2025 2:28 PM
28	Additional real and business property on the tax rolls	1/6/2025 4:51 PM
29	Get rid of all of the cbd and liquor stores.	1/4/2025 10:32 PM
30	Second chances for people who made mistakes	1/4/2025 8:27 PM
31	Job creation for sure.	1/3/2025 7:51 PM
32	Trade schools	1/1/2025 6:40 PM
33	Commercial buildings in Plano are in desperate need of updating. It's an embarrassment. The building owners are not held to high standards and once again, no one is maintaining the grounds.	12/28/2024 8:36 AM
34	re-zoning and re-development of strip malls into mixed-use developments with retail, office, and housing	12/28/2024 7:38 AM
35	Help for homeowners to improve older homes (cast iron pipes replacement, energy efficient upgrades, etc.)	12/28/2024 12:38 AM
36	Public transportation	12/27/2024 10:59 PM
37	Affordable housing	12/27/2024 9:58 PM
38	Increase public school teacher salaries to improve schools, teacher retention, and address housing accessibility for families	12/27/2024 9:53 PM
39	more support for businesses downtown to keep it thriving	12/27/2024 8:09 PM
40	Business portal for mentoring	12/27/2024 6:59 PM
41	Low-rent retail micro space for startups. Lets recycle vacant buildings!	12/23/2024 11:44 PM
42	Too many vacant building spaces	12/22/2024 7:46 PM
43	Some areas are very run down	12/21/2024 5:26 PM
44	more lifestyle, mixed commercial residential communities	12/21/2024 9:51 AM
45	Jobs for over 55, decent pay, part-time can't stand on my feet but 2 or 3 hours	12/19/2024 7:52 PM
46	Keep low interest rates for small business loans	12/18/2024 11:22 PM
47	Job assistance	12/16/2024 12:28 AM
48	ESL classes nites and weekendd	12/15/2024 11:13 PM
49	Plano aesthetics look rundown	12/8/2024 10:14 PM
50	I forgot to mention this on the other page, but the program in Plano. Will they help you with repairs to older homes, they need to raise the value of what they cap the homes value 2. They need to raise that to be higher, because just because people are in a higher prized, home doesn't mean that they need help. They may have been in the home a long time way before the Increase in value of the home happened, and they still need help keeping up with the repairs	12/8/2024 2:31 PM
51	Small business support	12/7/2024 10:31 PM
52	Trade schools	12/6/2024 6:54 PM
53	Find ways to reduce property taxes and invest more of taxes collected back into the city of Plano.	12/5/2024 10:47 AM
54	Streamline the development approval process. It's cumbersome and departments don't communicate well	12/4/2024 9:18 PM
55	Updating repairs to empty/abandoned buildings	12/4/2024 6:53 PM
56	Women focused support entrepreneurs leadership	12/4/2024 5:44 PM
57	Better opportunities for young adults	12/4/2024 4:23 PM

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58	More reasonably paid jobs	12/4/2024 10:57 AM
59	More parking spaces	12/4/2024 8:07 AM
60	Make dying commercial spaces mixed-use communities	12/4/2024 12:08 AM
61	Apprenticeships / Returnships	12/3/2024 7:05 PM
62	Zoning Improvements to Allow Denser Development	12/3/2024 6:25 PM
63	ease of business permits approvals	12/3/2024 2:51 PM
64	Free internet	12/3/2024 8:42 AM
65	SMALLER CLASSES AT SENIOR CENTER AND ONE ON ONE CLASSES FOR THOSE OF SPECIAL NEEDS AND DEAFNESS	12/2/2024 3:45 PM
66	Cost Reduction Assistance	12/2/2024 3:41 PM
67	Eliminate property taxes.	12/2/2024 3:36 PM
68	Plano needs to incentivize businesses that contribute to the furtherance of family values	11/30/2024 8:13 AM
69	Vacant commercial buildings	11/18/2024 2:00 PM
70	Get rid of massage parlors	11/17/2024 3:14 PM
71	Public transportation	11/17/2024 2:32 PM
72	Helping seniors find jobs	11/16/2024 8:01 PM
73	Transition from working to retirement	11/14/2024 6:50 AM
74	Food for kids during school breaks	11/13/2024 9:02 PM
75	Where do you have Texas workforce here they already do a good job	11/13/2024 4:58 PM
76	Train homeless to work for a living & be independent.	11/12/2024 9:42 AM
77	Support small businesses	11/11/2024 8:26 PM
78	Affordable child care, transportation	11/5/2024 12:33 PM
79	Update current burdensome regulations on individuals running businesses out of their homes which may include some employees but not retail traffic or manufacturing noise or pollution	11/3/2024 11:00 PM
80	Pay off debt before asking for bonds	11/2/2024 4:48 PM
81	How can people get jobs if childcare is so costly	10/30/2024 10:48 AM
82	Incentives to encourage Plano residents to support Plano businesses and keep sales tax revenue in Plano	10/29/2024 6:30 PM
83	better code for vape / liquor store signage. looks atrocious	10/29/2024 4:50 PM
84	Child care providers need help running better operations	10/29/2024 3:46 PM
85	business loans for American born business owners	10/29/2024 3:34 PM
86	A well funded, well organized SB plan would support initiatives like job creation, retention and training as listed above. (In theory)	10/29/2024 3:17 PM
87	Supporting the childcare business sector, which in turn will support families and children in the community.	10/29/2024 2:54 PM
88	The City should invest more in Economic Development incentives and partnering with the school district to maximize resources.	10/29/2024 2:43 PM
89	Blighted strip malls on Parker from Custer to Alma	10/29/2024 2:09 PM
90	Small Business Events	10/24/2024 6:08 PM
91	transportation to higher learning/job training	10/23/2024 7:02 PM
92	Community Microenterprise	10/23/2024 3:23 PM

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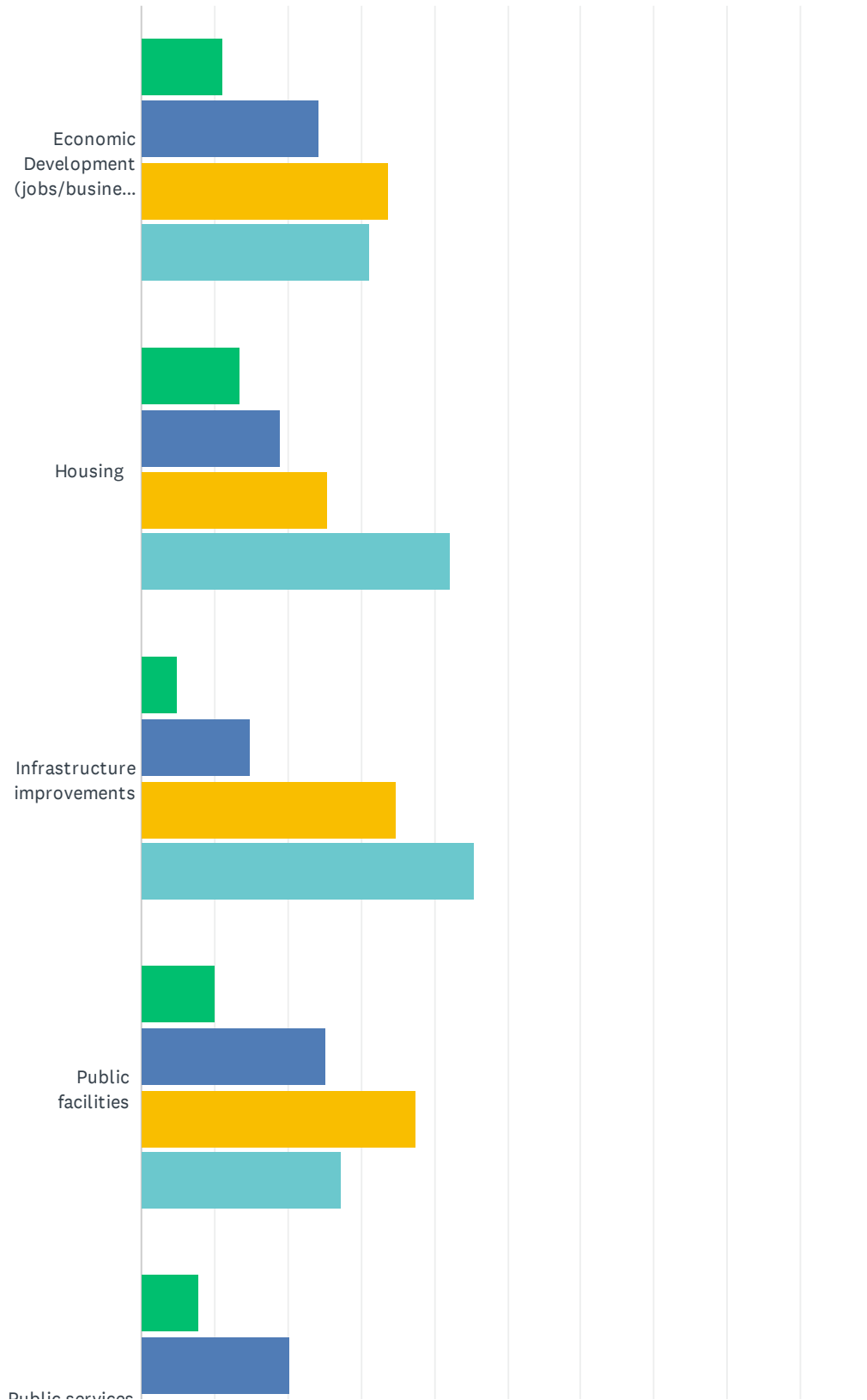
93	none	10/22/2024 9:47 AM
94	Low income assistance - food, clothing, baby supplies	10/21/2024 11:41 AM
95	We have a lot of really unless old shopping centers tgey coukd use some improvements or enforced clean up	10/20/2024 2:36 PM
96	Veteran services	10/19/2024 11:32 AM
97	don't drive seniors out of their homes and	10/19/2024 11:01 AM
98	Monitor neighborhood property for disrepair	10/19/2024 10:32 AM
#	2	DATE
1	Public transportation	2/3/2025 5:20 PM
2	Traffic lights are not timed properly	1/28/2025 7:22 PM
3	Sidewalks for the Douglas community	1/26/2025 9:29 PM
4	Reintegration of young adults back to college if they didn't finish	1/23/2025 1:53 PM
5	Get rid of decades-old empty retail (Sonic and Park/75 is one example)	1/17/2025 7:09 PM
6	New age business mentorship - Content creators, consultants etc.	1/17/2025 8:55 AM
7	focus 100% on a crumbling east side, but our mayor loves the west side \$\$	1/17/2025 8:19 AM
8	Stop illegal immigration	1/16/2025 10:39 PM
9	Raise the minimum wage to at least \$15	1/16/2025 9:27 PM
10	More Homebuyer Downpayment Assistance	1/15/2025 11:39 PM
11	Keeping property tax rates low	1/6/2025 4:51 PM
12	Too many vacancies in strip malls in central Plano.	1/4/2025 10:32 PM
13	Jobs for those with disabilities. Miss seeing the proud kids at krogers	1/4/2025 8:27 PM
14	Affordable housing	12/27/2024 10:59 PM
15	Affordable childcare	12/27/2024 9:58 PM
16	public transportation throughout the city	12/27/2024 8:09 PM
17	Less corporate tax breaks help the small businesses	12/19/2024 7:52 PM
18	Literacy classes various places and days	12/15/2024 11:13 PM
19	Aley repair	12/13/2024 8:12 PM
20	Bring business back to Plano	12/8/2024 10:14 PM
21	Training for small business	12/7/2024 10:31 PM
22	Affordable, safe community/shared business meeting space	12/6/2024 6:54 PM
23	Fixing damaged parking lots	12/4/2024 6:53 PM
24	Lots of restaurants & shops seem to close within a short period of time- not sure if more education or support or advocacy is needed	12/3/2024 7:05 PM
25	Small business free workshops	12/3/2024 2:51 PM
26	BETTER TRAINING IN ADA AND SPECIAL NEEDS. FIRE THOSE WHO DISCRIMINATE	12/2/2024 3:45 PM
27	Direct Assistance (Cash to Low Income residents)	12/2/2024 3:41 PM
28	Plano should not incentivize businesses that do not contribute to the well being of residents and diminish property values.	11/30/2024 8:13 AM
29	Make landlords keep up their premises	11/17/2024 3:14 PM

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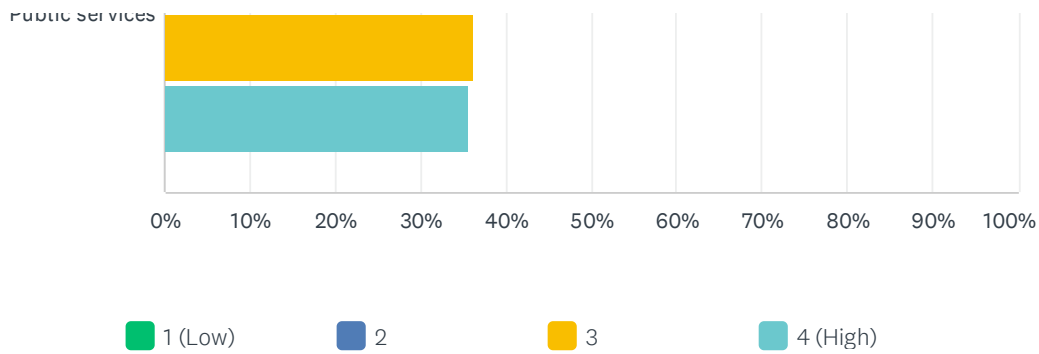
30	Student loan payoff assistance	11/14/2024 6:50 AM
31	Food pantries	11/13/2024 9:02 PM
32	Maintain what we have but welcome new businesses.	11/12/2024 9:42 AM
33	Cut tax off	11/11/2024 8:26 PM
34	Help keep child care providers job	10/29/2024 3:46 PM
35	Small Business Rent Oversight	10/24/2024 6:08 PM
36	student housing with preference to US citizens	10/23/2024 7:02 PM
37	Healthcare assistance - post sexual assault, pregnancy, injuries	10/21/2024 11:41 AM
38	help them stay in their homes	10/19/2024 11:01 AM
39	If individual owned then help to get \$ for fixing	10/19/2024 10:32 AM
#	3	DATE
1	Cultural attractions	2/3/2025 5:20 PM
2	Impossible to move around town	1/28/2025 7:22 PM
3	Get rid of the snobby anti apts. bias	1/26/2025 9:29 PM
4	Child care for working parents who are poor	1/23/2025 1:53 PM
5	Stop neglecting central Plano	1/17/2025 7:09 PM
6	job training for high school kids NOT going to college	1/17/2025 8:19 AM
7	More diversity in businesses	1/16/2025 9:27 PM
8	Grants and abatements for strong business recruitment and growth	1/6/2025 4:51 PM
9	Stop flooding the traffic with apartments	1/4/2025 8:27 PM
10	Public transportation	12/27/2024 9:58 PM
11	Job training & showers for homelessness to get help , training & jobs	12/19/2024 7:52 PM
12	Tell parents about how to plan for/encourage college	12/15/2024 11:13 PM
13	Support teachers	12/8/2024 10:14 PM
14	For example nancial assistance for small bussiness	12/7/2024 10:31 PM
15	Cybersecurity defense/remediation for small business	12/6/2024 6:54 PM
16	Street light repair/upgrades/ installed	12/4/2024 6:53 PM
17	BETTER POLICE TRAINING ON DEAFNESS AND SPECIAL NEEDS.	12/2/2024 3:45 PM
18	Demand-Side Housing Market Controls	12/2/2024 3:41 PM
19	Plano should do more to attract and retain major corporates and their employees	11/30/2024 8:13 AM
20	Financial planning (personal)	11/14/2024 6:50 AM
21	See Bonton farms model	11/13/2024 9:02 PM
22	Stop trying to divide people based on political stance or other background differences. United we stand, divided we fall.	11/12/2024 9:42 AM
23	coop child care	10/23/2024 7:02 PM
24	If for profit owner-strictly enforce code compliance	10/19/2024 10:32 AM

Q12 Consider the overall priorities for community development funding in the City of Plano. Rate the level of need, with 4 being the highest priority.

Answered: 1,049 Skipped: 109



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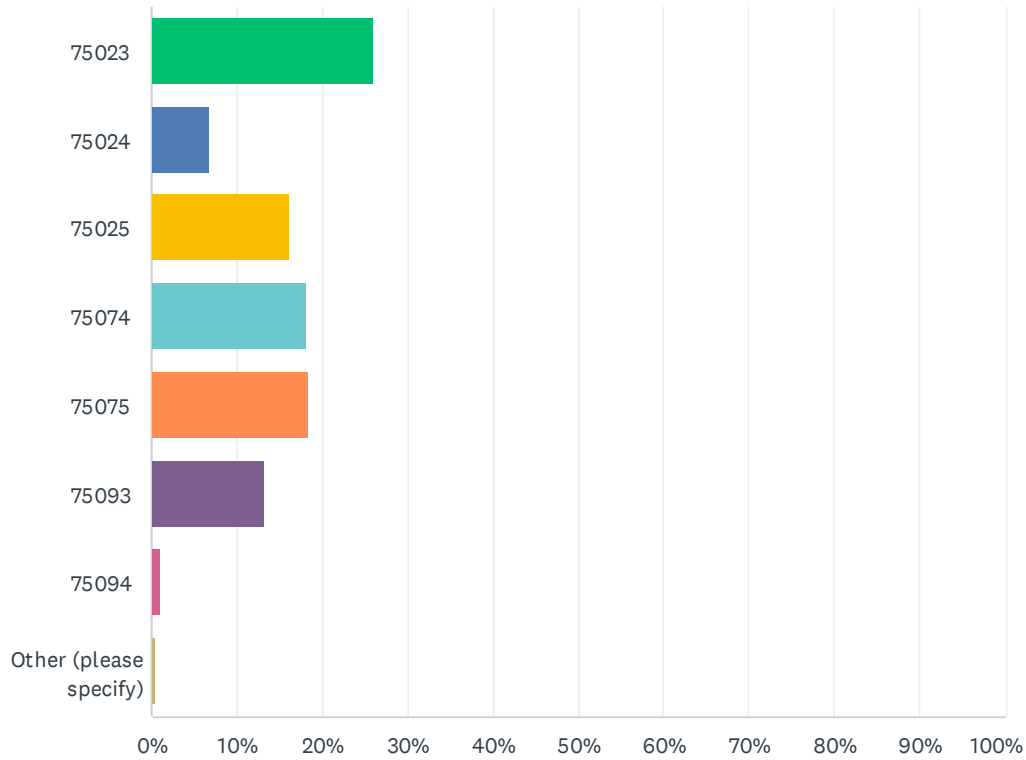
	1 (LOW)	2	3	4 (HIGH)	TOTAL	WEIGHTED AVERAGE
Economic Development (jobs/businesses)	11.04% 113	24.22% 248	33.69% 345	31.05% 318	1,024	2.85
Housing	13.46% 138	18.93% 194	25.37% 260	42.24% 433	1,025	2.96
Infrastructure improvements	4.95% 51	14.84% 153	34.72% 358	45.49% 469	1,031	3.21
Public facilities	9.96% 102	25.20% 258	37.50% 384	27.34% 280	1,024	2.82
Public services	7.88% 81	20.23% 208	36.19% 372	35.70% 367	1,028	3.00

Q13 Do you have any other comments regarding the City's priorities for its housing and community development funding? (optional) You can use this space to list specific projects, programs, needs, or geographical areas that you feel the City should prioritize for funding. You can also tell us about any other community development concerns not found in this survey that would like to see addressed.

Answered: 228 Skipped: 930

Q14 What is your 5-digit zipcode?

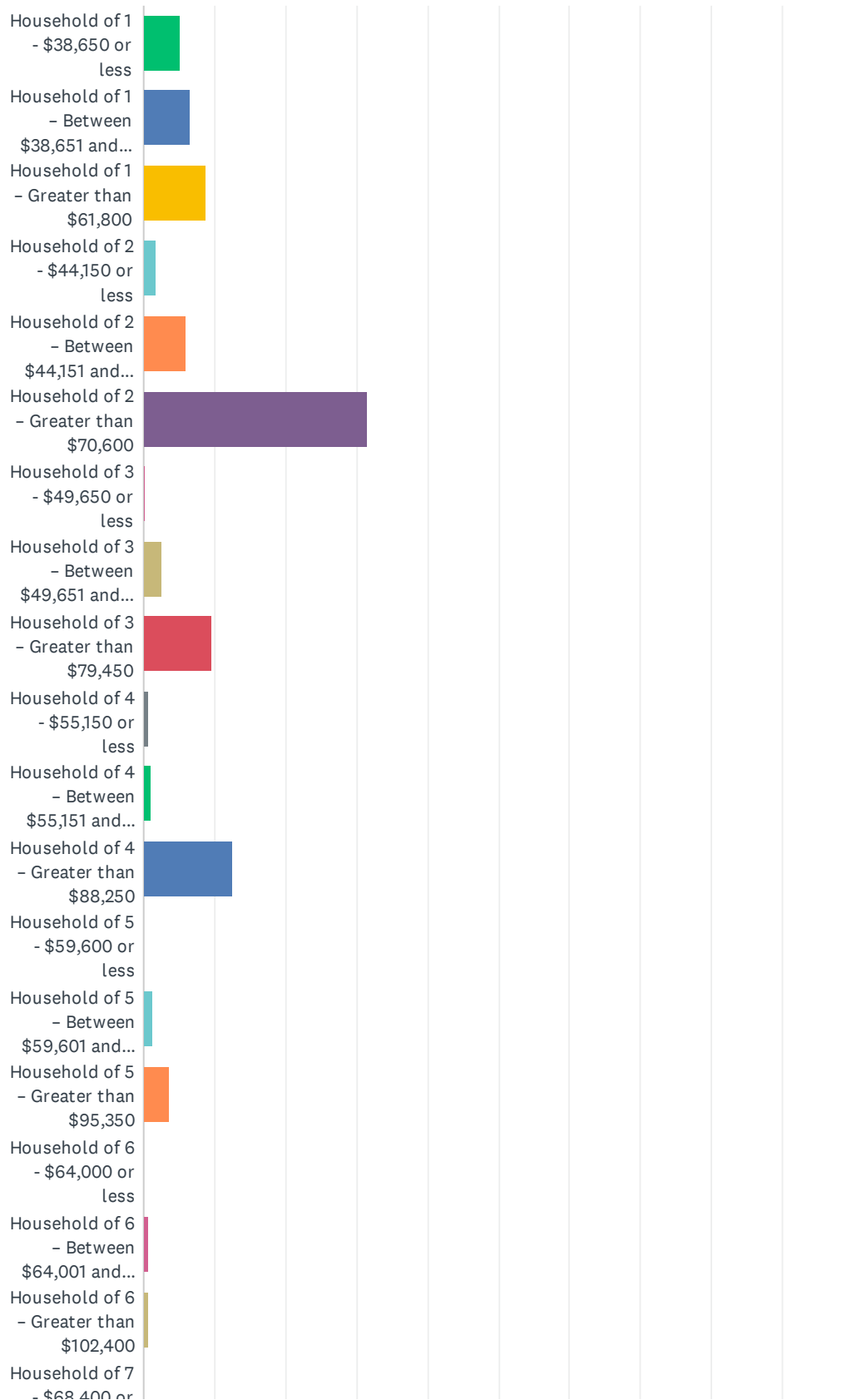
Answered: 1,038 Skipped: 120



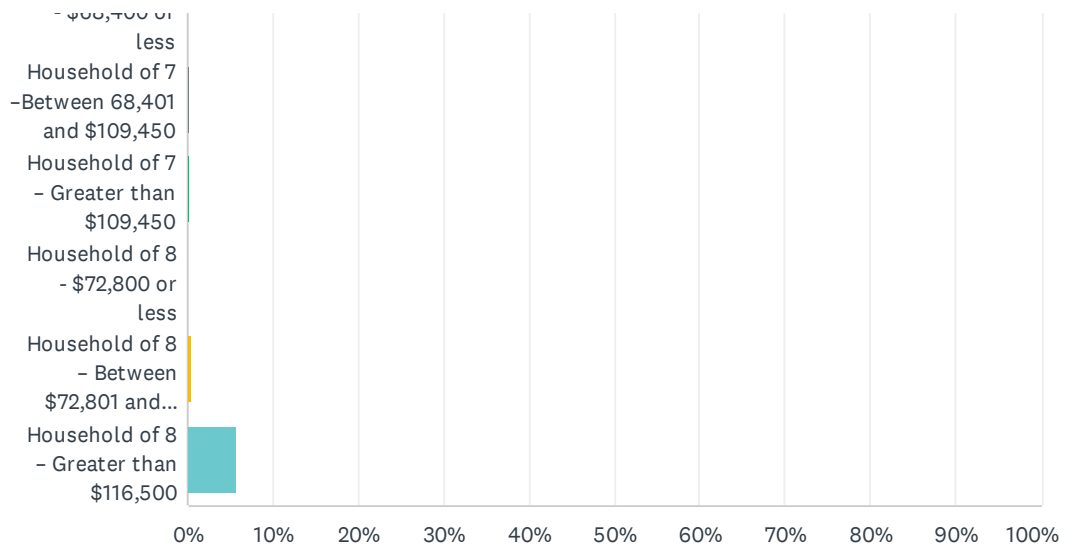
ANSWER CHOICES	RESPONSES	
75023	26.11%	271
75024	6.84%	71
75025	16.28%	169
75074	18.21%	189
75075	18.30%	190
75093	13.20%	137
75094	0.96%	10
Other (please specify)	0.48%	5
Total Respondents: 1,038		

Q15 What is your household income? (household = adults + children)

Answered: 980 Skipped: 178



2025-2029 City of Plano Consolidated Plan

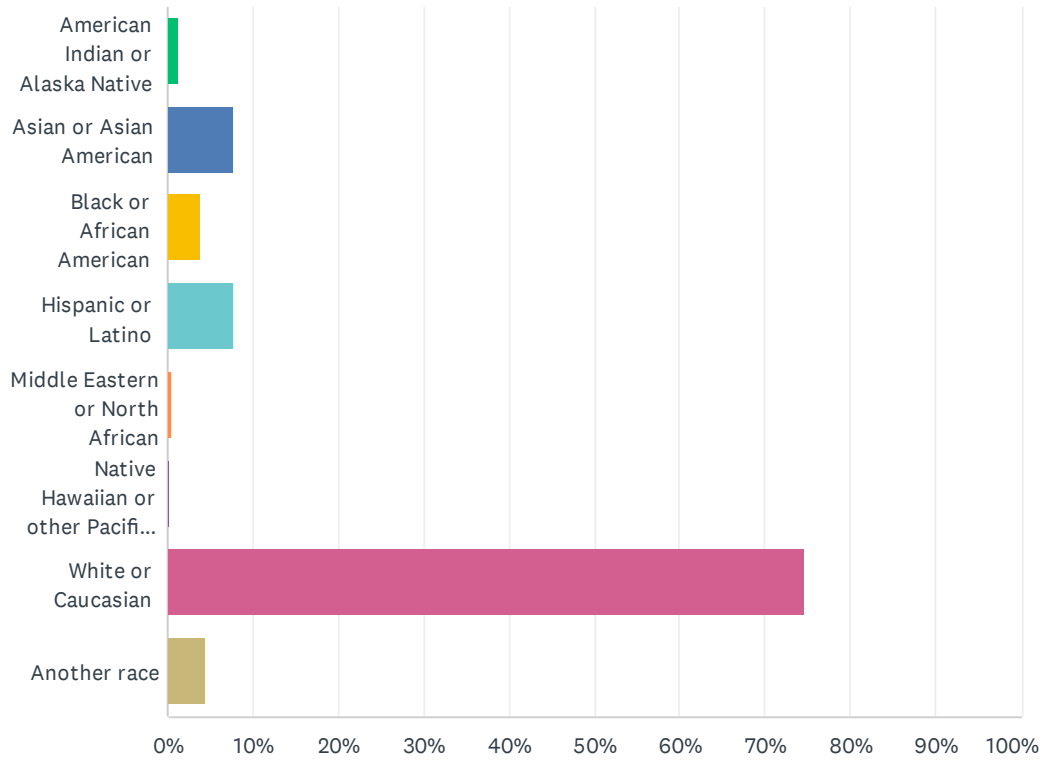


2025-2029 City of Plano Consolidated Plan

ANSWER CHOICES	RESPONSES	
Household of 1 - \$38,650 or less	5.20%	51
Household of 1 – Between \$38,651 and \$61,800	6.53%	64
Household of 1 – Greater than \$61,800	8.78%	86
Household of 2 - \$44,150 or less	1.73%	17
Household of 2 – Between \$44,151 and \$70,600	6.02%	59
Household of 2 – Greater than \$70,600	31.53%	309
Household of 3 - \$49,650 or less	0.31%	3
Household of 3 – Between \$49,651 and \$79,450	2.65%	26
Household of 3 – Greater than \$79,450	9.69%	95
Household of 4 - \$55,150 or less	0.61%	6
Household of 4 – Between \$55,151 and \$88,250	1.12%	11
Household of 4 – Greater than \$88,250	12.65%	124
Household of 5 - \$59,600 or less	0.10%	1
Household of 5 – Between \$59,601 and \$95,350	1.33%	13
Household of 5 – Greater than \$95,350	3.57%	35
Household of 6 - \$64,000 or less	0.00%	0
Household of 6 – Between \$64,001 and \$102,400	0.71%	7
Household of 6 – Greater than \$102,400	0.71%	7
Household of 7 - \$68,400 or less	0.00%	0
Household of 7 –Between 68,401 and \$109,450	0.31%	3
Household of 7 – Greater than \$109,450	0.20%	2
Household of 8 - \$72,800 or less	0.10%	1
Household of 8 – Between \$72,801 and \$116,500	0.41%	4
Household of 8 – Greater than \$116,500	5.71%	56
TOTAL		980

Q16 What is your race?

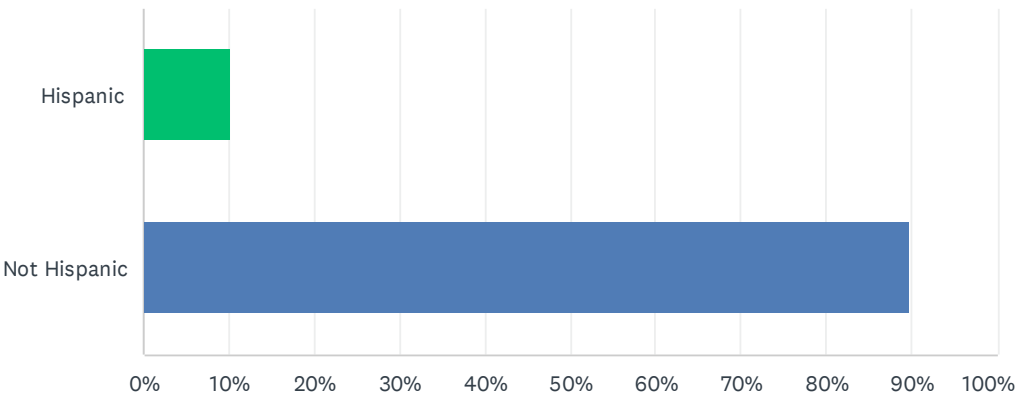
Answered: 987 Skipped: 171



ANSWER CHOICES	RESPONSES	
American Indian or Alaska Native	1.32%	13
Asian or Asian American	7.70%	76
Black or African American	3.75%	37
Hispanic or Latino	7.60%	75
Middle Eastern or North African	0.41%	4
Native Hawaiian or other Pacific Islander	0.20%	2
White or Caucasian	74.57%	736
Another race	4.46%	44
TOTAL		987

Q17 What is your ethnicity?

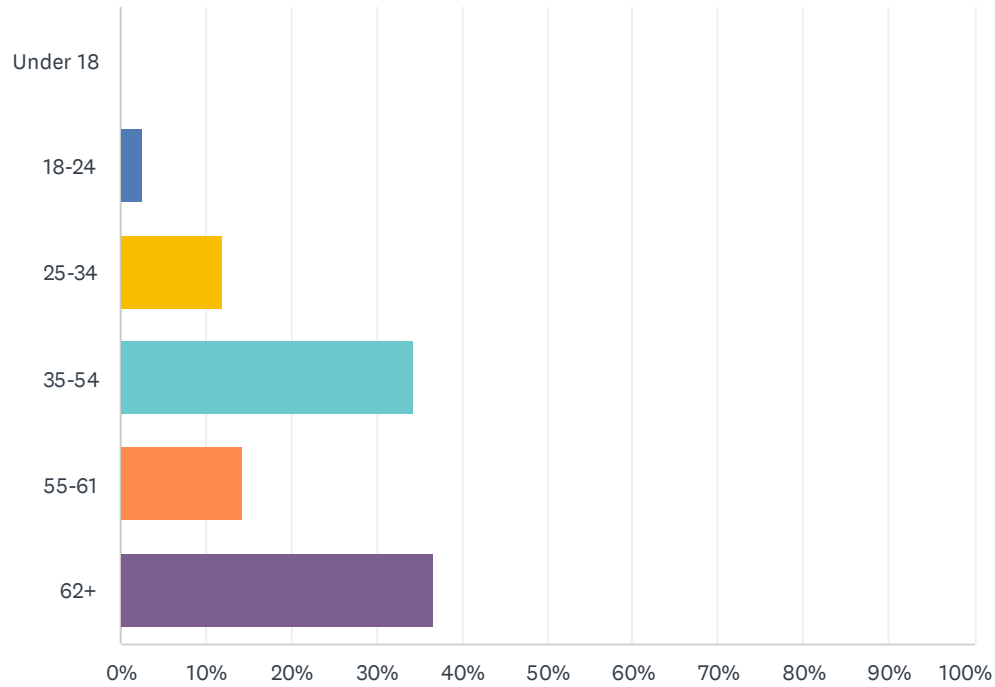
Answered: 974 Skipped: 184



ANSWER CHOICES	RESPONSES	
Hispanic	10.27%	100
Not Hispanic	89.73%	874
TOTAL		974

Q18 What is your age?

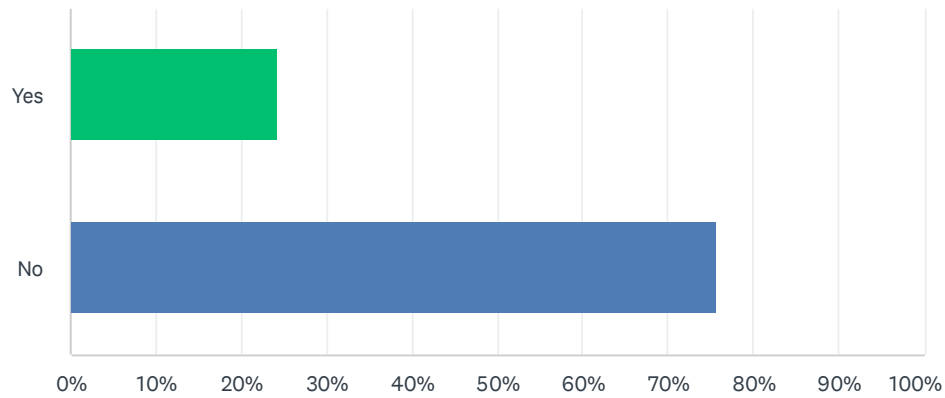
Answered: 1,007 Skipped: 151



ANSWER CHOICES	RESPONSES	
Under 18	0.10%	1
18-24	2.58%	26
25-34	11.92%	120
35-54	34.36%	346
55-61	14.30%	144
62+	36.74%	370
TOTAL		1,007

Q19 Does anyone in your household have a disability?

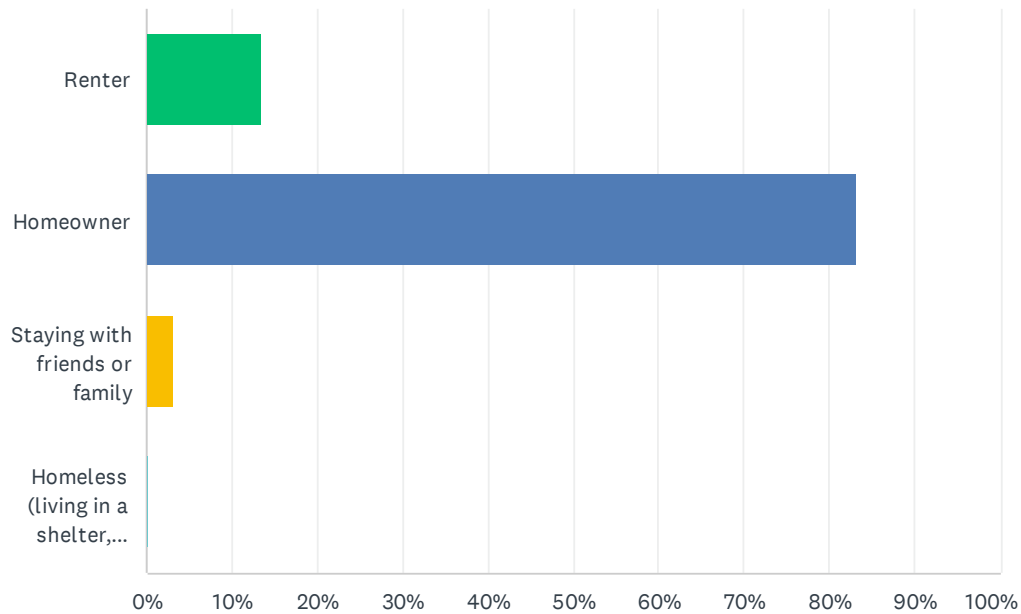
Answered: 1,019 Skipped: 139



ANSWER CHOICES	RESPONSES	
Yes	24.24%	247
No	75.76%	772
TOTAL		1,019

Q20 What is your housing status?

Answered: 1,027 Skipped: 131



ANSWER CHOICES	RESPONSES	
Renter	13.53%	139
Homeowner	83.06%	853
Staying with friends or family	3.12%	32
Homeless (living in a shelter, transitional housing, in your car, or outside)	0.29%	3
TOTAL		1,027

Q11 Are there other high priority economic development needs in your community that are not listed above? (optional)

Answered: 99 Skipped: 1,059

ANSWER CHOICES	RESPONSES	
1	98.99%	98
2	39.39%	39
3	24.24%	24

#	1	DATE
1	Broadband internet access	2/3/2025 5:20 PM
2	Don't build more apartments	1/30/2025 5:51 PM
3	Instead of job training, Trades training I believe is more necessary	1/30/2025 2:06 PM
4	Too many roads being repaired at the same time	1/28/2025 7:22 PM
5	Some sort of incentivization for restaurants	1/28/2025 12:23 PM
6	Landlord Cleanup of abandoned properties	1/26/2025 9:29 PM
7	Investment in the Arts	1/25/2025 5:20 PM
8	Jobs offered by city of Plano with starting pay at a wage that affords living in Plano, ie minimum \$50,000/year gross pay.	1/24/2025 3:52 PM
9	Small business grants (Not loans)	1/23/2025 5:17 PM
10	Training for students who quit college during or after COVID	1/23/2025 1:53 PM
11	Reconditioning of city structures and signs	1/22/2025 8:06 PM
12	retail & restaurants; don't need more nail salons or dry cleaners	1/22/2025 8:00 PM
13	More affordable commercial property	1/17/2025 8:45 PM
14	Zoning	1/17/2025 8:02 PM
15	Clean up all the crappy, empty retail.	1/17/2025 7:09 PM
16	Become the central hub for all universities in the area and therefore the hub of talent	1/17/2025 1:21 PM
17	Walkability	1/17/2025 11:38 AM
18	Mentorship	1/17/2025 8:55 AM
19	Central Plano business/commercial facades have been ignored while the east and west continue to be developed	1/17/2025 8:36 AM
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21	Micro business loans for 1099 contractors	1/17/2025 6:30 AM
22	Parking lot repair and beautification (trees)	1/16/2025 11:02 PM
23	Safety of areas	1/16/2025 10:39 PM
24	Livable fair wages	1/16/2025 9:27 PM
25	convention facilities	1/16/2025 2:14 PM
26	Financial grants for startups	1/15/2025 11:39 PM

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27	Good schools	1/9/2025 2:28 PM
28	Additional real and business property on the tax rolls	1/6/2025 4:51 PM
29	Get rid of all of the cbd and liquor stores.	1/4/2025 10:32 PM
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34	re-zoning and re-development of strip malls into mixed-use developments with retail, office, and housing	12/28/2024 7:38 AM
35	Help for homeowners to improve older homes (cast iron pipes replacement, energy efficient upgrades, etc.)	12/28/2024 12:38 AM
36	Public transportation	12/27/2024 10:59 PM
37	Affordable housing	12/27/2024 9:58 PM
38	Increase public school teacher salaries to improve schools, teacher retention, and address housing accessibility for families	12/27/2024 9:53 PM
39	more support for businesses downtown to keep it thriving	12/27/2024 8:09 PM
40	Business portal for mentoring	12/27/2024 6:59 PM
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49	Plano aesthetics look rundown	12/8/2024 10:14 PM
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53	Find ways to reduce property taxes and invest more of taxes collected back into the city of Plano.	12/5/2024 10:47 AM
54	Streamline the development approval process. It's cumbersome and departments don't communicate well	12/4/2024 9:18 PM
55	Updating repairs to empty/abandoned buildings	12/4/2024 6:53 PM
56	Women focused support entrepreneurs leadership	12/4/2024 5:44 PM
57	Better opportunities for young adults	12/4/2024 4:23 PM

2025-2029 City of Plano Consolidated Plan

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59	More parking spaces	12/4/2024 8:07 AM
60	Make dying commercial spaces mixed-use communities	12/4/2024 12:08 AM
61	Apprenticeships / Returnships	12/3/2024 7:05 PM
62	Zoning Improvements to Allow Denser Development	12/3/2024 6:25 PM
63	ease of business permits approvals	12/3/2024 2:51 PM
64	Free internet	12/3/2024 8:42 AM
65	SMALLER CLASSES AT SENIOR CENTER AND ONE ON ONE CLASSES FOR THOSE OF SPECIAL NEEDS AND DEAFNESS	12/2/2024 3:45 PM
66	Cost Reduction Assistance	12/2/2024 3:41 PM
67	Eliminate property taxes.	12/2/2024 3:36 PM
68	Plano needs to incentivize businesses that contribute to the furtherance of family values	11/30/2024 8:13 AM
69	Vacant commercial buildings	11/18/2024 2:00 PM
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71	Public transportation	11/17/2024 2:32 PM
72	Helping seniors find jobs	11/16/2024 8:01 PM
73	Transition from working to retirement	11/14/2024 6:50 AM
74	Food for kids during school breaks	11/13/2024 9:02 PM
75	Where do you have Texas workforce here they already do a good job	11/13/2024 4:58 PM
76	Train homeless to work for a living & be independent.	11/12/2024 9:42 AM
77	Support small businesses	11/11/2024 8:26 PM
78	Affordable child care, transportation	11/5/2024 12:33 PM
79	Update current burdensome regulations on individuals running businesses out of their homes which may include some employees but not retail traffic or manufacturing noise or pollution	11/3/2024 11:00 PM
80	Pay off debt before asking for bonds	11/2/2024 4:48 PM
81	How can people get jobs if childcare is so costly	10/30/2024 10:48 AM
82	Incentives to encourage Plano residents to support Plano businesses and keep sales tax revenue in Plano	10/29/2024 6:30 PM
83	better code for vape / liquor store signage. looks atrocious	10/29/2024 4:50 PM
84	Child care providers need help running better operations	10/29/2024 3:46 PM
85	business loans for American born business owners	10/29/2024 3:34 PM
86	A well funded, well organized SB plan would support initiatives like job creation, retention and training as listed above. (In theory)	10/29/2024 3:17 PM
87	Supporting the childcare business sector, which in turn will support families and children in the community.	10/29/2024 2:54 PM
88	The City should invest more in Economic Development incentives and partnering with the school district to maximize resources.	10/29/2024 2:43 PM
89	Blighted strip malls on Parker from Custer to Alma	10/29/2024 2:09 PM
90	Small Business Events	10/24/2024 6:08 PM
91	transportation to higher learning/job training	10/23/2024 7:02 PM
92	Community Microenterprise	10/23/2024 3:23 PM

2025-2029 City of Plano Consolidated Plan

93	none	10/22/2024 9:47 AM
94	Low income assistance - food, clothing, baby supplies	10/21/2024 11:41 AM
95	We have a lot of really unless old shopping centers tgey coukd use some improvements or enforced clean up	10/20/2024 2:36 PM
96	Veteran services	10/19/2024 11:32 AM
97	don't drive seniors out of their homes and	10/19/2024 11:01 AM
98	Monitor neighborhood property for disrepair	10/19/2024 10:32 AM
#	2	DATE
1	Public transportation	2/3/2025 5:20 PM
2	Traffic lights are not timed properly	1/28/2025 7:22 PM
3	Sidewalks for the Douglas community	1/26/2025 9:29 PM
4	Reintegration of young adults back to college if they didn't finish	1/23/2025 1:53 PM
5	Get rid of decades-old empty retail (Sonic and Park/75 is one example)	1/17/2025 7:09 PM
6	New age business mentorship - Content creators, consultants etc.	1/17/2025 8:55 AM
7	focus 100% on a crumbling east side, but our mayor loves the west side \$\$	1/17/2025 8:19 AM
8	Stop illegal immigration	1/16/2025 10:39 PM
9	Raise the minimum wage to at least \$15	1/16/2025 9:27 PM
10	More Homebuyer Downpayment Assistance	1/15/2025 11:39 PM
11	Keeping property tax rates low	1/6/2025 4:51 PM
12	Too many vacancies in strip malls in central Plano.	1/4/2025 10:32 PM
13	Jobs for those with disabilities. Miss seeing the proud kids at krogers	1/4/2025 8:27 PM
14	Affordable housing	12/27/2024 10:59 PM
15	Affordable childcare	12/27/2024 9:58 PM
16	public transportation throughout the city	12/27/2024 8:09 PM
17	Less corporate tax breaks help the small businesses	12/19/2024 7:52 PM
18	Literacy classes various places and days	12/15/2024 11:13 PM
19	Aley repair	12/13/2024 8:12 PM
20	Bring business back to Plano	12/8/2024 10:14 PM
21	Training for small business	12/7/2024 10:31 PM
22	Affordable, safe community/shared business meeting space	12/6/2024 6:54 PM
23	Fixing damaged parking lots	12/4/2024 6:53 PM
24	Lots of restaurants & shops seem to close within a short period of time- not sure if more education or support or advocacy is needed	12/3/2024 7:05 PM
25	Small business free workshops	12/3/2024 2:51 PM
26	BETTER TRAINING IN ADA AND SPECIAL NEEDS. FIRE THOSE WHO DISCRIMINATE	12/2/2024 3:45 PM
27	Direct Assistance (Cash to Low Income residents)	12/2/2024 3:41 PM
28	Plano should not incentivize businesses that do not contribute to the well being of residents and diminish property values.	11/30/2024 8:13 AM
29	Make landlords keep up their premises	11/17/2024 3:14 PM

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30	Student loan payoff assistance	11/14/2024 6:50 AM
31	Food pantries	11/13/2024 9:02 PM
32	Maintain what we have but welcome new businesses.	11/12/2024 9:42 AM
33	Cut tax off	11/11/2024 8:26 PM
34	Help keep child care providers job	10/29/2024 3:46 PM
35	Small Business Rent Oversight	10/24/2024 6:08 PM
36	student housing with preference to US citizens	10/23/2024 7:02 PM
37	Healthcare assistance - post sexual assault, pregnancy, injuries	10/21/2024 11:41 AM
38	help them stay in their homes	10/19/2024 11:01 AM
39	If individual owned then help to get \$ for fixing	10/19/2024 10:32 AM
#	3	DATE
1	Cultural attractions	2/3/2025 5:20 PM
2	Impossible to move around town	1/28/2025 7:22 PM
3	Get rid of the snobby anti apts. bias	1/26/2025 9:29 PM
4	Child care for working parents who are poor	1/23/2025 1:53 PM
5	Stop neglecting central Plano	1/17/2025 7:09 PM
6	job training for high school kids NOT going to college	1/17/2025 8:19 AM
7	More diversity in businesses	1/16/2025 9:27 PM
8	Grants and abatements for strong business recruitment and growth	1/6/2025 4:51 PM
9	Stop flooding the traffic with apartments	1/4/2025 8:27 PM
10	Public transportation	12/27/2024 9:58 PM
11	Job training & showers for homelessness to get help , training & jobs	12/19/2024 7:52 PM
12	Tell parents about how to plan for/encourage college	12/15/2024 11:13 PM
13	Support teachers	12/8/2024 10:14 PM
14	For example nancial assistance for small bussiness	12/7/2024 10:31 PM
15	Cybersecurity defense/remediation for small business	12/6/2024 6:54 PM
16	Street light repair/upgrades/ installed	12/4/2024 6:53 PM
17	BETTER POLICE TRAINING ON DEAFNESS AND SPECIAL NEEDS.	12/2/2024 3:45 PM
18	Demand-Side Housing Market Controls	12/2/2024 3:41 PM
19	Plano should do more to attract and retain major corporates and their employees	11/30/2024 8:13 AM
20	Financial planning (personal)	11/14/2024 6:50 AM
21	See Bonton farms model	11/13/2024 9:02 PM
22	Stop trying to divide people based on political stance or other background differences. United we stand, divided we fall.	11/12/2024 9:42 AM
23	coop child care	10/23/2024 7:02 PM
24	If for profit owner-strictly enforce code compliance	10/19/2024 10:32 AM

Q11 Are there other high priority economic development needs in your community that are not listed above? (optional)

Answered: 99 Skipped: 1,059

ANSWER CHOICES	RESPONSES	
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82	Incentives to encourage Plano residents to support Plano businesses and keep sales tax revenue in Plano	10/29/2024 6:30 PM
83	better code for vape / liquor store signage. looks atrocious	10/29/2024 4:50 PM
84	Child care providers need help running better operations	10/29/2024 3:46 PM
85	business loans for American born business owners	10/29/2024 3:34 PM
86	A well funded, well organized SB plan would support initiatives like job creation, retention and training as listed above. (In theory)	10/29/2024 3:17 PM
87	Supporting the childcare business sector, which in turn will support families and children in the community.	10/29/2024 2:54 PM
88	The City should invest more in Economic Development incentives and partnering with the school district to maximize resources.	10/29/2024 2:43 PM
89	Blighted strip malls on Parker from Custer to Alma	10/29/2024 2:09 PM
90	Small Business Events	10/24/2024 6:08 PM
91	transportation to higher learning/job training	10/23/2024 7:02 PM
92	Community Microenterprise	10/23/2024 3:23 PM

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93	none	10/22/2024 9:47 AM
94	Low income assistance - food, clothing, baby supplies	10/21/2024 11:41 AM
95	We have a lot of really unless old shopping centers tgey coukd use some improvements or enforced clean up	10/20/2024 2:36 PM
96	Veteran services	10/19/2024 11:32 AM
97	don't drive seniors out of their homes and	10/19/2024 11:01 AM
98	Monitor neighborhood property for disrepair	10/19/2024 10:32 AM
#	2	DATE
1	Public transportation	2/3/2025 5:20 PM
2	Traffic lights are not timed properly	1/28/2025 7:22 PM
3	Sidewalks for the Douglas community	1/26/2025 9:29 PM
4	Reintegration of young adults back to college if they didn't finish	1/23/2025 1:53 PM
5	Get rid of decades-old empty retail (Sonic and Park/75 is one example)	1/17/2025 7:09 PM
6	New age business mentorship - Content creators, consultants etc.	1/17/2025 8:55 AM
7	focus 100% on a crumbling east side, but our mayor loves the west side \$\$	1/17/2025 8:19 AM
8	Stop illegal immigration	1/16/2025 10:39 PM
9	Raise the minimum wage to at least \$15	1/16/2025 9:27 PM
10	More Homebuyer Downpayment Assistance	1/15/2025 11:39 PM
11	Keeping property tax rates low	1/6/2025 4:51 PM
12	Too many vacancies in strip malls in central Plano.	1/4/2025 10:32 PM
13	Jobs for those with disabilities. Miss seeing the proud kids at krogers	1/4/2025 8:27 PM
14	Affordable housing	12/27/2024 10:59 PM
15	Affordable childcare	12/27/2024 9:58 PM
16	public transportation throughout the city	12/27/2024 8:09 PM
17	Less corporate tax breaks help the small businesses	12/19/2024 7:52 PM
18	Literacy classes various places and days	12/15/2024 11:13 PM
19	Aley repair	12/13/2024 8:12 PM
20	Bring business back to Plano	12/8/2024 10:14 PM
21	Training for small business	12/7/2024 10:31 PM
22	Affordable, safe community/shared business meeting space	12/6/2024 6:54 PM
23	Fixing damaged parking lots	12/4/2024 6:53 PM
24	Lots of restaurants & shops seem to close within a short period of time- not sure if more education or support or advocacy is needed	12/3/2024 7:05 PM
25	Small business free workshops	12/3/2024 2:51 PM
26	BETTER TRAINING IN ADA AND SPECIAL NEEDS. FIRE THOSE WHO DISCRIMINATE	12/2/2024 3:45 PM
27	Direct Assistance (Cash to Low Income residents)	12/2/2024 3:41 PM
28	Plano should not incentivize businesses that do not contribute to the well being of residents and diminish property values.	11/30/2024 8:13 AM
29	Make landlords keep up their premises	11/17/2024 3:14 PM

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30	Student loan payoff assistance	11/14/2024 6:50 AM
31	Food pantries	11/13/2024 9:02 PM
32	Maintain what we have but welcome new businesses.	11/12/2024 9:42 AM
33	Cut tax off	11/11/2024 8:26 PM
34	Help keep child care providers job	10/29/2024 3:46 PM
35	Small Business Rent Oversight	10/24/2024 6:08 PM
36	student housing with preference to US citizens	10/23/2024 7:02 PM
37	Healthcare assistance - post sexual assault, pregnancy, injuries	10/21/2024 11:41 AM
38	help them stay in their homes	10/19/2024 11:01 AM
39	If individual owned then help to get \$ for fixing	10/19/2024 10:32 AM
#	3	DATE
1	Cultural attractions	2/3/2025 5:20 PM
2	Impossible to move around town	1/28/2025 7:22 PM
3	Get rid of the snobby anti apts. bias	1/26/2025 9:29 PM
4	Child care for working parents who are poor	1/23/2025 1:53 PM
5	Stop neglecting central Plano	1/17/2025 7:09 PM
6	job training for high school kids NOT going to college	1/17/2025 8:19 AM
7	More diversity in businesses	1/16/2025 9:27 PM
8	Grants and abatements for strong business recruitment and growth	1/6/2025 4:51 PM
9	Stop flooding the traffic with apartments	1/4/2025 8:27 PM
10	Public transportation	12/27/2024 9:58 PM
11	Job training & showers for homelessness to get help , training & jobs	12/19/2024 7:52 PM
12	Tell parents about how to plan for/encourage college	12/15/2024 11:13 PM
13	Support teachers	12/8/2024 10:14 PM
14	For example nancial assistance for small bussiness	12/7/2024 10:31 PM
15	Cybersecurity defense/remediation for small business	12/6/2024 6:54 PM
16	Street light repair/upgrades/ installed	12/4/2024 6:53 PM
17	BETTER POLICE TRAINING ON DEAFNESS AND SPECIAL NEEDS.	12/2/2024 3:45 PM
18	Demand-Side Housing Market Controls	12/2/2024 3:41 PM
19	Plano should do more to attract and retain major corporates and their employees	11/30/2024 8:13 AM
20	Financial planning (personal)	11/14/2024 6:50 AM
21	See Bonton farms model	11/13/2024 9:02 PM
22	Stop trying to divide people based on political stance or other background differences. United we stand, divided we fall.	11/12/2024 9:42 AM
23	coop child care	10/23/2024 7:02 PM
24	If for profit owner-strictly enforce code compliance	10/19/2024 10:32 AM

Q13 Do you have any other comments regarding the City's priorities for its housing and community development funding? (optional) You can use this space to list specific projects, programs, needs, or geographical areas that you feel the City should prioritize for funding. You can also tell us about any other community development concerns not found in this survey that would like to see addressed.

Answered: 228 Skipped: 930

#	RESPONSES	DATE
1	Addressing food insecurity and providing childcare services.	2/3/2025 5:22 PM
2	parks are important	2/2/2025 7:47 PM
3	Plano is a great city, I have lived here most of my adult life. Plano needs to keep up with other surrounding cities pay rates or city employees are going to leave to make more money in another city. Focus on improving the East side of Plano and not just the West side of Plano, in terms of retail and hotels.	2/2/2025 4:12 PM
4	Can we use the schools that are being closed as some sort of public buildings? We don't need them replaced with apartments!! What will happen to the parks near the schools to be closed? The park behind Davis Elementary is the only park in the neighborhood. Plano has added enough multi-family buildings in the last 10 years that has increased the population density which is increasing traffic and stressing the infrastructure.	1/31/2025 9:28 PM
5	Please don't build more apartments	1/30/2025 5:53 PM
6	Need more affordable housing within the existing inventory. When houses come up for sale, they need to be attractive to younger growing families. Doing so with attract businesses that cater to that demographic. Currently the demo is skewing too old and needs to get younger to attract these retail shifts.	1/30/2025 2:48 PM
7	https://youtu.be/K1TFOK4_07s?si=kBS9yBbeaUbJAbEN	1/30/2025 2:07 PM
8	Plano should continue to try to open a homeless shelter, or offer more services for the unsheltered in the community.	1/28/2025 8:11 PM
9	There is so little pride evident in Plano now, in the 80's when Harvard was Mayor it was a beautiful, thriving city and a wonderful place to live. Great planning was evident.	1/28/2025 7:25 PM
10	Please share the results of the survey after close of survey.... Thank You for your leadership!	1/28/2025 1:12 PM
11	Again, (and despite the fact that I, personally, hate children) we need to increase the number of families with children in the city. To do this, we need to make it more affordable; between property taxes and inflated housing values, we've priced out families. This will hurt us in the long run.	1/28/2025 12:26 PM
12	Multi family housing, townhomes,Asus and SRO homeless units with on site services. Less preferences /biases for single family housing.	1/26/2025 9:32 PM
13	As a young family, I would want investments to surround education. I also commute to downtown and if I could wave my magic wand I would love a more direct route whether via dart extension, bus with wifi, etc	1/25/2025 5:23 PM
14	Many of these services have already been provided for adequately. Wish the survey would have had a N/A choice. I wasn't sure how to answer the questions for the services to be continued as they are or enhanced. I would have preferred that more specific answer choices would have been provided.	1/25/2025 3:40 PM
15	Do not support low income housing - our roads are too congested and would like to see less	1/24/2025 5:04 PM

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	traffic and more consideration for wider roads if we continue to grow our city	
16	As mentioned in the previous section, it is imperative that the jobs offered by the city of Plano pay their employees wages that actually afford to live in Plano. As we all know, the costs of everything are increasing at such a rate that in order for the city to truly support its staff and by affect the economy, it must increase starting wages to a minimum of \$50k/year gross. Even this amount barely allows approval for homeownership within the city limits, but it's a start.	1/24/2025 3:58 PM
17	I DO NOT want low income or government subsidized housing near me. I pay a lot in rent and don't want illegals and low income near me for safety reasons. Seniors are different as they make much better neighbors. I am also so fed up with the road construction.	1/24/2025 12:36 PM
18	Would love to see more programs for people to start their own small businesses/companies, and also give white collar job training (people CANNOT have a family and own a home working at a call center or as a simple service technician).	1/23/2025 5:19 PM
19	Better public transportation and child care affordability will support the workforce as we continue to need skilled workers and boomers are retiring.	1/23/2025 1:55 PM
20	As stated in my comments we need more ways to bring our communities together; multigenerational, multiracial, multigender, varied economic classes. Gardening does that. We need local, accessible community gardening sites	1/23/2025 10:28 AM
21	Plano is allowing too much high density housing. It is changing the character of Plano to short term transients that have no long term investment in out community.	1/23/2025 9:07 AM
22	Housing with walk ability to food access	1/22/2025 8:37 PM
23	Overall maintenance rejuvenation of city structures/businesses	1/22/2025 8:10 PM
24	Apartments to provide all parking for occupants so there is less parking on residential streets.	1/22/2025 7:16 PM
25	Road construction needs to be much better managed. It is very poorly managed and very difficult to cope with the constant repeated ripping up of the roadways and not efficiently completing in a timely manner.	1/22/2025 5:40 PM
26	WE NEED AFFORDABLE HOUSING	1/22/2025 3:07 PM
27	low income housing needed, apartments in Plano are not affordable	1/20/2025 8:46 PM
28	I am all for funding the police, fire departments, and libraries. We spend far too much on parks and recreation. We should cut back spending in other areas.	1/19/2025 9:55 AM
29	Start building homes instead of apartments. Apartment dwellers are transient, home buyers stay in the community. There will also be less traffic and the schools will once again be of high quality.	1/19/2025 7:33 AM
30	No more high density apartments. Keep skyline low. Think Scottsdale AZ	1/18/2025 1:39 PM
31	Many of the developers of affordable housing are building 1 bedroom units. They may include a few that have 2 bedrooms. That does not work for families. They need 2-3 bedrooms with parking.	1/18/2025 1:25 PM
32	Yes, the senior citizen recreation center on 16th street. We have asked for another pool table. I offered to do a gofundme page and was told no. I go to the McKinney center and also have several of my friends come to McKinney and have purchased the out of area membership. They are expressing not wanting to come to Plano anymore and if that happens, I will only belong to McKinney. There are too many pool table players and one table is not enough.	1/18/2025 12:09 PM
33	Plano does an excellent job with a lot of these items. We just have first hand knowledge about people who desperately need clean, modern, very affordable housing. Free health and mental health clinics are also needed. Also getting the homeless off our streets needs to be a high priority.	1/18/2025 12:09 PM
34	I know I need help with my home. I have written to the state Senator, Angela Paxton for assistance because Plano city denied assisting me based upon the new evidence of plumbing and foundation issues. Plano has wealthy people. I would be working if I was not this sick, I need a new fence, my yard taken care of, 3 Windows are broken including sliding glass door. I only have a slab floor. Bathtub leaks, washer over flows from 5 broken cast iron pipes. Foundation issues. I need new drywall paint and new baseboards. Too bad Habitat for	1/18/2025 12:00 PM

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Humanity cannot do all the repairs in this home. It is 50 years old. It's in a reverse mortgage so I have to scrimp and get money together for the high cost of taxes and insurance its very expensive living here!!!

35	Community programs to keep city clean, community gardening	1/18/2025 8:16 AM
36	The roads are a disaster and infuriating to drive everyday. It's so tiring to see endless construction everywhere and potholes being formed a few months after a repair was done. Please spend hard earned taxpayer money wisely by choosing competent contractors who do good quality jobs.	1/17/2025 11:07 PM
37	The City of Plano needs help with parks and rec making sports fields easier to access/reserve and afford. It's bogged down in regulations. We need more kids to have access with affordable sports and physical activity.	1/17/2025 8:47 PM
38	Plano is rapidly being overtaken by concrete and apartments without appropriate improvements to roads, water/sewer, traffic and impact on the environment. We need more support making Plano affordable and beautiful for people living here instead of adding more people who don't adequately support our city through taxes and investment while straining our services and lessening our ability to add green spaces.	1/17/2025 8:05 PM
39	More knowledge about available programs to update your home. And sinking foundations. Flooding etc.	1/17/2025 3:29 PM
40	Walkability	1/17/2025 11:38 AM
41	We are moving in the right direction, especially downtown / east Plano specifically. Keep updating the zoning to reflect growing population. More mixed housing development, less single family zoning, remove any further red tape and allow more construction to take place throughout the city. Improving public transit accessibility will aid in this too.	1/17/2025 9:35 AM
42	The City needs to re-evaluate its ADU policy to expand lower-cost housing. For example owner incentives to build ADUs which are then leased at 10-20% below market	1/17/2025 9:11 AM
43	Overall, the cost of living in Plano is creating problems for families.	1/17/2025 8:56 AM
44	Please don't ignore Central Plano - especially the Parker and Custer and Parked and Independence area.	1/17/2025 8:37 AM
45	Our mayor loves \$\$\$ and the west side. They get top priority. Visit the east side all around Hwy 75, it's 3rd world mess. How about cleaning up that area, trash is everywhere.	1/17/2025 8:21 AM
46	Low income housing should not be a priority for a city like Plano. People buy homes here to be around similar people.	1/17/2025 7:47 AM
47	It may sound heartless but look at Garland, Dallas and Mesquite. When you create opportunities for lowlives, they'll come. It's like the doggone baseball field in 'field of dreams'. You can't save everyone. But the people that do live here, and like living here, are starting to hate it. Crummy roads, homeless bums, and gobs of "student drivers" causing auto insurance rates to skyrocket. Keep plano elite. Frisco and the colony have passed us by.	1/17/2025 12:03 AM
48	Stop throwing up apartments everywhere	1/16/2025 11:22 PM
49	More funding to Plano pd for training also	1/16/2025 11:00 PM
50	Need public transportation. Metro train or bus service needed. Everyday people are moving here.	1/16/2025 10:34 PM
51	As a resident of central Plano, I feel as if our roads and public spaces are much more neglected than they are in both East and West Plano. Majority of the concrete roads are in horrible condition, there's a high level of homelessness, a notable litter presence, etc... I want our part of town to be just as beautiful as the rest of it.	1/16/2025 10:15 PM
52	The street lights are very dim and I like having bright lights and more cameras for safety	1/16/2025 9:59 PM
53	Road clearing during winter weather to improve community safety and housing protection from sliding cars.	1/16/2025 9:33 PM
54	Your main focus should be ensuring our public schools remain desirable and well attended. Housing prices will fall off a cliff if the schools in Plano can't maintain a high standard and the Texas state legislature is working hard to destroy our good schools.	1/16/2025 9:32 PM

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55	More accessible options for shoppers, restaurateurs, and living spaces. Please consult disabled folks to show you the exact issues. They aren't always obvious until you are experiencing it yourself. Thank you.	1/16/2025 9:28 PM
56	Please update oak point rec center instead of continuously updating Tom muehlenbeck center	1/16/2025 9:16 PM
57	What has happened to the improvements that were scheduled for Longhorn Park?	1/13/2025 10:00 AM
58	Is City of Plano still going to have money to help seniors that own a home help with trimming trees ? We really need that we put in an application to have our trees trimmed / also a neighbor also needed help but they were told that the city ran out of money to help and that's why we didn't get our application approved either. We are too old to get on a ladder AND we can't afford to get our trees trimmed! On just social security pay! Please don't stop that service in Plano!!	1/12/2025 9:28 PM
59	More police Better neighborhood services checks & followups	1/12/2025 8:38 PM
60	The city is doing a phenomenal job maintaining and improving infrastructure and services!	1/11/2025 10:06 AM
61	The city of Plano needs to do so much more to help out the homeless instead of just sweeping them under a rug so the city can try to look good in the local newspaper.	1/10/2025 9:49 AM
62	Please continue to fund DART rides for the disabled; our PT clinic in Plano receives patients who pay for services using DART. Please continue to fund the public Recreation Centers; they help the community, including myself, stay healthy! Improvements to road drainage, potholes, and alleyways would be much appreciated!!	1/10/2025 8:42 AM
63	Property values going down because of lack of enforcement of city code and too many rental properties and yet as I say that the taxation for those of us that are homeowners keeps going up. Truly makes me wanna leave Plano roads in terrible condition but for Parkwood	1/6/2025 6:20 PM
64	Provide funding to stop erosion and reclaim damaged areas along all of Russell Creek through neighborhoods - specifically between McDermott and Hedgcoxe.	1/6/2025 4:54 PM
65	NO MORE APARTMENTS, fire the planning department, quit taking bribes and kickbacks. Stop with the mixed use plan.	1/5/2025 3:51 PM
66	Please stop apartments, get rid of dart or keep on east side only. Help with repairs. Large Tree removal, hail deductibles etc. Offer scholarships to families with kids for a chance to attend Plano schools and live in Plano while attending. Offer city jobs for second chances(public works jobs) with job training and possible advancement. Partner with Collin College. Offer clean up programs for aging landscaping and paint for businesses and residents.	1/4/2025 8:42 PM
67	More staff who are trained to provide with homelessness resources at public libraries and recreational centers. Neighborhood services should have a bigger presence and work in areas that have high homeless populations.	1/3/2025 7:53 PM
68	Unlike Dallas, keep improving/renovating the infrastructure of our city.	1/2/2025 9:27 PM
69	If homeless people do not have the will and fortitude to make good use of a shelter/ home then perhaps they need something other than drugs and cast out into the streets to. Panhandle. Most people barely have any money and life is very very costly. I have no hope of home ownership. Private property is the staple of our country and society. Homeowners demonstrate more respect and appreciation and protection of their home and community because they have a stake in the community. Oppose to renting and or being beat down by life loosing momentum and yes loosing any stake in stability and enjoy the fruits of ones labor over time. The less stress adults have the positive effect trickles down to the kids. We need happy families to remain prosperous and uphold a standard	1/2/2025 7:18 PM
70	I think there should be a reason for property owners who do not live in their property to not just hold an empty house. As an example, the city of Tonronto started charging a low tax to property owners/landlords that let a residential dwelling sit vacant for longer than six months, preventing them from keeping a unit off the market and just sitting while the value went up. This increased rental units available, generated revenue for the city, and helped address low housing availability	1/2/2025 11:10 AM
71	Separate and saved bypass are critical To preventing congestion from and pollution from automobiles	1/2/2025 6:57 AM
72	Keep Plano beautiful do not try and help people that don't want to help themselves people work	1/2/2025 3:51 AM

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very hard to live in a nice place like Plano

73	Animal Shelters and low cost/ no cost neutering. All animals going to the shelter should be neutered.	1/1/2025 6:44 PM
74	Plano has great infrastructure. Loving Plano for a decade now. Road work on major roads every year is not a great experience in crazy traffic though.	1/1/2025 9:57 AM
75	Rent cap, extended rail service, after school programs for children with disabilities	12/29/2024 9:14 AM
76	If possible keeping an eye on surrounding apartment complexes that can easily become a backdoor/ bridge to criminal entry/activity.	12/28/2024 9:26 PM
77	Need to plant more trees along roads. Need to hold companies responsible for cleaning and maintaining the grounds, parking lots - removal of trash, planting of trees, etc. The strip shopping areas in Plano (on every corner) are embarrassing. Walmart does nothing to keep their area clean and appealing (and there is a Walmart in every neighborhood). Golf these retailers accountable and make them ADD to the appeal of the city.	12/28/2024 8:41 AM
78	Current quality of public facilities & services is good / high. The greatest needs are quality affordable housing and economic development incentives. Neighboring communities (Frisco, McKinney) have more forward-looking economic development programs to attract and support innovation and emerging technology businesses.	12/28/2024 8:03 AM
79	Plano needs affordable housing! So many seniors are staying in their homes because they cannot afford anything new/smaller - they would be paying more than their current homes. This is tying up family homes preventing young families from moving into neighborhoods. New affordable homes for young families would help bring more people to Plano. We do not need more apartments/rentals - we need affordable single family homes!	12/28/2024 3:24 AM
80	Public transit and 3rd spaces would greatly enhance quality of life in Plano	12/28/2024 1:25 AM
81	We really need better public transportation	12/28/2024 12:29 AM
82	AFFORDABLE HOUSING PLEASE. RENTAL PRICE CONTROLS	12/27/2024 11:29 PM
83	We need public transport to support a diverse community. Need affordable housing that is sold to families, not out of state conglomerates who rent the property.	12/27/2024 11:11 PM
84	Focus on attracting young families to Plano with giving attention to public transportation and affordable housing opportunities.	12/27/2024 11:01 PM
85	You can offer grants to put towards down payments for housing to support teachers, single parents, minorities, etc, rather than looking to build lower income housing. Oklahoma City offers these.	12/27/2024 10:41 PM
86	Plano should consider ways to make the city affordable for individuals and families with a variety of incomes and needs. This requires consideration of affordable housing and transportation. Facilities should be thoughtfully ADA compliant to support residents with a variety of needs. In addition, Proactive responses to our residents in crisis or dealing with difficult times would address many of the priorities. Maintaining our current facilities and parks is also important to creating a diverse and sustaining city. Current services are much appreciated!	12/27/2024 10:15 PM
87	Affordable housing Affordable childcare Public transportation	12/27/2024 9:59 PM
88	We need to create housing that is accessible for young families and families with single parents. We need our schools to pay teachers and building administrators appropriately to ensure retention and top quality. It is essential that we make Plano a welcoming and accessible place for young families and families with single parents. Housing is a huge part of this.	12/27/2024 9:56 PM
89	Parks and recreation, housing, schools	12/27/2024 9:29 PM
90	I cannot stress enough the importance of public transportation throughout the city. Let's be the first city in Collin county that makes this a priority. You would see flocks of young families moving here (if we also prioritize affordable housing).	12/27/2024 8:11 PM
91	You can reach out to me for additional input on startup business	12/27/2024 7:01 PM
92	Please use Asphalt on all roads.	12/24/2024 4:40 PM

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93	Plano is aging, but the people who built this city are being forced out by overly high taxes on their property. Many of us are trying to get side hustles on the side to help generate ongoing income... But we need some assistance. I would love to see the city take some of the older less attractive strip shopping centers That are in arrears for taxes, and turn them into micro shopping centers so people who are at crafters or I have expertise in a certain type of service could afford a one year lease for a small sum to give them a chance to build their business and then either move on to other locations or to close and make room for another person to come in. Reserve this for people who have been residence of Plano for at least 10 years and have paid in lots of property tax during that period of time. They're the ones who we owe this to.	12/23/2024 11:47 PM
94	Another water park to alleviate overcrowding at Jack Carter park facility.	12/23/2024 8:12 AM
95	NO MORE APARTMENTS!	12/22/2024 8:00 PM
96	Stop building homes and offices buildings	12/22/2024 7:47 PM
97	No more apartments, they look good for 10-15 years then start to become eyesores and seems they already are on all major intersections	12/21/2024 5:27 PM
98	Seems like there's plenty of commercial space available, yet we keep building new and expanding instead of revitalizing the old spaces.	12/21/2024 5:23 PM
99	There are too many apartment buildings now, especially large complexes owned by large corporations. They are not providing clean, safe housing according to the many complaints on NextDoor. City inspectors should correct this.	12/21/2024 4:50 PM
100	Public services (fire, police, etc) need to be grown to match not only our population's growth and age but also their increasing dependence and decreasing number of relatives near by.	12/20/2024 8:31 PM
101	Historic Plano - Haggard park needs a dog park area.	12/20/2024 3:57 PM
102	Less condos, apartments, more private 4 plexs & duplexs, individuals owned not corporate or investors, these over price ugly tin cans are creating overcrowding & city isnt improving high traff8c congestion. Shouldn't take 20 mins or more to go 5 miles!	12/19/2024 7:54 PM
103	Too many apartments built in the small area Plano encompasses will lead to negative consequences. The first thing that comes to mind is an increase in crimes of every imaginable kind. I have lived it in Dallas. The area we lived in had a high concentration of apartments. Our house was broken into 4 times and I was shot at once in 13 years. That shattered our sense of security. This is why we chose Plano to move to. Now we are facing much of the same living environment here. The traffic has increased so much in the last 2 years it is nerve racking to get around any more. With the constant street repairs and people making up their own driving rules, driving is getting to impossible. Please consider rejecting any more multihousing for the sake of the citizens already here.	12/19/2024 12:01 AM
104	Approve the zoning and building of single family houses. The increase in supply will lower prices	12/17/2024 12:16 PM
105	The sidewalks and streets need repaired in many places. Especially on Spring Creek and some of the side streets.	12/16/2024 6:56 PM
106	East Plano - sidewalks	12/9/2024 9:53 PM
107	Prioritize the Douglas Community. I drove through there and parts of it are starting to look really run down. That's a shame for a historic community. I've also noticed in some relatively lower and lower-middle income neighborhoods that tall trees in people's yards need to be trimmed. I assume that they can't afford to do this, because it's very expensive, and it seems dangerous. Our community centers and Parks are already amazing and I don't see why they need any improvement right now. I hope that the money can go toward people who really need it, like homeless people, lower income people, etc. It's sad that teachers, police officers and fire fighters, as well as minimum wage workers have a hard time surviving in Plano. We need them and we should support them and their ability to live here.	12/9/2024 2:26 PM
108	Home improvement support. Increase street lighting for safety. Loose dogs are 200% on the rise. Animal control and Plano police point fingers. Zero accountability.	12/8/2024 10:16 PM
109	We need to start preserving whatever green spaces we have left and stop developing on them. We also need to put a priority on beautifying old broken down areas of plano and stop building	12/8/2024 2:32 PM

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new areas. If we don't start doing that, then this city will not be desirable to live in, because there's going to be bad parts and good parts and people don't like that

110	There needs to be more housing options available in Plano. We have a backyard cottage ordinance that is so strict, it's difficult to build one. Revising this ordinance to allow more backyard cottages, would help with adding more housing options.	12/7/2024 9:41 PM
111	Programs for adults on the Autism Spectrum needs more funding/ help. Neglected group.	12/7/2024 9:28 PM
112	We have poor and homeless. They need a place to stay, job training, jobs, and affordable housing.	12/6/2024 10:42 PM
113	Priority should focus on ensuring existing residents are not displaced, forced to bear cost, disruption from transplants	12/6/2024 6:56 PM
114	Improve Senior services	12/5/2024 9:48 PM
115	No more multifamily needed, homelessness and panhandling needs to be outlawed in Plano like it was up until recently. City of Dallas needs one mega shelter and not tolerate urban camping and panhandling	12/5/2024 3:47 PM
116	Please stop building multi family units. If the city is going to fill in what little space is left, please turn the land into parks or single family homes. Me and my family would like to live in a calm, well kept, reasonably priced city that isn't overrun with people.	12/5/2024 10:50 AM
117	Affordable housing options needs to be available for those under 80% AMI. Not only for working individuals and families but also for seniors on fixed income. I support funding for homelessness prevention as diversion from homelessness is the most financially responsible use of city funds.	12/5/2024 10:41 AM
118	Reform the backyard cottage ordinance. The rules are not a good fit for most neighborhoods and need greater flexibility to actually be useful (only one backyard cottage has been built in the six years since adoption). Reforms should be undertaken sooner rather than later. Do not wait for the zoning rewrite process currently underway. Consider backyard cottages as a tool to partner with and empower residents to address housing insecurity. See 'The Block Project' in Seattle.	12/5/2024 8:58 AM
119	Less expensive apartment units, too many going taking away green land, congested on syreets with speeders in neighborhood high, more speed bumps	12/4/2024 6:54 PM
120	Plano needs to offer 20 something young families an option to live, grow, thrive We want our schools to be strong with enrollment and be a place for all types of workers	12/4/2024 5:45 PM
121	Transportation and more services in 75093	12/4/2024 4:24 PM
122	The overall cost of housing has become unreasonable. Additionally, individuals currently owning homes will no longer be able to afford them because of the high taxes. This is not going to be sustainable in the long term. People will begin moving out of the community searching for more reasonable housing and lower taxes.	12/4/2024 12:34 PM
123	Fund public schools and libraries	12/4/2024 8:08 AM
124	New trash cans	12/4/2024 6:03 AM
125	Stop taking money from the feds. It always comes with strings. Plano doesn't need this headache.	12/4/2024 5:48 AM
126	N/A.	12/4/2024 2:42 AM
127	Only request is to invest in East Plano, similar to West and offer growth and addition of basic amenities like Trader Joe's and Wholefoods. Plano is a fantastic city to raise a family, although east is wonderful, it is not a popular choice. Please invest and develop the East so it can attract visitors and equal praise as the west side of Plano.	12/3/2024 11:22 PM
128	More varied housing lottery options for people in Plano of mud to low income families. Easily accessible information would be helpful as well.	12/3/2024 10:10 PM
129	Please stop building high density housing with almost zero public transportation options. It turns the streets into permanent traffic jams.	12/3/2024 7:59 PM
130	More affordable transportation alternatives would be great.	12/3/2024 7:06 PM

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131	More Affordable Housing, Less "Luxury" Developments	12/3/2024 6:26 PM
132	Return the money	12/3/2024 6:12 PM
133	Help fund historical landmarks in the city that have had city services cut (mowing the grass specifically!!!). Douglass Cemetery and the cemetery at custer and legacy are examples.	12/3/2024 6:08 PM
134	Start and finish los rios park	12/3/2024 4:07 PM
135	Homeless people on average enjoy being homeless. Cut off all services, and kick their ass out of the county.	12/3/2024 3:24 PM
136	My vote is for City House and CASA or orgs like that. Thank you, Plano! City of Excellence, baby!	12/3/2024 2:23 PM
137	I believe if Plano had better access to mass transit, better mass transit schedules, covered bus stops, and more incentives to use mass transit then more people would use it. Would be ideal to have a Plano mass transit solution other than DART. This could alleviate traffic congestion in the city and be more inclusive for all communities.	12/3/2024 2:21 PM
138	Stop subsidizing apartment development and devote more money to police and fire. Plano is big enough!!!	12/3/2024 1:38 PM
139	Housing development for adult individuals with disabilities. Those with walkers and wheelchairs that need ramps,etc.	12/3/2024 10:49 AM
140	Would be nice if a lot of the remaining farmland that has been sold for development was instead used as a community garden for citizens and school children, could use to learn how to farm/grow food for personal and community use.	12/3/2024 9:50 AM
141	More consideration to types of businesses opening. We dont need more nails salons, massage parlors, or vape shops in East Plano!	12/3/2024 9:33 AM
142	DART GoLink	12/3/2024 4:17 AM
143	My neighborhood near Park and Roundrock is in terrible shape. It used to be really nice. Houses are neglected, yards overgrown, alleys disgusting. I don't know if people can't afford upkeep or are too busy or lazy? We need better neighborhood services.	12/2/2024 10:28 PM
144	I think all listed are equally important but I also think investing more in tree, parks, water wise native landscaping as opposed to grass and annuals are very important as well. We have a lot of wildlife in this city and leaving some natural preserves as well as encouraging pollinators and conserving water used for landscaping is very important long term. Many old trees have been lost to storms and replacing them would be great.	12/2/2024 7:41 PM
145	Regulate rental houses. Rentals contribute to the devaluation of Plano neighborhoods.	12/2/2024 7:03 PM
146	Low and Middle income areas need to be upkept like wealthier areas. We are ONE PLANO - not east vs west. Adding low income or homeless resident housing without job rehab and training only enables those to not get on their own feet and be able to keep those houses maintained.	12/2/2024 4:35 PM
147	I HAVE BEEN DISCRIMINATED AS A DEAF AND HARD OF HEARING PERSON BY CITY OF PLANO AND THE PLANO POLICE AND HAVE BEEN POKED FUN OF TOO AND PUT TO SHAME FOR MY SPECIAL NEEDS. THIS SHOULD NOT BE ALLOWED. CITY STAFF IN MAYOR OFFICE HAVE SLAPPED ME IN THE FACE WITH ABUSE.	12/2/2024 3:46 PM
148	Supply side incentives do not meaningfully reduce housing costs. So long as it is profitable to rent out homes, demand will rise to the level of supply. Increased costs to own rentals (eg lack of Homestead exemption) are just passed on to the consumer. Subsidies for renters become baked into rent prices. In order to meaningfully reduce housing costs, Demand for housing must be restricted. This is unavoidable. New home purchases must require habitation 6+ months of the year by the new owners. Existing rental properties should be required to sell off over time.	12/2/2024 3:46 PM
149	Eliminate property taxes. School-choice vouchers.	12/2/2024 3:37 PM
150	Please keep up the great work!	11/30/2024 3:21 PM

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151	Run off the panhandling riff raff; it's an epidemic that must be addressed.	11/30/2024 8:15 AM
152	let us use the land available, let the new housing be developed for semi-retired community, a big community in one place.	11/25/2024 7:37 AM
153	We need more affordable housing that is not apartments, more public school funding and more assistance with old housing stock improvements. Historic preservation. DFW destroys a lot of it's historic properties	11/23/2024 12:37 PM
154	We have too many apartments and Traffic congestion	11/17/2024 11:20 PM
155	Plano is long overdue for a homeless shelter and services. Also many new teachers can't afford to live in Plano.	11/16/2024 3:25 PM
156	Great job on soliciting citizen input	11/16/2024 12:22 PM
157	Funding for older neighborhood maintenance and improvements.	11/15/2024 1:59 PM
158	The sidewalks in west Plano in the Legacy area just end. There is no way to walk from The Shops at Legacy to any grocery store or many other practical places on a continuous sidewalk. While I can navigate that someone with a mobility aid might not be able to.	11/14/2024 8:51 AM
159	The Clearview neighborhood surrounding Clearview Park is 50 years old and showing it's age. Some homes are being purchased by investors who rent the properties as Section 8 Housing. Other Investors put very little investment in the homes to become rentals. The exterior of these homes are very poor in appearance, and are possibly with not within City property standards. My steet, Cambridge Dr. has several ugly rental homes.	11/14/2024 7:52 AM
160	Define for the citizens of Plano what is considered low income? Moderate income?	11/14/2024 7:25 AM
161	Green space for nature preservation, rezoning empty lots, free land/lots to draw people to settle here, small business education, affordable housing/incentives, affordable living, personal budgeting education & support, retirement/job/financial planning for seniors for retirement	11/14/2024 6:56 AM
162	More walkable, conveniences walkable to neighborhoods, safe gathering spots like neighborhood cafes; better criss walks like flashing lights near where school children cross major intersections with no crossing guards; more public safety education fir kids on bikes/scooters/walking. So many don't look all ways, few wear helmets, many are not aware/looking at phones. - middle school, high school	11/14/2024 5:02 AM
163	Poor cellular service for certain providers, specifically Verizon.	11/13/2024 9:49 PM
164	Housing and jobs for the poor. See Bonton Farm model.	11/13/2024 9:04 PM
165	I would note that while Plano has done much to support to major businesses in the city, efforts to support small business, art groups, non-profits, and community based program is almost always left to small dollar grants than over arching, systemic support. More can and should be done to foster housing affordability, small businesses, local community groups, and artistic production and participation.	11/13/2024 9:04 PM
166	I based my answers on just the next projected five years so that did influence some of my answers.	11/13/2024 5:01 PM
167	Given the city layout and recent developments...would love to see some sort of advancement of buses that run the east-west streets going from Parker Rd or downtown Plano DART to NW Plano Park n Ride and/or Legacy West with stops being around the major intersections and major office HQs. I'd love to take more advantage of the development of Legacy West, Boardwalk at Granite Park, Shops at Legacy, and downtown Plano without worrying about driving/parking.	11/13/2024 3:55 PM
168	There is a clear divide emerging between East and West Plano in terms of opportunity, development, etc and it would be good to have a more equitable distribution. East of 75 seems more in need of investment in infrastructure improvements, facilities and more economic regeneration than the West, especially bordering near DNT and Frisco	11/13/2024 3:30 PM
169	The City of Plano has always prioritized economic development and business acquisition, but has this come at a cost when it has seemingly detracted from funding for affordable housing for valuable employees that the city claims it wants to retain? Is the City unintentionally pushing away essential employees by not creating the affordable housing that teachers, local government employees, and other unfortunately lower paid employees need so that they can	11/13/2024 3:29 PM

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live where they work? I would love to hear more about this from the mayor and members of city council, I feel that I don't hear much about what is being done to remedy this. Thank you.

170	More events that bring community together. A community day or something for local small businesses to show off to the public. Food, inventions, music, talents, new ideas. Plano Public Showcase. Prizes for those that get top 5 in their category!	11/13/2024 3:18 PM
171	Lighting really needs help in neighborhoods. Also there are many stop signs which are faded and need replacing. The corner of Custer and Legacy needs cosmetic help. Thank you!	11/12/2024 4:59 PM
172	Yes, how many people actually saw this survey? The government works for the citizens so an EXTREME effort should be made to hear what the majority have to say. I'm not sure that's the case on this.	11/12/2024 9:46 AM
173	Is Plano only taking the money because it is being offered or is there a real need? What would Plano do if this money was not available? Would Plano fund \$10 million itself?	11/12/2024 8:03 AM
174	Help for woman starting their own business and purchasing their first home. I think multi generational homes is becoming the new normal and assistance for these families all living under one roof should be given extra financial assistance and new programs introduced encouraging this new way of life. Adult children and their parents coming together to build their one home to fit everyone. Making life easier for our economy our earth and our future	11/12/2024 5:41 AM
175	Please fix the road in west plano	11/11/2024 8:27 PM
176	Horseshoe park was originally supposed to be renovated in 2022 and does not currently have a future date scheduled. The cricket field is maintained very well and is not even used by residents of the neighborhood. A completed walking circuit (would love to figure out how to make this rubber instead of concrete) and renovated park playground would make a huge difference to an already well utilized and breaking down park.	11/11/2024 10:32 AM
177	City of Plano is pricing low income households out. Cost of living is skyrocketing with lack of salary advancement. The poor get poorer and the wealthy get richer.	11/5/2024 12:36 PM
178	Don't accept this money, as it ties the city to onerous federal requirements promulgated out of DC that don't fit here. You don't need to be held hostage over 10 million dollars.	11/4/2024 7:38 PM
179	Don't focus on building more apartments!!!! Er need more single family homes, particularly entry level for first time buyers or downsizing types for retirees.	11/3/2024 11:02 PM
180	No more apartment complexes.	11/3/2024 6:30 AM
181	You need to stop spending money like drunken sailors on pet projects that serve only a small number of people. Pay off existing debt before selling bonds and raising taxes.	11/2/2024 4:52 PM
182	As a disabled senior with limited involvement with the outside world on a daily basis, I've tried to answer these as best I can based off my personal situation. Fortunately, Plano already has so many fantastic programs and the city as a whole is already in such good shape, IMO, it's difficult knowing where best these funds could be spent/needed. And unfortunately and sadly, the city cannot regulate the excessive rental increases in my complex. They are literally driving me out of my home as I type this. And this is coming from a person who already receives generous housing assistance. How can this happening? Frightening.	11/2/2024 10:38 AM
183	Preserving green space where possible. Maintain the current composition of our single family housing neighborhoods.	11/1/2024 8:42 PM
184	The need for affordable child care	10/30/2024 6:26 PM
185	Better, affordable senior housing	10/30/2024 2:58 PM
186	More affordable independent senior living options need to be available. Most cannot afford the Highland Springs style. Keep to \$2000-\$2300 per month, and we don't always need 3 meals a day! We just need affordable, SENIOR housing - cottages, apartments, duplexes. And the streets of this city are a disgrace! It's costing me a fortune in car repair!	10/30/2024 11:50 AM
187	The people who need these services need to know they're available. When I needed services, I never knew where to turn for help, and transportation was an issue to get to them.	10/30/2024 10:46 AM
188	Plano does not need to be involved with HUD.	10/30/2024 9:52 AM
189	Existing housing is appraised too highly simply to generate more property tax revenue.	10/30/2024 9:13 AM

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Appraisal values need to be lowered slightly to make existing supply more affordable. Corporate ownership of single family housing (rentals/AirBNB) needs to be curtailed so that seniors and young families can compete and purchase the housing they need.

190	need a systematic plan to renovate / improve housing in older neighborhoods. East of 75 mostly. Demo & rebuild on the same lot.	10/30/2024 7:04 AM
191	Please address the amount of homelessness in the City. I have lived here since 1977 and have never seen it to this level. Also, there are many homes and areas which are in need of repair/maintenance, please encourage owners to make those repairs and maintain their landscaping. Too many other cities are opening large family/children attractions, sports or concert venues...why hasn't Plano attracted any of those type of venues which would help increase business and sales tax revenue.	10/29/2024 6:35 PM
192	Plano already provides great opportunities for all of its citizens. I've lived here for almost 23 years and now retired, I have no plans to move. I considered my community to be my home and the areas around me where I visit to maintain my lifestyle. Although I volunteer in the community for Meals on Wheels, etc, there are some of the subjects of the aforementioned survey where I may not be clearly aware of the community needs.	10/29/2024 4:53 PM
193	Many recent sidewalk and brick wall repairs seemed unnecessary. Spend taxpayer money as if it were your own.	10/29/2024 3:55 PM
194	Public transit and biking infrastructure.	10/29/2024 3:42 PM
195	Low, even average income are being priced out of rentals. Rent shouldn't cost more than 50% of monthly income; especially for retired seniors.	10/29/2024 3:31 PM
196	There is a very high need for affordable housing for people with disabilities, especially those with intellectual disabilities	10/29/2024 3:25 PM
197	Good luck with these. All are very important and I think most people are aware budgets are tight.	10/29/2024 3:18 PM
198	Most housing in Plano today is financially unavailable to people of low and middle income. For example, the townhomes in the former Collin Creek Mall development are selling for over \$400,000. Who can afford that? People with a minimum wage job cannot.	10/29/2024 3:10 PM
199	Move away from growth as desirable outcome and move towards implementing a transformed entirety of Plano that will naturally attract an enduring, high quality residential and commercial tax base	10/29/2024 3:10 PM
200	Do something with the trailer park eye sore off of 75. Consider further neighborhoods like the one where Rice Field is located. Young people don't want large yards or homes to maintain. Consider some neighborhoods that are earmarked for young families that make under a certain income and provide some sort of incentive to get seniors into the new senior living to free up their large homes.	10/29/2024 2:46 PM
201	There has been far too much emphasis on the Legacy West area to the detriment of older parts of Plano. I suspect all of those businesses got tax breaks to come here. Let's work on creating a brighter future for the older parts of Plano! It's nice to know that the street resurfacing is nearing completion, but work needs to be done to attract new businesses. There's office/research property and retail property that's available. It needs to be cleaned up, perhaps demolished and rebuilt in some cases. Provide some tax incentives and it's possible that Plano can attract more developers like Centurion, who is revitalizing Collin Creek.	10/29/2024 2:19 PM
202	Please rethink Plano. We are a suburb inside of a suburb with no identity. Land is sold to just throw down quick and cheaply made homes/apartments. Plano is boring, expensive, and old. It's become a retirement community. Build entertainment near homes to walk to. Review the construction plans for roads cause it's suspicious to constantly break down - parking lots of private companies seem to have this resolved, same for highways, fix it.	10/29/2024 2:10 PM
203	Government spending increases inflation. Minimize government involvement and injection of inflation causing government spending into the economy.	10/24/2024 7:20 PM
204	Anything that can be done to improve the driving conditions on 75 through Plano. It is dangerous. Speed limits/on-off ramps, etc need to be improved for safer conditions	10/24/2024 6:11 PM
205	One-story housing for Seniors in 75093 zip code and no gas ovens or cooktops as they are a	10/24/2024 5:52 PM

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	health hazard to us.	
206	No more apartments. Non attached townhomes and single family homes are needed. All gas meters in residential neighborhood need to be buried! The above ground meters are a hazard and great cost to the city (when their own construction crew break the lines) and the public hit them with their vehicles.	10/24/2024 11:26 AM
207	Strengthen zoning laws to keep out bad actors like Budget Suites of America who self-insure and are a budget haven for drug dealers, prostitution, child sex-trafficking. DA in Dallas has been trying to get rid of them for years - they self-insure. Give the police and fire departments everything they want. :) From Dallas, Love Plano.	10/23/2024 7:07 PM
208	Continue to develop affordable options for downsizing for seniors and affordable workforce housing for mid to low income households	10/23/2024 4:54 PM
209	The City needs to stop ignoring it's homelessness problem. If it really wanted to do something creative, there is a lot of community initiatives that could be undertaken for non-corporate job creation instead of leaving that to corporations who just siphon off profits. How about investing in the youth who call this City home.	10/23/2024 3:25 PM
210	We need to prioritize GOOD PUBLIC transportation and an expansion in Collin County. We also need more supportive services for people who have low-moderate incomes.	10/23/2024 3:12 PM
211	Make sure police are adequately funded	10/22/2024 3:35 PM
212	none	10/22/2024 9:48 AM
213	The older parts of town, in areas that we don't have high dollar homes and incomes we feel a bit neglected. It would be nice to see them fixed up and maybe more enforcement to keep them from becoming more run down	10/20/2024 2:38 PM
214	In no particular order: 1. Stop with the apartments. Too many, too ugly. 2. Help rent/repurpose empty storefronts. 3. Build something that will make people want to come to Plano. If Allen and Frisco can do it, why can't Plano?	10/19/2024 8:47 PM
215	We don't need to be spending any more money. We need to cut taxes. We are already over-spending. I definitely don't want low-income housing in my neighborhood.	10/19/2024 8:21 PM
216	affordable housing for seniors, i.e. 55+ in age.	10/19/2024 7:11 PM
217	Affordable housing is areal problem for seniors citizens. We want to live here as it is a safe place to be but we are being priced out to dangerous areas of the metroplex.	10/19/2024 5:19 PM
218	Must have affordable home ownership/rental property improvement and availability for lower income to attract young families to Plano to keep the public school attendance at a constant level.	10/19/2024 3:33 PM
219	repurpose vacant buildings	10/19/2024 2:22 PM
220	Infrastructure maintenance, jobs for citizens	10/19/2024 1:31 PM
221	Senior citizens need better representation	10/19/2024 12:39 PM
222	For high traffic roads, consider changing two-way streets to one-way streets, this will provide better flow of traffic. Example if Legacy Drive only went West, and Spring Creek Pkwy only went East, during peak hours the traffic flow would be less congested. The one way direction could optionally be adopted during peak hours and revert to two way during non-peak hours. This would, in my opinion, defer the need to continuously widen streets. Same thought for North-/Southbound traffic.	10/19/2024 11:37 AM
223	Add one more junior high and senior highschool to compensate for all new apartments built. More centers for Seniors to include swimming facilities on the West side. There is only one center and it is 9n 15th Street	10/19/2024 11:34 AM
224	go back to keeping Plano a family oriented suburb instead of overburdening our community with apartments and condos, bringing in people who really have no roots here or care to keep it a great community, which families can't afford.	10/19/2024 11:11 AM
225	Lived in Plano for over 40 years, many years were blistering growth and many folks are disappointed in urbanization. Reality is it is inevitable. Concentration on housing stock in	10/19/2024 10:39 AM

neighborhoods is imperative to preserve neighborhoods appeal. Promote individual home ownership and minimize corporate homeownership.

226	I live in senior housing. We have about 250 apartments. We are all on Social Security or other low pensions. every year our rent goes up but it goes up many times more than our Social Security goes up. My rent went up \$90 this time. how are we supposed to pay rent that far out runs our income increase.	10/19/2024 10:33 AM
227	Invest improvement funds towards the nine ball fields at Heritage Yards. Those fields can be income generators, but the poor conditions have forced many teams to play in Allen and McKinney. The batters boxes actually represent orthopedic hazards, I've seen serious leg/ankle issues as a result. Allen has a four field complex with artificial turf fields. I umpire there on Sundays, they are vast improvements over Plano. So if the city can spend whatever it cost for that skate board park next to Carpenter Rec Canter, surely they can find funds to enhance the income producing potential at Heritage.	10/19/2024 10:33 AM
228	Food insecurity funding	10/19/2024 10:29 AM

Appendix V
Organizations Attending Focus Groups

List of Organizations

Organizations Name	Meeting(s) Attended
Above All Things	Nonprofit Focus Group
Agape Resource & Assistance Center	Nonprofit Focus Group; Homelessness Focus Group
All in the Family Services	Homelessness Focus Group
Amazing Food Pantry	Nonprofit Focus Group
Amazing Grace Food Pantry	Nonprofit Focus Group
Assistance Center of Collin County	Nonprofit Focus Group
Baylor Hospital - Plano	Homelessness Focus Group
Best Buddies	Nonprofit Focus Group
BSW - McKinney Hospital	Homelessness Focus Group
CASA of Collin County	Nonprofit Focus Group
CBO Food Pantry	Homelessness Focus Group
Chase Oaks Church	Nonprofit Focus Group
ChildCareGroup	Social Services Focus Group
Children's Advocacy Center of Collin County	Nonprofit Focus Group
Christ United Methodist Church	Nonprofit Focus Group
Church of Jesus Christ	Homelessness Focus Group
City House	Homelessness Focus Group
City Missions	Nonprofit Focus Group
City of Allen	Social Services Focus Group
City of Frisco	Social Services Focus Group, Homelessness Focus Group
City of McKinney	Social Services Focus Group, Homelessness Focus Group
Collin County Homeless Coalition	Nonprofit Focus Group; Homelessness Focus Group
Collin County LULAC 4537	Nonprofit Focus Group
Common Good Medical	Nonprofit Focus Group
Communities Foundation of Texas	Nonprofit Focus Group
Community Lifeline	Homelessness Focus Group
Credit Union of Texas	Nonprofit Focus Group; Homelessness Focus Group
Emily's Place	Nonprofit Focus Group
Emmanuel Labor	Homelessness Focus Group
Family Compass	Social Services Focus Group
Family Promise of Collin County	Social Services Focus Group
First Presbyterian Church	Homelessness Focus Group
First United Bank - McKinney	Homelessness Focus Group
First United Methodist Church - Plano	Nonprofit Focus Group
God's Pantry	Homelessness Focus Group
Going to Be Okay	Social Services Focus Group
His Unique Blessings Ministry	Homelessness Focus Group

Hope Restored Missions	Nonprofit Focus Group; Homelessness Focus Group
Hope's Door New Beginning Center	Nonprofit Focus Group; Homelessness Focus Group
Housing Forward	Homelessness Focus Group
Howard & Showalter + Plano East Rotary Club	Nonprofit Focus Group
Ismaili Jamatkhana	Nonprofit Focus Group
Jewish Family Services	Nonprofit Focus Group
Jim Riley Outreach	Social Services Focus Group
Junior League of Collin County	Nonprofit Focus Group
Kosmos Arts & Tech	Nonprofit Focus Group
Legal Aid of Northwest Texas	Homelessness Focus Group
Lifepath Systems	Nonprofit Focus Group; Social Services Focus Group
Maximus	Social Services Focus Group
McKinney Police Department	Social Services Focus Group
Metro Relief	Nonprofit Focus Group; Homelessness Focus Group
My Possibilities	Nonprofit Focus Group
North Texas Food Bank	Nonprofit Focus Group
Office of State Representative Mihaela Plesa	Nonprofit Focus Group
One Heart McKinney	Nonprofit Focus Group
Organized + Tidy	Social Services Focus Group
Our Technology	Homelessness Focus Group
Plano ISD	Nonprofit Focus Group; Homelessness Focus Group
Plano ISD Education Foundation	Nonprofit Focus Group
Plano Overnight Warming Shelter (POWS)	Homelessness Focus Group
Sanchez Charities	Nonprofit Focus Group
Spring Creek Church	Nonprofit Focus Group
St. Vincent de Paul - St. Marks	Homelessness Focus Group
Streetside Showers	Nonprofit Focus Group
Synchronous Life	Nonprofit Focus Group
Texas Health Resources	Nonprofit Focus Group; Homelessness Focus Group
Texas Muslim Women's Foundation	Homelessness Focus Group
The Salvation Army - Plano	Social Services Focus Group
The Samaritan Inn	Nonprofit Focus Group; Social Services Focus Group; Homeless Focus Group
Todos Unidos	Homelessness Focus Group
Veterans Center of North Texas	Nonprofit Focus Group; Homelessness Focus Group; Social Services Focus Group
Volunteer McKinney	Nonprofit Focus Group
Wellness Center for Older Adults	Nonprofit Focus Group; Homelessness Focus Group
Wellspring Counseling Center	Nonprofit Focus Group

Appendix VI
Public Meeting and Focus Group Comments

ConnectPlano
Nonprofit Hub for Community
08/14/2024

Discussion with nonprofits, service providers, and community stakeholders.

- Information related to how it could work/look/help the community.
- More than just a shared space; true collaborative environment.
- Each agency dictates service area (Plano/Collin County)
- Separate entrance for agencies that need confidentiality/safeguards
- Annual data for hub can include people served, unique individuals, referrals, client visits; etc.,
- Customized spaces – healthcare could have full-service pharmacy/Labcorp/exam rooms
- Language accessibility – bilingual staff
- Discussion from those in attendance related to interest/questions/community needs/next steps

Homelessness Focus Group

10/03/2024

Housing:

- Affordable Housing
- Shared Housing
- Elderly (Senior Housing)
- Domestic Violence
- Income-Based (Tax Credit) - Apartments
- Project Based Housing – Rental Units
- Permanent Supportive Housing
- Prioritize Land
- Landlord Drive
- Housing for Vets
- Special Housing (Sober Living)
- Emergency Housing Options
- Long wait lists – confusing process to apply
- Fixed Income housing income option
- Low-income housing options
- New build's must have designated income based units
- More single units
- More 4+ units
- Veterans Housing
- Adjustment of MMH
- Zoning
- Funding to Repair Current Situation
- Rapid Re-housing should be adjusted or expanded (enhance case management)
- Landlord training and collaboration
- Multi-complexes for disabled individuals
- Motivation to downsize for homeowners
- Home Modifications

Shelter:

- Multi-unit shelter (men/women/family in one shelter)
- Family emergency shelter
- Domestic Violence shelter
- Extreme weather shelter
- Youth shelter
- Elderly safe shelter
- Pet-friendly or pet-only shelter for unhousing individuals
- Nighttime cooling stations
- Hotels/extended stays funds

- Better support to transition from shelter to transitional to permanent supportive housing
- Shelter services and connections
- Centralized hub for services
- Examine best practices among existing shelters in Collin County
- Increase in DV shelter beds
- Emergency Overnight Shelter
- Transitional Shelter – family
- Homeless shelter – day center – coordinated service center
- Low barrier – year-round emergency overnight
- Youth transitional housing/ exiting foster care
- Group homes
- Alternative shelters (rehab, detox, sober living)

Supportive Services:

- Day Resource Center
- Community Engagement
- Mental Health
- Job coaching
- Money management/Financial Coaching
- Specialized Case Management
- Free transportation – paratransit
- Basic healthcare
- System prioritizes low barrier/equity lens/language accessibility
- Pet food pantry/pet care
- Pharmacy Assistance
- Resources for Medical acuity
- Medical care education
- Integrated outreach (social work, medical, etc.,)
- More CAS entry points
- Individual Development Plans
- Peer support groups
- Empowering citizens/volunteers
- Funding for security deposits
- Childcare/CMS Support for single parents
- Pantry/food delivery
- Transportation assistance (Lyft vouchers, car gifts, ticket support)
- Legal Aid/divorce support
- Documentation support (ID/DL replacement)
- Public Restrooms
- Workforce Resources/ Employment Counseling
- Mail services

- Substance abuse
- Publicly funded county hospital
- Community dining experience (i.e. , for holidays)
- Transitional living support – help people become more independent
- Church and government partnering to help homeless population
- Cohesive transportation
- Community education
- Eviction prevention court programs
- Joint law enforcement protocols
- Diversion funding
- Increased street community outreach
- Centralized services hub
- Automotive repair funding

Senior Advisory Committee

11/07/2024

Public Services

- Senior social engagement (isolation)
- Learning sessions at the park (fair, yoga, meditation, etc.,)
- Leveraging existing infrastructure – financial assistance through churches
- Discussed how households in need are identified.
- Seniors living alone – safety (widows)

Public Facilities & Improvements

- Multicultural center to create energy (multi-generational) instead of another Senior Center.

Housing:

- Seniors staying in current housing longer due to housing affordability

Public Meeting

11/13/2024

Housing:

- Affordable housing – money not going far enough; limited funding can only help a limited number of people.
- Senior fixed income while apartments increase in rent- unable to work
- Tax incentives to properties
- Home repairs (home always in need of rehab- difficult to keep up with everything)
- Homestead break for owners renting a house
- Supply and demand issue (too many people chasing the same thing)
- Backyard cottage ordinance
- Opportunities for the City to partner with homeowners to build housing in their backyard
- Tiny home communities; wing for veterans
- Focus is on short term rentals & big homes – adapt to tiny homes
- STR – vast number of homeowners can no longer take advantage of extra income
- No federal funds – more local money

Public Services:

- Nonprofit governance (who governs/monitors)
- Funds should be given to organization doing the most good.
- Register and keep track of where people are seeking and getting services
- Gaps across the board
- Mental health
- Healthcare
- People with disabilities
- County hospital needed
- Medical assistance for uninsured
- Transportation – limited in Collin County
- Job training
- Financial education (youth)
- Wealth building instead of rental assistance
- Programs for unsheltered adult single men
- Homelessness Prevention and homeless services
- For people with disabilities

Economic Development:

- Home-based small businesses (ex: Chewy)
- Ordinances related to small businesses operating out of homes
- Cottage industry
- Legacy West – good job of generating employment in that area – needed in east Plano
- No duplication – don't do what other organizations are already doing

Public Facilities and improvements:

- Transitional homeless shelter, mailbox, laundry, shower and more.
- Streets and sidewalks

Public Hearing
Community Relations Commission Meeting
11/21/2024

Housing:

- Increase impact

Public Services:

- Childcare
- Homelessness Prevention
- Mental Health
- Transportation (car repairs)

Public Infrastructure/improvements:

- Nonprofit hub
- Community center rehabs
- Sidewalks
- Broadband
- Parks
- Emergency shelter

Economic Development:

- Microenterprise
- Job training

Collin County Social Services Association

02/12/2025

Housing:

- Housing assistance
- Affordable rent (more families in hotels due to increases)
- Youth (aging out of systems)

Public Services:

- Mental Health
- Food
- Therapy
- Youth (aging out of systems)

Appendix VII
City of Plano HOME Recapture and Resale Provisions



General Policies for HUD-Funded Activities

May 1, 2024



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Closing will be completed at a title company appearing in the City's approved Vendor List. The City will pay all customary closing costs.

Section XIV. Assumption of Liens

Assistance provided as part of the ARR program to owner-occupied Households may not be assumed.

Loans made to non-profit organizations may be assumed by other non-profit organizations. The original non-profit lien holder will make a request to the City of its desire to allow assumption of the lien. The City will review each request on a case-by-case basis. The organization interested in assuming the lien must meet all the minimum eligibility and underwriting criteria established herein, and receive approval from the City for the assumption. Furthermore, the new organization will be required to abide by all land use restriction agreement provisions and allow annual monitoring per the Subrecipient Compliance Manual. The City may amend the security instruments and other assumption documents, as necessary, to ensure compliance with current laws and regulations, and the intent of the assistance—transitional housing—is met.

Section XV. Repayment of the Direct Subsidy

Assistance will be provided under the conditions immediately below.

A. Recapture

One hundred percent (100%) of HOME funds used for down payment, closing cost, interest subsidies, or other HOME assistance provided directly to homebuyer (direct HOME subsidy) is subject to recapture provisions. The homeowner is required to repay ALL of the direct HOME subsidy to the City of Plano if the housing is no longer used as a principle residence of the homeowner and/or in the event of a Triggering Event during the 15-year affordability period.

amount) is payable for a 5-year period, bearing no interest, and payable in five equal annual installments. However, each full year the Homebuyer occupies the Property as their principal residence and complies fully with the terms of the Deed of Trust, that payment of the principal amount is waived or forgiven. The loan (remaining outstanding principal amount) will be due and payable if, prior to 5 years, the Homebuyer moves out, sells, leases, refinances (cash-out), obtains equity loan, transfers title, or violates a term of the Note.

2. HOME Funding

The homebuyer(s) with Household's income at or below 60% of area median come will be eligible to receive up to \$55,000 of down payment and closing cost assistance (Subsidy). Homebuyers with Household income above 60.00% but less than 80% of area median income will be eligible to receive up to \$45,000 of the Subsidy. Subsidy will be forgiven should the Homebuyer live in the home as their primary residence and complies with the terms of the Note for the entire duration of the affordability period (15 years). However, prior to the 15th year, if the Homebuyer moves out, sells, leases, refinances (cash-out), obtains equity loan, transfers title, or violates a term of the Note, the Homebuyer must pay back the entire amount of assistance.

E. Security Instruments

At closing, a second lien promissory note and deed of trust must be signed by the applicants. This lien will be subordinate to the 1st mortgage lien on the property. The City will not accept less than second lien position.

F. Refinance

During the affordability period, borrower(s) may refinance the existing first mortgage to lower the interest rate and/or lower monthly payment. Cash-out refinance for debt consolidation, or for any other purposes than lower the existing interest rate and/or lower monthly payment is not eligible.

Homebuyer(s) will be eligible for only one first time homebuyer loan in their lifetime. This applies, regardless if the first home was sold and the homebuyer did not own a home within a 3-year period, and regardless if the family dynamics have changed.

Section IV. Recaptured Requirement

Recapture provisions are utilized for households receiving assistance through the FTHB Program and/or direct assistance through HOME-funded projects, including

all subrecipient and CHDO projects. The purpose of the recapture provisions is to ensure that the City will recoup all or a portion of the assistance if the housing is no longer used as a principle residence of the homeowners during the required affordability period and/or upon the earliest occurrence of one of the following triggering events:

A. Triggering Events

The repayment of funds is required should the recapture requirement be triggered by any of the following events:

1. A sale (voluntary or involuntary) of the housing unit during the affordability period, or
2. Transfer of real estate through other forms including but not limited to transfer property as a gift and relinquishment. In this event, the homeowner shall immediately make full payment of the principle and interest on the entire principle balance of the loan as stipulated on the deed of trust and promissory note, or
3. The cessation of the property use as primary residence either by voluntary or involuntary. In this event, the homeowner shall immediately make full payment of the principle and interest on the entire principle balance of the loan as stipulated on the deed of trust and promissory note.

B. Amount Subject to Recapture

1. HOME-funded Projects

One hundred percent (100%) of HOME funds used for down payment, closing cost, interest subsidies, or other HOME assistance provided directly to homebuyer (direct HOME subsidy) is subject to recapture provisions. The homeowner is required to repay ALL of the direct HOME subsidy and shared appreciation to the city of Plano if the housing is no longer used as a principle residence of the homeowner and/or in the event of a Triggering Event during 15-year affordability period.

If the Homeowner sells, transfers, leases, refinances with cash-out, obtains a home equity loan, transfers title, or violates a term of the Note within the Affordability Period, the Homeowner must repay the entire amount of direct Subsidy provided to the homebuyer before the homebuyer receives a return. The City's recapture amount is limited to the net proceeds available from the sale and the net proceeds is calculated using the following method:

The Net Proceeds = the sales price minus superior mortgage loan repayment and any closing costs.

In the event that the Property is sold but the proceeds are inadequate to allow for full repayment of the Subsidy, the City, at the discretion of the Director of Neighborhood Services, may permit the Homebuyer to recover the Homebuyer's initial contribution and documented capital improvements made by the owner since purchase.

In the event of property transfer through the sale of property, the City allows the seller to sell to any willing buyer at any price. Once the HOME funds are repaid, the property is no longer subject to any HOME restrictions. Permitted Transfers

Section V. Permitted Transfers

The following transfers are permitted without causing repayment of the Subsidy:

- A. Transfer to Homeowner's spouse as a result of a divorce, property settlement agreement or legal separation or a transfer between co-Homeowners as long as the transferee spouse or co-homeowner continues to occupy the Property as his or her principal residence and meets such other program guidelines as required by the City in its sole discretion.
- B. Transfer by devise, descent or operation of law on the death of Homeowner to Homeowner's surviving spouse, descendants or a relative so long as the surviving spouse, descendants or relative continue to occupy the property as their principal residence and meet the City's program guidelines.
- C. Notification of the City is required.

Part II. Underwriting and Subsidy Layering Process

Section I. Eligibility Determination

- A. Application - Face-to-Face Interview

Only complete application(s) will be reviewed and processed. Therefore, HCSC must ensure that applicant(s) and all household member(s), who are 18 years and older, provide complete application(s) and all supporting documents as listed on the second page of the application at the time of the face-to-face interview. During the face-to-face interview, HCSC will discuss the following:

- 1. A home buying process;

Note: * The amount will be rounded down. For example, if \$10,001 to \$19,999 are provided to the homeowner, only 1 additional year of affordability period will be added.

Deed of Trust, a Subordinate Deed of Trust and Promissory Note will be placed on acquisition projects utilizing City of Plano HOME funds. The following will trigger repayment of all or a portion of the HOME funds invested in the project:

- A. Discovery that the recipient knowingly falsified an application and was actually ineligible for assistance; or,
 - B. Homeowner moves out or sells home prior to the end of the affordability period; or,
 - C. Recipient fails to meet HOME requirements or regulations; or,
 - D. HOME-assisted property is sold to an ineligible homebuyer.
- B. Rental housing activity:

The affordability requirements of the HOME-assisted rental housing units will:

- 1. apply without regard to the term of any loan or mortgage, repayment of the HOME investment, or the transfer of ownership;
- 2. be imposed by a deed restriction, a covenant running with the land, an agreement restricting the use of the property, or other mechanisms approved by HUD and must give the City the right to require specific performance (except that the affordability restrictions may terminate upon foreclosure or transfer in lieu of foreclosure); and

Amount of Assistance (Rental Housing Activity)	Term	Form of Assistance
Rehabilitation or acquisition of existing housing per unit amount of HOME funds under \$15,000	5 years	Deferred Forgivable Loan
\$15,001 to \$40,000	10 years	
Over \$40,00 or rehabilitation involving refinancing	15 years	
New construction or acquisition of newly constructed housing	20 years	

Section IX. Recapture

HOME regulations require repayment (recapture) of HOME funds when the home is no longer used as a principle residence of the homeowner(s) during the required affordability period.

To ensure that the City will recoup all or portion of the assistance, the repayment of funds is required should the recapture requirement be triggered by any of the triggering events below.

A. Triggering Events

1. Sale

A sale (voluntary or involuntary) of the housing unit during the affordability period, or

2. Transfer

Transfer of real estate through other forms including but not limited to transfer property as a gift and relinquishment. In this event, the homeowner shall immediately make full payment of the principle and interest on the entire principle balance of the loan as stipulated on the deed of trust and promissory note, or

3. Encumbrances

Any liens, mortgage, easement, or other encumbrance on the property other than the original financing acquired by the homeowner, or

4. Cessation as Primary Residence

The cessation of the property use as primary residence either by voluntary or involuntary. In this event, the homeowner shall immediately make full payment of the principle and interest on the entire principle balance of the loan as stipulated on the deed of trust and promissory note.

B. Amount Subject to Recapture

1. Homeownership Activity

HOME funds used to make a home affordable or direct subsidy consist of any financial assistance that reduces the purchase price from fair market value to an affordable price, or otherwise directly subsidized the purchase (e.g. down payment or closing cost assistance, subordinate financing, etc.). Direct subsidy provided to homebuyers is subject to the recapture provision and will be secured by a promissory note and deed of trust.

Under this method the direct HOME subsidy will be prorated and forgiven on a monthly basis. For example, a 5-year affordability period will be forgiven at the rate of 1/60 per month; 10-year affordability at 1/120 per month; and 15-year affordability at 1/180 per month. This amount will be deducted from the full direct subsidy. If the proceeds from the sale of the property are sufficient to repay the City for the portion remaining of the original direct subsidy, the City will be paid and the homeowner will receive the difference.

If the sale proceeds are insufficient to repay the City for the remaining portion of the original direct subsidy, the following calculation will be used: $\text{HOME Subsidy} / (\text{HOME subsidy} + \text{Homeowner Investment}) * \text{Net proceeds} = \text{HOME recapture}$.

Section X. Match Requirements

Match is considered a permanent contribution to affordable housing. The Developer must provide match contribution in an amount of not less than 25% of the total HOME funds drawn down for the project. To be counted as match, a contribution must be made to housing that qualifies as affordable under [24 CFR §92.219](#), such housing may be either:

(a) housing that is assisted with HOME funds; or (b) housing that is not HOME-assisted but meets the HOME affordability requirements (referred to as “HOME match-eligible housing”).

A. Eligible Forms of Match

To be considered eligible as match, a contribution must be made from nonfederal sources and must be a permanent contribution to a HOME project or to HOME match-eligible housing. Eligible forms of match are established below and are limited to those forms outlined in [24 CFR §92.220](#);

1. Cash Contributions

Cash contributions include: donations made by individuals, private entities, or other public entities for the express purpose of providing affordable housing. Cash contributions may be provided in the form of grants, deferred payment loans or amortizing loans to a HOME project or program beneficiary. Cash contributions from owners or developers or prospective owners of developer of HOME projects are not eligible as match. Cash contributions may include, but are not limited to:

- a) State appropriations
- b) State or local general revenues

A Resolution of the City of Plano, Texas, adopting the 2025-2029 Consolidated Housing and Community Development Plan, outlining the use of Community Development Block Grant and HOME Investment Partnerships Program funds provided by the U.S. Department of Housing and Urban Development; and providing an effective date.

WHEREAS, the City of Plano receives Community Development Block Grant and HOME Investment Partnerships funds from the U.S. Department of Housing and Urban Development (HUD); and

WHEREAS, as a condition of receiving said funds, HUD requires the City to develop and adopt a Consolidated Housing and Community Development Plan (Consolidated Plan) detailing the use of said funds by the City; and

WHEREAS, the Community Relations Commission conducted one public hearing on November 21, 2024 to obtain citizen comments during the preparation of the Consolidated Plan; and

WHEREAS, the Community Services Division of the Neighborhood Services Department also conducted an online survey, three focus group meetings, and three public meetings from August 2024 to February 2025; to obtain citizen comments during the preparation of the Consolidated Plan; and

WHEREAS, a public comment period was held from March 15, 2025, through April 14, 2025, and the City Council held a public hearing on April 14, 2025, to receive comments from the public relating to the Consolidated Plan; and

WHEREAS, the City Council is of the opinion that the goals of the Consolidated Plan should be adopted to guide the use of the Community Development Block Grant and HOME Investment Partnerships funds.

NOW THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF PLANO, TEXAS, THAT:

SECTION I. The 2025-2029 Consolidated Plan, attached as Exhibit A, is hereby adopted.

SECTION II. This Resolution shall become effective immediately upon its passage.

PASSED AND APPROVED on the 14TH day of April, 2025.

John B. Muns, MAYOR

ATTEST:

Lisa C. Henderson, CITY SECRETARY

APPROVED AS TO FORM:

Paige Mims, CITY ATTORNEY