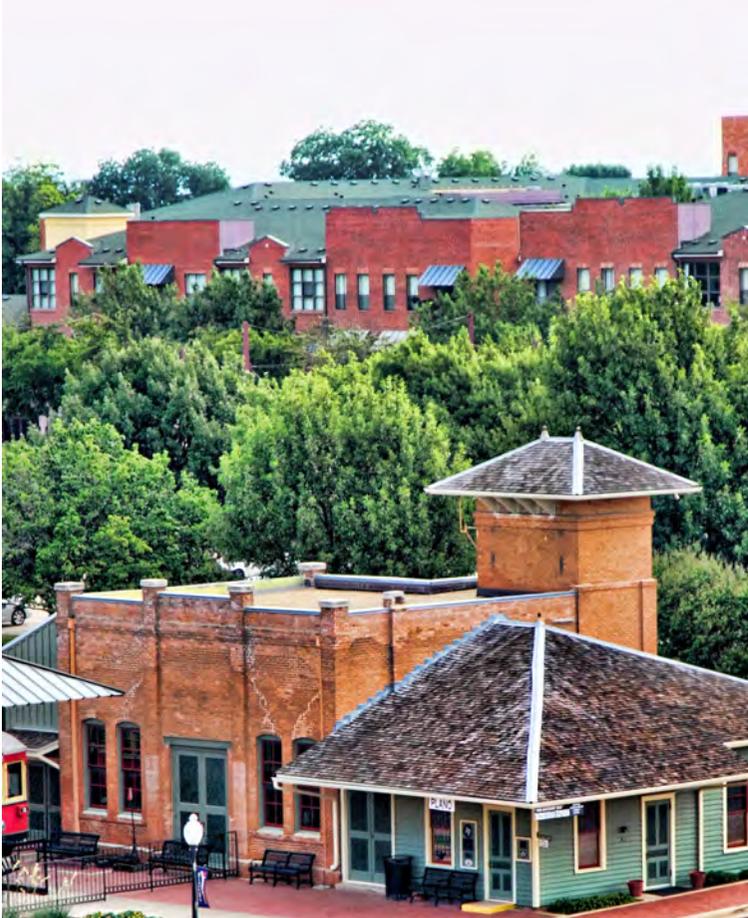




City of Plano

# Consolidated Plan 2020-24

Prepared for the United States Department of Housing  
and Urban Development



# Table of Contents

Executive Summary.....	3
The Process .....	10
PR-05 Lead & Responsible Agencies 24 CFR 91.200(b) .....	10
PR-10 Consultation – 91.100, 91.110, 91.200(b), 91.300(b), 91.215(l) and 91.315(l) ...	11
PR-15 Citizen Participation – 91.105, 91.115, 91.200(c) and 91.300(c).....	18
Needs Analysis.....	25
NA-05 Overview .....	25
NA-10 Housing Needs Assessment - 24 CFR 91.205 (a,b,c) .....	25
NA-15 Disproportionately Greater Need: Housing Problems – 91.205 (b)(2) .....	35
NA-20 Disproportionately Greater Need: Severe Housing Problems – 91.205 (b)(2).....	39
NA-25 Disproportionately Greater Need: Housing Cost Burdens – 91.205 (b)(2).....	43
NA-30 Disproportionately Greater Need: Discussion – 91.205(b)(2) .....	44
NA-35 Public Housing – 91.205(b).....	47
NA-40 Homeless Needs Assessment – 91.205(c).....	51
NA-45 Non-Homeless Special Needs Assessment - 91.205 (b,d).....	56
NA-50 Non-Housing Community Development Needs – 91.215 (f).....	59
Market Analysis .....	62
MA-05 Overview.....	62
MA-10 Number of Housing Units – 91.210(a)&(b)(2).....	62
MA-15 Housing Market Analysis: Cost of Housing - 91.210(a).....	66
MA-20 Housing Market Analysis: Condition of Housing – 91.210(a) .....	69
MA-25 Public and Assisted Housing – 91.210(b).....	72
MA-30 Homeless Facilities and Services – 91.210(c).....	75
MA-35 Special Needs Facilities and Services – 91.210(d) .....	78
MA-40 Barriers to Affordable Housing – 91.210(e) .....	79
MA-45 Non-Housing Community Development Assets – 91.215 (f) .....	81
MA-50 Needs and Market Analysis Discussion.....	87
MA-60 Broadband Needs of Housing occupied by Low and Moderate Income Households .....	88
MA-65 Hazard Mitigation - 91.210(a)(5), 91.310(a)(3).....	91
Strategic Plan .....	93

SP-05 Overview .....	93
SP-10 Geographic Priorities – 91.215 (a)(1).....	93
SP-25 Priority Needs - 91.215(a)(2).....	94
SP-30 Influence of Market Conditions – 91.215 (b) .....	99
SP-35 Anticipated Resources - 91.215(a)(4), 91.220(c)(1,2).....	101
SP-40 Institutional Delivery Structure – 91.215(k) .....	104
SP-45 Goals Summary – 91.215(a)(4).....	108
SP-50 Public Housing Accessibility and Involvement – 91.215(c) .....	112
SP-55 Barriers to affordable housing – 91.215(h).....	112
SP-60 Homelessness Strategy – 91.215(d).....	113
SP-65 Lead Based Paint Hazards – 91.215(i) .....	116
SP-70 Anti-Poverty Strategy – 91.215(j) .....	117
SP-80 Monitoring – 91.230 .....	118
Appendices.....	121
Appendix I: Plano Low to Moderate Income Census Block Group Map.....	122
Appendix II: Citizen Participation Plan .....	123
Appendix III: Public Participation Outreach Materials .....	132
Appendix IV: Survey Results.....	139
Community Survey.....	140
Homelessness/Continuum of Care Survey .....	219
Appendix V: Organizations Participating in Focus Groups.....	238
Appendix VI: Public Meeting and Focus Group Comments .....	240
Appendix VII: Goals, Strategies and Metrics from City of Plano Analysis of Impediments to Fair Housing Choice.....	260

# Executive Summary

## INTRODUCTION

The City of Plano (City) is a global economic leader bonded by a shared sense of community where residents experience unparalleled quality of life. Plano is the fourth largest city in the Dallas-Fort Worth Metroplex and the ninth largest city in Texas. The City covers nearly 72 square miles in Collin and Denton counties. From 2010 (256,099 persons) to 2018 (284,579 persons), Plano experienced an 11% increase in its population.

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, 2020 through September 30, 2025. 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, and infrastructure and public services in low and moderate income communities. The City anticipates receiving approximately \$6 million in CDBG funds for the ConPlan period.
- HOME Investment Partnerships (HOME) – HOME is used for building, acquiring, and rehabilitating affordable housing for rent and homeownership. It may also be used for direct rental assistance to low income residents. The City anticipates receiving approximately \$2.75 million in HOME funds for the ConPlan period.

The ConPlan outlines housing and community development needs, particularly of 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.

This 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;

- Multi-Modal Transportation and Mobility Solutions; and
- Excellent, Innovative and Accountable City Government.

The City also prepares and submits an Action Plan every year, listing the activities the City will pursue with HUD funds to meet the ConPlan goals.

This document focuses on analyzing housing data for HUD entitlement grant programs. This plan has been prepared in accordance with regulatory requirements and with data provided and required by HUD. The majority of the data referenced in this plan is from a HUD-provided custom tabulation of American Community Survey (ACS) data years 2011 to 2015, known as CHAS data (Comprehensive Housing Affordability Strategy). Therefore, some information may seem out of date given the rapid changes in Plano. Where possible, the HUD-provided data has been supplemented with more recent data compiled as a part of the City's Housing Trends Analysis, published in 2018, and 2014-2018 ACS Five-Year Estimates.

## ***SUMMARY OF THE OBJECTIVES AND OUTCOMES IDENTIFIED IN THE PLAN NEEDS ASSESSMENT OVERVIEW***

This 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) 2020 – 2024.

### HUD Objective - Decent Housing

- 85 housing units to receive rehabilitation, repair, or reconstruction
- 9 new affordable housing units to be added to the housing supply through acquisition, new construction, rehabilitation, or reconstruction
- 15 first time homebuyers to be assisted with down payment and closing costs
- 38 low income households to be provided affordable rental housing with tenant-based rental assistance

### HUD Objective – Suitable Living Environment

- 500 individuals benefiting from direct homelessness prevention services
- 450 low and moderate income persons provided with public services with an emphasis upon children, youth, homeless, and special needs populations including elderly, disabled persons, persons with AIDS, illiterate adults, and domestic violence survivors
- 60 persons experiencing homelessness receiving overnight shelter or supportive services
- 25 shelter beds added to the existing inventory for Plano's homeless population
- 160 persons provided with new or improved access to transportation services

### HUD Objective – Expanded Economic Opportunities

- 32 low to moderate income persons to receive job and employment training

## EVALUATION OF PAST PERFORMANCE

Progress towards ConPlan and Action Plan goals are reported every year through the Consolidated Annual Performance and Evaluation Report (CAPER). The CAPERs provide details about the projects and programs that the City has completed.

The City is in its final year of the existing 2015-19 ConPlan. In the first four years, the City has met or exceeded its goals related to housing rehabilitation and homelessness prevention. Additionally, the City's CAPER describes that although goals related to homeless shelter and public services – special needs have not been met with HUD funds alone, they have been exceeded using City general funds from the Buffington Community Services Grant (BCSG).

The City has faced challenges with meeting goals originally established for homeownership assistance; creation of new affordable units; and public services for transportation, dental care, and job training.

The City of Plano, as with other Texas cities, experienced a boom in the housing market beginning in 2016 that is just beginning to stabilize. The surge in the sales price of homes put a strain on the ability of low and moderate income persons to successfully compete with those seeking to purchase a home through conventional methods. To combat this issue, the City of Plano increased the amount of down payment and closing cost assistance available to low and moderate income persons twice during the 2015-19 ConPlan years. The City also amended its administrative guidelines to assist homebuyers in becoming more competitive in the bidding process.

Likewise, the cost of land and construction costs rose with the housing market boom. The City's nonprofit developers had a difficult time creating new, infill housing because the cost of available land increased due to limited availability during this ConPlan period. Coupled with the increasing costs of construction materials, conditions in Plano's market made it more difficult to build homes attainable by low and moderate income households. These conditions have strained the City's ability to meet goals related to homeownership and the creation of new affordable units, as the costs to acquire lots, develop housing, and purchase existing units increased beyond what the City anticipated when writing its 2015-19 ConPlan.

The City did not make progress on its 2015-2019 goals of Transportation and Job Training. The City did not receive any proposals for these services during its 2015, 2016, and 2017 consolidated grant processes. During its 2018 and 2019 grant processes, the City received proposals from an organization that provides access to job training through a tuition assistance and case management program. However, during both grant processes, the organization was unable to convey in writing, via the application, and verbally during the public hearing process the financial and administrative capacity required to administer such a program. This caused the submitted application to receive a score below the minimum required to be considered for funding by the City's Community Relations Commission. The Commission makes CDBG, HOME, and BCSG funding recommendations to City Council.

Additionally, the City of Plano did not receive a proposal to provide a transportation program for low and moderate income residents using grant funds. The City did not have the staffing capacity to create and oversee such a program. Therefore, the City was reliant upon an outside organization to submit a proposal to close the gap in transportation services.

While the City has not used HUD funds on medical/dental programs from 2015-2019, the City funded several medical programs with BCSG. Health services were provided for a total of 4,296 individuals using BCSG funds from 2015-2018. These programs were funded again in 2019 and actively serve Plano residents. The City funded a proposal for a dental program in 2015, but due to an issue with the building, the Plano location closed and did not serve any Plano residents. For the remaining years, the City did not receive any proposals for dental services.

The City has consistently expended all of its HUD funding on activities that benefit low and moderate income persons, exceeding the 70% minimum requirement for CDBG. The City expended its CDBG and HOME funds in a timely manner throughout the 2015-2019 ConPlan.

## ***SUMMARY OF CITIZEN PARTICIPATION PROCESS AND CONSULTATION PROCESS***

The City conducted an extensive citizen participation and consultation process from September 2019 through February 2020. During this time, the City hosted four public meetings, one public hearing, and four focus groups. In addition, two online surveys were conducted, including a general survey for Plano residents and a homeless-specific survey for members of the Collin County Homeless Coalition and TX-600 Continuum of Care. Public meetings and focus groups were attended by 100 total people, and surveys totaled 754 respondents. Consultation was also conducted with key community stakeholders, including the City's Community Relations Commission, other City departments, businesses, hospitals, and nonprofit organizations. A public comment period took place from June 27, 2020 through July 27, 2020, and a final public hearing was held during the Plano City Council meeting on July 27, 2020.

## ***SUMMARY OF PUBLIC COMMENTS***

The City will opened an official public comment period from June 27, 2020 through July 27, 2020. No comments were received during the comment period or the public hearing.

Throughout the public participation process, the City documented input through notes collected during public meetings and focus groups. Open-ended responses from the community survey were also categorized and sorted. The most frequent themes expressed by the public during this process are noted below and helped to shape the priorities established in this ConPlan, with three exceptions noted in the next section below. A full list of meeting and focus group comments is included as Appendix VI.

## Housing

- Short-term rental subsidies to prevent homelessness
- Long-term rental subsidies to increase affordability to low income persons
- Creation of new affordable rental and homebuyer units
- Down payment assistance
- Supportive housing for disabled persons, including cognitive/mental health diagnoses and physical disabilities
- Affordable housing for seniors
- Home repair
- Accessibility modifications and use of universal design in new construction
- Location of housing near transit and walkable amenities
- Smaller homes that are easier to maintain
- Housing with supportive services targeted toward persons experiencing homelessness

## Public Services

- Job training and workforce education
- Mental and physical health care
- Transportation
- Information/services to help people navigate community resources and assistance programs
- Homeless services
- Child care assistance
- Home-based services for seniors and disabled persons

## Public Facilities and Infrastructure

- Homeless shelter, with most comments supporting emergency shelter not restricted to a specific subpopulation
- Day resource center for homeless to access basic services such as showers, laundry, mailbox, critical documents, case management, and connection to supportive services

## Economic Development

- Job training/skills development
- Job training/placement/employment assistance for seniors and disabled persons
- Small businesses and startup assistance
- Vacant shopping center renovation or repurpose

## **SUMMARY OF COMMENTS OR VIEWS NOT ACCEPTED AND THE REASONS FOR NOT ACCEPTING THEM**

All input received during public participation was considered, and themes that arose with frequency influenced the priorities established in this ConPlan. However, there were several themes from the 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 and/or assistance to persons with low income. These comments were received from 50 unique survey respondents, whose demographics were limited to a subset of Plano's population. These respondents were all homeowners (100%) and primarily age 55 or older (72%). While all public input is given consideration, the data presented throughout this ConPlan demonstrates a need for affordable rental housing for Plano's low and moderate income residents, including seniors and disabled persons. Additionally, the number of comments received expressing a need for more affordable housing units was significantly higher than those in opposition to apartments and rental subsidies.

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, and traffic lights. The City covers these needs through its Community Investment Program (CIP), as general maintenance of publicly owned streets and other infrastructure is not an eligible CDBG expense. An eligible public improvement/infrastructure project that would meet a HUD national objective was not identified.

Additional open-ended responses were received on the survey related to parks and recreation. Several comments related specifically to senior needs, including adding a new senior recreation center on the west side of Plano and more affordable recreational programming for seniors. The City's Park Master Plan includes an action item to conduct an assessment of senior recreation needs to further define and address senior facility and programming needs, to be completed within 1-5 years of the plan's approval (October 2018).

The vast majority of remaining comments related to parks and recreation did not relate specifically to low and moderate income residents. Comments included a desire for additional parks and updates to existing parks. Plano residents living across the city have access to a park system of over 4,000 acres, which is approximately 9.4% of Plano's total city limits. The City's Park Master Plan contains a list of planned park improvements and an action item related to acquiring land for additional park and open space. The issues raised by participants in relation to parks and recreation were not identified as a priority need for HUD funding.

## **SUMMARY**

The City of Plano 2020-2024 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 issues.

# 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 administration of each grant program and funding source**

Agency Role	Name	Department/Agency
Lead Agency	PLANO, TX	
CDBG Administrator	PLANO, TX	Neighborhood Services
HOME Administrator	PLANO, TX	Neighborhood Services

Table 1 – Responsible Agencies

### Narrative

The City of Plano, a HUD entitlement grantee, is required by HUD to prepare a Consolidated Plan and Annual Action Plan that meets HUD regulations in order to receive CDBG and HOME grant funds. The lead department responsible for the administration of these grants and for overseeing the development of these plans is the City's Neighborhood Services Department.

### Consolidated Plan Public Contact Information

City of Plano  
Neighborhood Services Department  
7501-A Independence Parkway  
Plano, Texas 75025  
Phone: (972) 208-8150  
[www.planoneighborhoods.org](http://www.planoneighborhoods.org)

Shanette Eaden, Housing and Community Services Manager, [shanettee@plano.gov](mailto:shanettee@plano.gov)

Natalie Evans, Sr. Grants Analyst, [nevans@plano.gov](mailto:nevans@plano.gov)

## **PR-10 CONSULTATION – 91.100, 91.110, 91.200(B), 91.300(B), 91.215(I) AND 91.315(I)**

### **1. Introduction**

City of Plano Neighborhood Services staff coordinate the consultation process for the ConPlan and Action Plan. Beginning in September 2019, the City launched a collaborative, comprehensive outreach effort to consult with citizens, community stakeholders, and nonprofit organizations. This process informed the development of the priorities and strategies contained within this plan. The citizen participation process is described in greater detail in section PR-15 Citizen Participation.

#### **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 City of Plano works closely with Plano Housing Authority, Lifepath Systems (local mental health authority), local hospitals, the TX-600 Dallas City & County/Irving Continuum of Care (CoC), and non-profit health and social service agencies to enhance coordination of services to low and moderate income populations, including those in public and assisted housing.

The City serves on the Advisory Council of the Collin County Homeless Coalition (CCHC) and has a position on the Steering Committee for the Health and Wellness Alliance for Children, which works to improve the health of children throughout Dallas and Collin Counties. In addition, the City is an active member of the CoC, Collin County Early Childhood Coalition, and Collin County Social Services Association. Active participation and leadership in these organizations enables the City to collaborate with service providers to help deliver a comprehensive system of care. Through direct relationships and its involvement with community coalitions listed above, the City will engage local service providers to enhance 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 City coordinates with the CoC through regular attendance and membership, as well as participation in various committees within the CoC and CCHC. The City works closely with the CoC Lead Agency, Metro Dallas Homeless Alliance (MDHA), and CCHC to plan and execute the annual Point in Time Homeless Count, finalize results, and utilize data for improvements to the homeless response system.

MDHA regularly offers training on the delivery of rapid rehousing programs and case management, which are often attended by City staff and shared with service providers working with Plano residents. In 2019, the City received technical assistance from MDHA, who provided recommendations for improvements to the delivery of its Homelessness Prevention Program and State-funded Rapid Rehousing Program. As a result of MDHA's analysis, the City made improvements to policies for both programs to ensure comprehensive provision of services. In 2018, the City of Plano coordinated with MDHA to arrange for OrgCode, a consultant and nationally recognized leader in the fight against homelessness, to provide a full day of training for stakeholders in Collin County. This event focused on a systems approach to ending homelessness, as well as a visioning session, where input was gathered from attendees to determine Collin County's top needs and priorities for homeless services. City Staff participated in this event and the information gathered has been utilized in the preparation of this ConPlan.

**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, members, and participation in various committees within the CoC and CCHC. City staff currently serve on the CoC Homeless Management Information System (HMIS) Committee, performing oversight and monitoring duties of the HMIS and serving as the HMIS advisory body to the CoC.

**2. Describe Agencies, groups, organizations and others who participated in the process and describe the jurisdictions consultations with housing, social service agencies and other entities**

**Table 2 – Agencies, groups, organizations who participated**

1	<b>Agency/Group/Organization</b>	PLANO HOUSING AUTHORITY
	<b>Agency/Group/Organization Type</b>	Housing PHA
	<b>What section of the Plan was addressed by Consultation?</b>	Housing Need Assessment Public Housing Needs
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	Received documents and discussed PHA's data and plans related to its public housing and voucher programs.

2	<b>Agency/Group/Organization</b>	AT&T
	<b>Agency/Group/Organization Type</b>	Services - Broadband Internet Service Providers Services - Narrowing the Digital Divide
	<b>What section of the Plan was addressed by Consultation?</b>	Market Analysis
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	Discussed AT&T programs and broadband coverage in Plano.
3	<b>Agency/Group/Organization</b>	Frontier Communications
	<b>Agency/Group/Organization Type</b>	Services - Broadband Internet Service Providers Services - Narrowing the Digital Divide
	<b>What section of the Plan was addressed by Consultation?</b>	Market Analysis
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	Discussed Frontier programs and broadband coverage in Plano.
4	<b>Agency/Group/Organization</b>	Charter Communications (Spectrum)
	<b>Agency/Group/Organization Type</b>	Services - Broadband Internet Service Providers Services - Narrowing the Digital Divide
	<b>What section of the Plan was addressed by Consultation?</b>	Market Analysis
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	Discussed Spectrum programs and broadband coverage in Plano.
5	<b>Agency/Group/Organization</b>	Collin County Homeless Coalition
	<b>Agency/Group/Organization Type</b>	Services - Housing Services-Victims of Domestic Violence Services-homeless Regional organization Planning organization

	<b>What section of the Plan was addressed by Consultation?</b>	Housing Need Assessment Homeless Needs - Chronically homeless Homeless Needs - Families with children Homelessness Needs - Veterans Homelessness Needs - Unaccompanied youth
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	Consulted with membership and leadership in homelessness focus group regarding housing, shelter, and supportive services.
6	<b>Agency/Group/Organization</b>	Metro Dallas Homeless Alliance
	<b>Agency/Group/Organization Type</b>	Services - Housing Services-Victims of Domestic Violence Services-homeless Regional organization Planning organization
	<b>What section of the Plan was addressed by Consultation?</b>	Housing Need Assessment Homeless Needs - Chronically homeless Homeless Needs - Families with children Homelessness Needs - Veterans Homelessness Needs - Unaccompanied youth
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	Consulted with membership and leadership in homelessness focus group regarding housing, shelter, and supportive services.
7	<b>Agency/Group/Organization</b>	Economic Development Department – City of Plano
	<b>Agency/Group/Organization Type</b>	Other government - Local
	<b>What section of the Plan was addressed by Consultation?</b>	Economic Development
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	Consulted and shared information pertinent to Economic Development, Section MA-45.

8	<b>Agency/Group/Organization</b>	Emergency Management Department – City of Plano
	<b>Agency/Group/Organization Type</b>	Agency – Emergency Management Other government - Local
	<b>What section of the Plan was addressed by Consultation?</b>	Market Analysis
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	Consulted to discuss City's Hazard Mitigation Action Plan and natural disaster vulnerabilities for Plano's low and moderate income residents.
9	<b>Agency/Group/Organization</b>	Collin College
	<b>Agency/Group/Organization Type</b>	Services - Education
	<b>What section of the Plan was addressed by Consultation?</b>	Non-Homeless Special Needs Economic Development
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	Participated in Youth/Education focus group.
10	<b>Agency/Group/Organization</b>	Plano Independent School District
	<b>Agency/Group/Organization Type</b>	Services-Children Services-Education
	<b>What section of the Plan was addressed by Consultation?</b>	Non-Homeless Special Needs
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	Participated in Youth/Education focus group.
11	<b>Agency/Group/Organization</b>	Texas Health Resources
	<b>Agency/Group/Organization Type</b>	Health Agency Publicly Funded Institution/System of Care
	<b>What section of the Plan was addressed by Consultation?</b>	Non-Homeless Special Needs

<p><b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b></p>	<p>Participated in Seniors, Disabilities, and Health/Wellness Focus Group.</p>
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**Identify any Agency Types not consulted and provide rationale for not consulting**

The City consulted with housing and social service agencies primarily through four focus groups, which focused on the following topics:

- 1) Homelessness
- 2) Housing
- 3) Youth and Education
- 4) Seniors, Disabilities, and Health/Wellness

Over 40 nonprofits participated in these focus groups. While several consultations are summarized in the list above, a complete list of organizations who participated in the focus groups is attached as Appendix V. The City made every effort to consult all agency types and did not specifically exclude any particular agency or agency type.

**Other local/regional/state/federal planning efforts considered when preparing the Plan**

<p><b>Name of Plan</b></p>	<p><b>Lead Organization</b></p>	<p><b>How do the goals of your Strategic Plan overlap with the goals of each plan?</b></p>
<p>Plano Tomorrow - City of Plano Comprehensive Plan</p>	<p>City of Plano Planning Department</p>	<p>The ConPlan contributes to all pillars of the Comprehensive Plan, most notably the policies and actions related to Housing and Neighborhoods and Quality of Life.</p>
<p>Analysis of Impediments to Fair Housing Choice (AI)</p>	<p>City of Plano Neighborhood Services Department</p>	<p>The AI goals serve to increase access to fair housing choice and overlap directly with ConPlan goals, including increasing supply of affordable housing, increase supply of accessible, affordable housing for disabled persons, increase</p>

		access to transportation. Other goals of the AI serve to enhance the strategies in the ConPlan.
D-One Strategic Plan	Metro Dallas Homeless Alliance	While a version of the D-One plan specific to Collin County is currently being developed, many of the goals of this ConPlan overlap with the current D-One plan for the Continuum of Care. These goals include increasing the supply of affordable housing, increase behavioral health resources, and improve emergency shelter and street outreach services.

**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(l))**

The City of Plano coordinates with the cities of Allen, Frisco, and McKinney through ongoing communication and quarterly meetings of staff who oversee HUD funding. Through these meetings, staff share best practices and work to align those practices, such as the use of uniform timesheets for organizations funded by multiple Collin County cities. The City of Plano also coordinated with these cities to organize a focus group on homelessness for their respective ConPlans in order to reduce duplication of effort. This event was attended by over 50 people.

**Narrative (optional):**

This section is optional and was left blank intentionally.

## **PR-15 CITIZEN PARTICIPATION – 91.105, 91.115, 91.200(C) AND 91.300(C)**

### **1. Summary of citizen participation process/Efforts made to broaden citizen participation** **Summarize citizen participation process and how it impacted goal-setting**

The City Plano encourages its 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 preparation of the ConPlan.

The City conducted an extensive citizen participation and consultation process from September 2019 through February 2020. During this time, the City hosted four public meetings, one public hearing, four focus groups; and conducted two online surveys. Public meetings and the online community survey were advertised via the Plano Star Courier newspaper, City social media accounts, and City newsletters including Love Where You Live (Douglass neighborhood), Neighborhood Services, and SAGE (senior-focused) newsletters. Additionally, flyers and posters were distributed to Plano Libraries, Plano Municipal Center, Plano Day Labor Center, and local social service agencies to distribute to their clients. Focus groups were advertised to social service agencies via the Neighborhood Services Department's nonprofit contact list, as well as multiple email distribution lists including Collin County Homeless Coalition, Metro Dallas Homeless Alliance, and Collin County Social Services Association. Public meetings and focus groups were attended by 100 people.

In addition, two online surveys were conducted using Survey Monkey, including a general survey for Plano residents and a homeless-focused survey for members of the Collin County Homeless Coalition and TX-600 Continuum of Care. Paper copies of the general survey were brought to various community events to receive feedback and subsequently entered into Survey Monkey. Community events included Plano Families First, Plano International Festival, Collin County Veterans Coalition Veteran's Symposium, and Senior Resource Fair. The general community survey received 733 responses, and the homeless-focused survey received 21 responses.

Additionally, consultation was conducted with key community stakeholders, including the City's Community Relations Commission, other City departments, businesses, hospitals, and nonprofit organizations. A public comment period took place from June 27, 2020 through July 27, 2020, and a final public hearing was held during the Plano City Council meeting on July 27, 2020.

Comments collected from the public meetings, focus groups, and open-ended responses from the community survey were categorized in order to find themes and ideas that were frequently expressed. All comments were considered in preparation of the ConPlan, and frequently expressed themes were integral 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 comment not accepted and reasons	URL (If applicable)
1	Newspaper Ad	Non-targeted/broad community	9/15/19: Plano Star Courier - Notification of Public Input Meetings 9/26/19, 10/1/19, 10/2/19, 11/14/19 and online survey	N/A	N/A	
2	Internet Outreach	Residents of Public and Assisted Housing	9/17/19: Plano Housing Authority email list- notification of Public Input Meetings 9/26/19, 10/1/19, 10/2/19, 11/14/19 and online survey	N/A	N/A	

Sort Order	Mode of Outreach	Target of Outreach	Summary of response / attendance	Summary of comments received	Summary of comment not accepted and reasons	URL (If applicable)
3	Internet Outreach	Non-targeted/broad community	9/17/19-9/26/19: Notification of Public Input Meetings 9/26/19, 10/1/19, 10/2/19, 11/14/19 and online survey - including Facebook, Twitter, email distribution lists, and City newsletters	N/A	N/A	<a href="https://www.plano.gov/3489/2020--2024-Consolidated-Plan">https://www.plano.gov/3489/2020--2024-Consolidated-Plan</a>
4	Public Meeting	Non-targeted/broad community	Harrington Library 9/26/19, 6:30-8:00pm. Seven attendees, all participated in discussion, provided input, and completed survey.	Various comments received relating to housing affordability, public services, public facilities, and economic development.	All comments considered.	

<b>Sort Order</b>	<b>Mode of Outreach</b>	<b>Target of Outreach</b>	<b>Summary of response / attendance</b>	<b>Summary of comments received</b>	<b>Summary of comment not accepted and reasons</b>	<b>URL (If applicable)</b>
5	Public Meeting	Non-targeted/broad community	Sam Johnson Senior Recreation Center 10/1/19, 9:00-10:30am. Four attendees, all participated in discussion, provided input, and completed survey.	Various comments received relating to housing affordability, public services, public facilities, and economic development.	All comments considered.	
6	Public Meeting	Non-targeted/broad community	Schimelpfenig Library 10/2/19, 6:30-8:00pm. Six attendees, all participated in discussion, provided input, and completed survey.	Various comments received relating to housing affordability, public services, public facilities, and economic development.	All comments considered.	
7	Newspaper Ad	Non-targeted/broad community	11/3/19: Notification of Public Input Meetings 11/18/19, 11/19/19 and online survey	N/A	N/A	

<b>Sort Order</b>	<b>Mode of Outreach</b>	<b>Target of Outreach</b>	<b>Summary of response / attendance</b>	<b>Summary of comments received</b>	<b>Summary of comment not accepted and reasons</b>	<b>URL (If applicable)</b>
8	Public Meeting	Non-targeted/broad community	Sam Johnson Senior Recreation Center 11/18/19, 9:00-10:30am. Six attendees, all participated in discussion, provided input, and completed survey.	Various comments received relating to housing affordability, public services, public facilities, and economic development.	All comments considered.	
9	Public Hearing	Non-targeted/broad community	Community Relations Commission Meeting 11/19/19, 5:30-8:00pm. Eight commissioners in attendance. No members of the public present.	Various comments received from Commissioners relating to housing affordability, public services, public facilities, and economic development.	All comments considered.	
10	Focus Group	Homeless service providers, CoC and CCHC members	St. Mark Parish Center 10/3/19, 10:30am-12:00pm. 53 attendees, all participated in roundtable discussions and provided input.	Various comments received relating to housing, supportive services, and shelter needs.	All comments considered.	

Sort Order	Mode of Outreach	Target of Outreach	Summary of response / attendance	Summary of comments received	Summary of comment not accepted and reasons	URL (If applicable)
11	Focus Group	Housing Providers and developers	Plano Municipal Center 10/15/19, 2:00pm-3:00pm. Seven attendees, all participated in roundtable discussion and provided input.	Need for rapid rehousing and homelessness prevention, City provide land/infrastructure for affordable housing development, small "eco homes" for singles and elderly, general population emergency shelter, barriers to housing for DV survivors	All comments considered.	
12	Focus Group	Providers of youth and/or education programs	Schimelpfenig Library 10/17/19, 2:00pm-3:00pm. Seven attendees, all participated in roundtable discussion and provided input.	Various comments received relating to housing affordability, 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 comment not accepted and reasons	URL (If applicable)
13	Focus Group	Providers of senior, disabled, or health/wellness programs	Plano Municipal Center 10/24/19, 10:00am-11:00am. Nine attendees, all participated in roundtable discussion and provided input.	Various comments received relating to housing affordability, public services, public facilities, and economic development.	All comments considered.	
14	Newspaper Ad	Non-targeted/broad community	6/26/20: Notification of Public Hearing 7/27/20 and public comment period 6/27/20-7/27/20	No comments received.	No comments received.	
15	Public Hearing	Non-targeted/broad community	Plano City Council Meeting 7/27/20, 7:00pm.	No comments received.	No comments received.	

**Table 3 – Citizen Participation Outreach**

# Needs Assessment

## NA-05 OVERVIEW

### Needs Assessment Overview

The Needs Assessment is a study of the housing needs, homeless needs, and non-housing needs. 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 need for social services.

## NA-10 HOUSING NEEDS ASSESSMENT - 24 CFR 91.205 (A,B,C)

### Summary of Housing Needs

Since 2013, Plano has seen a steady rise in housing prices, both in rental and homebuyer markets. According to North Texas Real Estate Information Systems (NTREIS), the median home sales price in Plano has increased by 39% in the past five years, from \$233,495 to \$345,000. ACS 5-year estimates show an increase in Plano's median contract rent from \$877 to \$1,186 over the same period, representing a 35% increase in rent. 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.

In November 2018, a Housing Trends Analysis report was finalized for the City, which identified three key housing challenges in Plano:

- 1) **Uneven Growth:** Plano's housing inventory has not kept pace with its significant employment growth over the past 15 years. Specifically, for every four jobs created, one housing unit was created. While employment growth has contributed to a thriving economy in Plano, the lack of available land remaining in the City has constrained the supply of housing, contributing to a sharp increase in land and housing value. This inventory gap has resulted in a lack of housing units affordable to lower-paid sectors of the workforce (i.e. service sector), as well as seniors and disabled residents living on fixed incomes. It also creates a barrier to entry for new residents, which can result in stagnation and decline, as employers eventually decide to locate closer to where their employees are living and service-sector businesses struggle to recruit and retain employees at a wage they can sustain.

- 2) **An Aging Population:** Older residents who want to age in place have difficulty finding the diversity of housing that suits their needs, in addition to existing affordability issues. This can lead older residents, relying on a fixed income, to face the difficult choice to leaving their community or remain in a situation of high cost-burden and/or inability to maintain their existing home.
  
- 3) **Big City Challenges:** Plano has evolved from a bedroom community to an employment epicenter. Almost every industry in Plano requires labor from outside of Plano, with more people commuting into Plano every day than commuting out to other cities. This economic change has impacted traffic and transportation in the City. Limited public transit and increasing congestion can negatively impact growth over time.

While the Housing Trends Analysis focused on the impact of these issues to the City as a whole, it is clear that the key issues identified have a more significant impact on low and moderate income households. According to Table 5, 27% of households in Plano are low and moderate income, as defined by HUD, earning up to 80% of the HUD Area Median Family Income (HAMFI). This percentage has increased by four points over the last five years. These households face an increasing struggle to maintain their housing in Plano due to rising housing costs.

Overall, overcrowding and substandard housing in Plano are not common housing problems. These issues are addressed through Plano’s Neighborhood Services Department’s Property Standards Division, which addresses substandard housing through code enforcement and works closely with the Community Services Division to ensure residents with housing problems are connected to community resources or City programs. The notable housing problem from Table 6 is Housing Cost Burden, which is defined as spending more than 30% of household income on housing. According to the 2014-2018 ACS, 27% of households in Plano are cost burdened, regardless of income.

<b>Demographics</b>	<b>Base Year: 2009</b>	<b>Most Recent Year: 2015</b>	<b>% Change</b>
Population	259,841	275,645	6%
Households	93,797	103,935	11%
Median Income	\$82,866.00	\$83,793.00	1%

**Table 4 - Housing Needs Assessment Demographics**

Data Source: 2005-2009 ACS (Base Year), 2011-2015 ACS (Most Recent Year)

## Number of Households Table

	0-30% HAMFI	>30-50% HAMFI	>50-80% HAMFI	>80-100% HAMFI	>100% HAMFI
Total Households	7,650	7,165	13,395	8,880	66,850
Small Family Households	2,235	2,565	5,355	3,805	38,940
Large Family Households	655	790	1,315	480	5,445
Household contains at least one person 62-74 years of age	1,540	1,450	2,340	1,500	11,830
Household contains at least one person age 75 or older	1,240	1,095	1,460	875	2,815
Households with one or more children 6 years old or younger	1,340	1,245	2,179	1,295	9,468

Table 5 - Total Households Table

Data Source: 2011-2015 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
<b>NUMBER OF HOUSEHOLDS</b>										
Substandard Housing - Lacking complete plumbing or kitchen facilities	230	70	165	95	560	10	0	0	0	10
Severely Overcrowded - With >1.51 people per room (and complete kitchen and plumbing)	150	70	65	35	320	10	20	35	0	65

	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
Overcrowded - With 1.01-1.5 people per room (and none of the above problems)	250	180	145	90	665	25	40	155	15	235
Housing cost burden greater than 50% of income (and none of the above problems)	3,505	2,090	670	75	6,340	1,430	1,365	1,050	330	4,175
Housing cost burden greater than 30% of income (and none of the above problems)	320	1,495	3,960	925	6,700	230	660	2,145	1,250	4,285
Zero/negative Income (and none of the above problems)	530	0	0	0	530	375	0	0	0	375

**Table 6 – Housing Problems Table**

**Data Source:** 2011-2015 CHAS

## 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	4,135	2,410	1,045	300	7,890	1,475	1,420	1,245	345	4,485
Having none of four housing problems	795	1,780	6,340	4,335	13,250	345	1,555	4,765	3,900	10,565
Household has negative income, but none of the other housing problems	530	0	0	0	530	375	0	0	0	375

Table 7 – Housing Problems 2

Data Source: 2011-2015 CHAS

## 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	1,475	1,550	2,115	5,140	450	690	1,255	2,395
Large Related	390	260	134	784	190	345	485	1,020
Elderly	1,280	860	685	2,825	800	665	1,055	2,520
Other	1,215	1,135	1,905	4,255	245	350	440	1,035
Total need by income	4,360	3,805	4,839	13,004	1,685	2,050	3,235	6,970

Table 8 – Cost Burden > 30%

Data Source: 2011-2015 CHAS

#### 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	1,320	850	205	2,375	440	485	405	1,330
Large Related	295	140	4	439	165	225	90	480
Elderly	1,040	600	280	1,920	630	345	350	1,325
Other	1,185	600	240	2,025	220	315	210	745
Total need by income	3,840	2,190	729	6,759	1,455	1,370	1,055	3,880

Table 9 – Cost Burden > 50%

Data Source: 2011-2015 CHAS

#### 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	350	110	120	85	665	35	40	120	0	195
Multiple, unrelated family households	20	140	75	30	265	4	20	70	15	109
Other, non-family households	30	0	15	55	100	0	0	0	0	0
Total need by income	400	250	210	170	1,030	39	60	190	15	304

Table 10 – Crowding Information – 1/2

Data Source: 2011-2015 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	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Table 11 – Crowding Information – 2/2

Income Level	Renter	Owner
Household Income <= 30% HAMFI	5,455	2,195
Household Income >30% to <=50% HAMFI	4,190	2,975
Household Income >50% to <=80% HAMFI	7,385	6,010
Household Income >80% to <=100% HAMFI	4,635	4,245
Household Income >100% HAMFI	17,395	49,455

Table 12 – Number of Households - Income by Housing Tenure

Data Source: 2011-2015 CHAS

## Describe the number and type of single person households in need of housing assistance.

According to the 2014-2018 ACS, 24% of households in Plano are single-person households. Single-person households represent a greater share of renter-occupied units (37%) compared to owner-occupied units (16%). Single-person households are the only household size that is more likely to rent than own their home. The median income for a single-person household in Plano is \$48,582, which is the lowest of any household size. Earning the median income, a single person could afford up to \$1,200 per month in housing costs without being cost-burdened. This amount is approximately equal to HUD’s fair market rent limit for zip codes 75075 and 75074, but rents in northern and western portions of Plano are less attainable for single-person households at the median income.

A total of 28% of single-person households are age 65 or older, and almost one-third of people age 65 or older live alone (2014-2018 ACS). A common theme expressed during public outreach was the difficulty of older adults to transition from single-family homes in large subdivisions to smaller housing that better suits their financial and/or physical needs and is located within close proximity to amenities and transit. Members of the public and service providers cited financial feasibility and lack of suitable inventory as barrier to this transition. This issue was also observed in the City’s Housing Trends Analysis.

While many households with more than one adult have potential to share housing costs between multiple earners, single-person households are limited to the earning potential of one person. For low and moderate income single people, shared housing opportunities may reduce housing cost

burden. Additionally, the need for housing assistance for older and/or disabled adults living on a fixed monthly income is much greater than the number of assisted units available. This was another common theme expressed by the public and service providers during the outreach process.

### **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.**

Disabled individuals in Plano have median earnings of \$27,871, compared with \$46,501 for non-disabled individuals (2011-2015 ACS). There is also a greater percentage of disabled individuals age 16 and over living below 150% of the Federal Poverty Level (18%) than non-disabled individuals (11%) (2011-2015 ACS). Incomes at 150% of the Federal Poverty Level are roughly between extremely low income (30% AMI) and low income (50% AMI). Considering that 80% of extremely low and low income households are cost burdened and a total of 18,305 individuals have a disability (2011-2015 CHAS/ACS), it is estimated that a minimum of 2,500 disabled persons in Plano are in need of housing assistance.

Based on reporting from local nonprofit organizations serving survivors of domestic violence, it is estimated that a minimum of 320 Plano residents fleeing domestic violence are in need of housing assistance. Beds in emergency shelters and transitional housing programs in Plano serving domestic violence survivors had an average utilization rate of 81% during the 2019 Point-in-Time Count. These programs rarely have openings, and shelter staff express the difficulties that their residents face when attempting to transition out of their programs into market-rate housing. As a result of the power structure inherent in relationships characterized by domestic violence, many of their clients lack the education and skills needed to earn an income to adequately support themselves and, in many cases, their children.

### **What are the most common housing problems?**

Of the housing problems for which HUD provides data, the most prevalent for Plano residents is cost burden. A widely accepted measure of housing affordability is when a household spends no more than 30% of their income on housing costs. In Plano, 27% of all households, regardless of income, are cost burdened, including 37% of renters and 19% of homeowners (2014-2018 ACS). HUD CHAS data provides information on cost burden specifically for low and moderate income households. According to Table 8, a total of 19,974 low and moderate income households (71%) are cost burdened, including 13,004 renters and 6,970 homeowners.

Severely cost burdened households are defined as those that spend more than half of their income on housing costs. The most recent data available to analyze severe cost burden is HUD-provided CHAS data from 2015, which indicated that 11% of all households, regardless of income, were severely cost burdened, including 18% of renters and 7% of homeowners. According to Table 9, a total of 10,639 low and moderate income households (38%) are severely cost burdened, including 6,759 renters and 3,880 homeowners.

In addition to cost burden, the physical condition of homes is also an important consideration in Plano. While a small number of housing units lack complete kitchen or plumbing facilities, Plano's housing stock is aging. According to 2014-2018 ACS data, 80% of housing units (88,567) in Plano were built before 2000, and 19% (21,424) were built before 1980. As housing units age, they are more likely to need repairs, and housing units built before 1978 are more likely to contain lead-based paint.

### **Are any populations/household types more affected than others by these problems?**

Cost burden disproportionately affects low and moderate income households, who must contribute a higher percentage every month to their housing costs, leaving limited funds for other basic needs. Of the total cost burdened households, 43.5% were low or extremely low income and 29.5% were moderate income, comprising a total of 73% of all cost burdened households (2011-2015 CHAS). Severely cost burdened households were 97% low and moderate income (2011-2015 CHAS).

Housing cost burden is particularly serious for Plano's extremely low and low income households, of which 60% spend more than half of their income on housing, compared with 13% of moderate income households (Table 5 and Table 9). As shown in Tables 8, 9, and 12, a distinction can also be observed between homeowners and renters. Low and moderate income homeowners are cost burdened at a rate of 62%, compared to 76% of low and moderate income renters. Among renters, there is also a significant distinction in need between the income categories. Extremely low and low income renters experience cost burden rates of 80% and 91%, respectively, compared with 66% of moderate income renters (Tables 8 and 12). This makes them more vulnerable to financial or personal crises that could lead to homelessness.

Table 5 provides data on households by composition, size, and income. A small family is defined as a family with two to four members, while a large family is defined as five or more members. A greater percentage of large families are low and moderate income (32%) than small families (19%). Additionally, 31% of households with one or more children under age six are low and moderate income. Finally, 29% of households with at least one adult age 62-74 and 48% of households with at least one adult age 75 or older are low and moderate income.

Elderly households are defined as a household whose head, spouse, or sole member is a person who is at least 62 years of age. According to the 2011-2015 CHAS, there are 8,120 low and moderate income elderly households in Plano. Of these, 2,100 (26%) are cost burdened and an additional 3,245 (40%) are severely cost burdened, for a total of 66% of low and moderate elderly households experiencing cost burden (Tables 8 and 9). Among low and moderate income family households, 4,715 (37%) are cost burdened and an additional 4,624 (36%) are severely cost burdened, for a total of 72% experiencing cost burden (Tables 5, 8, and 9). While cost burden affects both elderly and non-elderly households at similar rates in their respective populations, there is a larger number of low and moderate income families (9,339) in need of affordable housing units versus elderly households (5,345). An additional 5,290 low and moderate income

households of other types (non-elderly, non-family households) are cost burdened and in need of affordable units (Table 8).

Finally, much of the concentration of older housing stock overlaps with areas that have higher concentrations of low and moderate income families. Older homes are more likely to be occupied by families less likely to have the financial means to make repairs to their home.

**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**

Low income renters who are severely cost burdened are among those most often at risk of imminent homelessness, as the eviction process tends to be much more rapid than home foreclosure. Among low and extremely low income renters, 63% (6,030 households) are severely cost burdened (Tables 9 and 12). Of these households, single mother households are among the most vulnerable. According to the 2014-2018 ACS, over 23% of single mother households are below the poverty level, compared to 7% of families overall. Rates of poverty for single mother households with children under age five are more severe (33%), largely due to child care expenses. Disabled adults are also particularly vulnerable, with 12% living below the poverty level and the majority of whom have a limited ability to work, with only 59% of disabled persons age 18-64 currently in the labor force. An unexpected expense or crisis can consume a vulnerable household's limited financial resources and lead to an imminent risk of homelessness.

Domestic violence survivors are another group who face imminent risk of homelessness, once they make the decision to flee their abuser. While it is difficult to estimate the number of people living with an abusive partner, over 320 Plano residents were served in grant year 2018 by Plano-based nonprofits who specialize in delivering services to this population.

The City's Homelessness Prevention Program also provides data useful in analyzing the at-risk population, as it serves low income Plano residents who face imminent eviction. During the last completed program year, 75% of HPP participants were female-headed households and 65% were extremely low income. These households benefit from timely, limited financial assistance during a short-term crisis, while households facing significant changes, such as the onset of chronic illness or change in household composition, may only reach housing stability through long-term subsidy or shared housing.

The City's Rapid Rehousing Program recently completed its first operating year. While outcome data is not yet available due to the program's short history, the program serves a diverse population of formerly homeless individuals and families, with varying degrees of need and vulnerability. Program participants who reach the maximum level of assistance that can be provided are often in need of a longer term subsidy or housing solution, such as a housing choice

voucher or permanent supportive housing. Resources for long-term subsidies are scarce, and formerly homeless persons may face imminent risk of homelessness when rapid rehousing assistance ends.

**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:**

Given the precarious and unstable financial situation that cost burdened households face, some portion of the 6,030 severely cost burdened low income renters may become homeless in Plano if they experience an unexpected crisis. For households late on their rent, the eviction process can be completed within several weeks. With little to no room in their budget for savings, these households may lack the necessary funds to catch up on their rent or move to a new home. If they also lack a social support network with the capacity to help them through their housing crisis, they face imminent risk of homelessness. The same risk exists for the 2,300 disabled adults and 1,400 single mother families living below the poverty level (2014-2018 ACS).

**Specify particular housing characteristics that have been linked with instability and an increased risk of homelessness**

Given the severe cost burden of Plano's extremely low and low income families, they are prone to financial instability and increased risk of homelessness. Other housing characteristics associated with instability include overcrowding, living in the home of another family, renter status, and physical deterioration of housing.

**Discussion**

As detailed above, Plano's housing needs assessment indicates goals and priorities of the ConPlan should focus on alleviating cost burden among low and moderate income renters and homeowners and programs to address the physical condition of housing.

**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**

According to HUD's definition, disproportionately greater need exists when the members of a racial or ethnic group at a given income level experience a given need at a greater rate (10% or more) than the income level as a whole.

Housing problems exist when there is the incidence of at least one of the following housing problems: lack of complete kitchen facilities; lack of complete plumbing; overcrowded households (more than 1 person per room, not including bathrooms, porches, foyers, halls, or half-rooms), and cost burden greater than 30% of a household's income. As seen in the tables in section NA-10, cost burden is the main housing problem faced by low and moderate income Plano residents, while other housing problems are seen at an incidence of approximately one to two percent of the population at or below area HAMFI.

According to the 2014-2018 ACS, several racial and ethnic groups in Plano have a poverty rate that is higher than that of the jurisdiction as a whole (6.8%). While Asian and White/Non-Hispanic residents experience lower rates of poverty (4.9% and 4.5%, respectively), other groups have a higher rate, including other race (16%), Hispanic or Latino (15.2%), American Indian or Alaskan Native (14.4%), and African American (9.3%). Though some disproportionality exists, the housing problems experienced by each racial/ethnic group are closely tied to their income level.

### 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	6,160	590	905
White	3,125	350	495
Black / African American	920	20	100
Asian	690	99	190
American Indian, Alaska Native	55	0	0
Pacific Islander	0	0	0
Hispanic	1,215	120	65

**Table 13 - Disproportionally Greater Need 0 - 30% AMI**

**Data Source:** 2011-2015 CHAS

\*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	5,985	1,180	0
White	3,305	665	0
Black / African American	715	225	0
Asian	550	120	0
American Indian, Alaska Native	25	30	0
Pacific Islander	0	0	0
Hispanic	1,330	135	0

**Table 14 - Disproportionally Greater Need 30 - 50% AMI**

**Data Source:** 2011-2015 CHAS

\*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	8,390	5,000	0
White	5,220	2,690	0
Black / African American	760	460	0
Asian	645	625	0
American Indian, Alaska Native	35	0	0
Pacific Islander	10	0	0
Hispanic	1,525	1,125	0

**Table 15 - Disproportionally Greater Need 50 - 80% AMI**

**Data Source:** 2011-2015 CHAS

\*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	2,820	6,060	0
White	1,645	3,650	0
Black / African American	370	755	0
Asian	350	850	0
American Indian, Alaska Native	0	55	0
Pacific Islander	20	4	0
Hispanic	380	560	0

**Table 16 - Disproportionally Greater Need 80 - 100% AMI**

**Data Source:** 2011-2015 CHAS

\*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

According to Tables 13-16, a total of 37,090 households in Plano are at or below 100% HAMFI, representing 36% of all households. Of these, 23,335 households (or 63%) have one or more of the four housing problems. Of that total, 6,160 have an extremely low income (0-30% HAMFI); 5,985 are low income households (earning between 30-50% HAMFI per year); 8,390 are moderate income households (earning between 50-80% HAMFI); and 2,855 households earn 80-100% HAMFI. According to HUD's definition, disproportionately greater need exists when the members of a racial or ethnic group at a given income level experience a given need at a greater rate (10% or more) than the income level as a whole.

In the 0-30% HAMFI income category (Table 13), 80% of total households have a housing problem compared to Whites at 79%; Black/African Americans at 88%; Asians at 70%; American Indians/Alaska Natives at 100%; Pacific Islanders at 0%; and Hispanics at 87%. In this income segment, American Indians/Alaska Natives are disproportionately affected by housing problems.

In the 30-50% HAMFI income category (Table 14), 84% of total households have a housing problem compared to 83% of Whites; 76% of Black/African Americans; 82% of Asians; 45% of American Indians/Alaska Natives; 0% of Pacific Islanders; and 91% of Hispanics. In this income segment, no race or ethnicity is disproportionately affected by housing problems.

In the 50-80% HAMFI income category (Table 15), 63% of total households have a housing problem compared to 66% of Whites; 62% of Black/African Americans; 51% of Asians; 100% of American Indians/Alaska Natives; 100% of Pacific Islanders; and 58% of Hispanics. In this income

segment, American Indian/Alaska Natives and Pacific Islanders are disproportionately affected by housing problems.

Of the households earning 80-100% HAMFI (Table 16), 32% of total households have a housing problem compared to 31% of Whites; 33% of Black/African Americans; 29% of Asians; 0% of American Indians/Alaska Natives; 83% of Pacific Islanders; and 40% of Hispanics. In this income segment, Pacific Islanders are disproportionately affected by housing problems.

As described above, the threshold for disproportionately greater need, per HUD's definition, is met in limited cases for several racial groups. While these residents represent a small fraction of Plano's population making 100% HAMFI or less (120 people or 0.3%), their housing problems are disproportionate to other racial/ethnic groups with comparable income.

Overall, disproportionality among people with housing problems in different racial groups has decreased since the last ConPlan was published. CHAS data from 2007-2011 showed disproportionality for Hispanics in the extremely low income category and Black/African Americans in the moderate income category, who make up a significant number of residents in absolute numbers. In the 2011-2015 CHAS, these groups did not meet the threshold for disproportionality.

## ***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**

According to HUD's definition, disproportionately greater need exists when the members of a racial or ethnic group at a given income level experience a given need at a greater rate (10% or more) than the income level as a whole.

Severe housing problems exist when there is the incidence of at least one of the following housing problems: lack of complete kitchen facilities; lack of complete plumbing; overcrowded households (more than 1.5 persons per room, not including bathrooms, porches, foyers, halls, or half-rooms), and cost burden greater than 50% of a household's income.

### 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	5,610	1,140	905
White	2,855	625	495
Black / African American	805	135	100
Asian	640	150	190
American Indian, Alaska Native	35	20	0
Pacific Islander	0	0	0
Hispanic	1,125	210	65

Table 17 – Severe Housing Problems 0 - 30% AMI

Data Source: 2011-2015 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	3,830	3,335	0
White	2,275	1,695	0
Black / African American	380	560	0
Asian	335	335	0
American Indian, Alaska Native	25	30	0
Pacific Islander	0	0	0
Hispanic	770	700	0

Table 18 – Severe Housing Problems 30 - 50% AMI

Data Source: 2011-2015 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%

### 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	2,290	11,105	0
White	1,430	6,490	0
Black / African American	135	1,080	0
Asian	255	1,015	0
American Indian, Alaska Native	0	35	0
Pacific Islander	0	10	0
Hispanic	450	2,200	0

**Table 19 – Severe Housing Problems 50 - 80% AMI**

Data Source: 2011-2015 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%

### 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	645	8,235	0
White	380	4,915	0
Black / African American	15	1,110	0
Asian	135	1,065	0
American Indian, Alaska Native	0	55	0
Pacific Islander	0	24	0
Hispanic	115	825	0

**Table 20 – Severe Housing Problems 80 - 100% AMI**

Data Source: 2011-2015 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%

## Discussion

According to Tables 17-20, a total of 37,090 households in Plano are at or below 100% HAMFI, representing 36% of all households. Of these, 12,375 households (or 33%) have one or more of the four severe housing problems. Of that total, 5,610 have an extremely low income (0-30% HAMFI); 3,830 are low income households (earning between 30-50% HAMFI per year); 2,290 are moderate income households (earning between 50-80% HAMFI); and 645 households earn 80-100% HAMFI. According to HUD's definition, disproportionately greater need exists when the members of a racial or ethnic group at a given income level experience a given need at a greater rate (10% or more) than the income level as a whole.

In the 0-30% HAMFI income category (Table 17), 73% of total households have a severe housing problem compared to Whites at 72%; Black/African Americans at 77%; Asians at 65%; American Indians/Alaska Natives at 64%; Pacific Islanders at 0%; and Hispanics at 80%. In this income segment, no race or ethnicity is disproportionately affected by severe housing problems.

In the 30-50% HAMFI income category (Table 18), 53% of households have a severe housing problem compared to 57% of Whites; 40% of Black/African Americans; 50% of Asians; 45% of American Indians/Alaska Natives; 0% of Pacific Islanders; and 52% of Hispanics. In this income segment, no race or ethnicity is disproportionately affected by severe housing problems.

In the 50-80% HAMFI income category (Table 19), 17% of households have a severe housing problem compared to 18% of Whites; 11% of Black/African Americans; 20% of Asians; 0% of American Indians/Alaska Natives; 0% of Pacific Islanders; and 17% of Hispanics. In this income segment, no race or ethnicity is disproportionately affected by severe housing problems.

Of the households earning 80-100% HAMFI (Table 20), 7% of households have a severe housing problem to 7% of Whites; 1% of Black/African Americans; 11% of Asians; 0% of American Indians/Alaska Natives; 0% of Pacific Islanders; and 12% of Hispanics. In this income segment, no race or ethnicity is disproportionately affected by severe housing problems.

As described above, no race or ethnicity is disproportionately affected by severe housing problems at any income level.

## 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:

According to HUD’s definition, disproportionately greater need exists when the members of a racial or ethnic group at a given income level experience a given need at a greater rate (10% or more) than the income level as a whole.

A household is cost burdened when 30% or more of their gross income is spent on housing costs. Severe cost burden exists when 50% or more of gross income is spent on housing costs.

### Housing Cost Burden

Housing Cost Burden	<=30%	30-50%	>50%	No / negative income (not computed)
Jurisdiction as a whole	75,580	15,720	11,640	1,005
White	48,350	9,915	7,050	530
Black / African American	5,150	1,629	1,285	145
Asian	14,045	1,330	1,225	190
American Indian, Alaska Native	300	55	60	4
Pacific Islander	35	30	0	0
Hispanic	6,255	2,450	1,850	80

**Table 21 – Greater Need: Housing Cost Burdens AMI**

Data Source: 2011-2015 CHAS

### Discussion:

According to Table 21, in Plano, approximately three-fourths of all households (73%) spend less than 30% of their income on housing costs. Among this group, Black/African Americans (63%), Hispanics (59%), and Pacific Islanders (54%) are disproportionately underrepresented.

Fifteen percent of all households spend between 30% and 50% of their income on housing. Among this group, Pacific Islanders (46%) are disproportionately affected in this category.

Finally, 11% of all households are severely cost burdened, spending more than 50% of their income on housing. No race is disproportionately affected in this category.

## **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?**

For housing problems (Section NA-15), American Indians/Alaska Natives are disproportionately affected in the 0-30% and 30-50% income segments. Asians and Pacific Islanders are disproportionately affected in the 30-50% and 80-100% income segments. However, in absolute numbers (120 households), the total households from these categories make up a very small fraction of the population with incomes at or below 100% HAMFI (0.3%). In the 80-100% income segment, no race is disproportionately affected.

No race is disproportionately affected with severe housing problems (Section NA-20).

For housing cost burden (Section NA-25), Black/African Americans, Hispanics, and Pacific Islanders are disproportionately underrepresented in the less than 30% of income spent on housing costs category. Pacific Islanders are disproportionately affected in the 30-50% of income spent on housing costs category. However, in absolute numbers (30 households), these residents only make up a very small fraction of the population. For households spending more than 50% of their income on housing, no race is disproportionately affected.

### **If they have needs not identified above, what are those needs?**

Across all race and ethnic groups, there exists a need for higher income when possible, increased availability of affordable housing, and repairs to alleviate housing problems. Some level of the racial/ethnic disproportionality identified across the various housing problems may be explained by housing tenure, which is the state of owning or renting one's home. As identified previously, a greater overall share of renters (37%) experience cost burden than homeowners (19%). This difference is evident at the various income levels as well. Among those with extremely low income (0-30% HAMFI), 80% of renters are cost burdened versus 77% of homeowners. Among those with low income (30-50% HAMFI), 91% of renters are cost burdened versus 69% of homeowners. Finally, among those with moderate income (50-80% HAMFI), 66% of renters are cost burdened versus 54% of homeowners (Tables 8, 9, and 12).

According to the 2014-2018 ACS, Non-Hispanic White households comprise 61% of occupied housing units (68% of owner-occupied units and 51% of renter-occupied units). Asian households comprise 18% of all housing units and are equally represented in ownership (18%) and rental (18%). Conversely, other racial/ethnic groups where disproportionality was identified tend to have higher rates of renting versus homeownership. Black/African Americans comprise 8% of all housing units, but they are overrepresented in rental units (15%) and underrepresented in

homeownership units (4%). Hispanics comprise 11% of housing units and are also overrepresented in rental units (14%) and underrepresented in homeownership units (9%).

Therefore, increased investment in affordable rental housing may address some of the cost burden disproportionality among racial groups. Additionally, increased fair housing education/enforcement and targeted marketing for affordable homeownership programs can help to ensure homeownership opportunities are available to all racial/ethnic groups.

### **Are any of those racial or ethnic groups located in specific areas or neighborhoods in your community?**

The City's updated Analysis of Impediments to Fair Housing Choice (AI), published in late 2018, identified areas of the City with higher concentrations of racial and ethnic groups. According to 2011-2015 ACS data, White residents are spread throughout the City, with a notably lower concentration along the eastern side of US-75. Black/African American residents mainly live in higher concentrations in neighborhoods to the immediate east and west of US-75 and southeast Plano. Hispanic residents are mainly concentrated in East Plano. Asian/Pacific Islander residents are more evenly spread throughout the City, but higher concentrations are seen in the north and west areas of the City. Native American residents are mainly concentrated in neighborhoods to the west of US-75. The maps utilized in the AI to illustrate these concentrations can be seen in Figure 1.

### White

#### Legend

- Plano\_Highways
- 1.9 - 20.0
- 20.1 - 40.0
- 40.1 - 60.0
- 60.1 - 80.0
- 80.1 - 96.0
- Null



### Asian or Pacific Islander

#### Legend

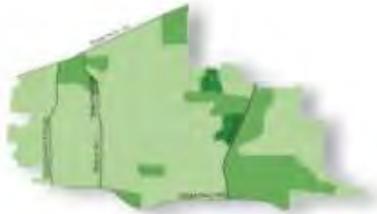
- Plano\_Highways
- 0.0 - 10.0
- 10.1 - 20.0
- 20.1 - 30.0
- 30.1 - 40.0
- 40.1 - 55.7
- Null



### Black

#### Legend

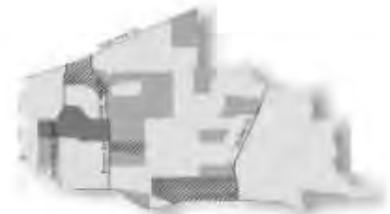
- Plano\_Highways
- 0.0 - 10.0
- 10.1 - 20.0
- 20.1 - 30.0
- 30.1 - 35.5
- Null



### Native American

#### Legend

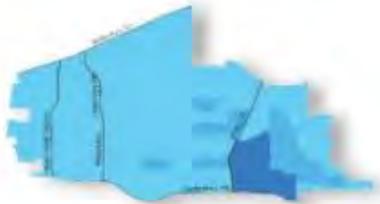
- Plano\_Highways
- 0.00 - 0.50
- 0.51 - 1.00
- 1.01 - 1.22
- Null



### Hispanic

#### Legend

- Plano\_Highways
- 0.0 - 20.0
- 20.1 - 40.0
- 40.1 - 60.0
- 60.1 - 80.0
- 80.1 - 96.0
- Null



**Figure 1: Percent of population by census tract for race and ethnicity, City of Plano**

Source: City of Plano Analysis of Impediments to Fair Housing Choice, ACS 2011-2015

## NA-35 PUBLIC HOUSING – 91.205(B)

### Introduction

The Plano Housing Authority (PHA) is the local public housing agency. PHA currently has 908 Housing Choice Vouchers (HCV), 40 Veterans Affairs Supportive Housing (VASH) vouchers, and 23 single-family, scattered site Public Housing units. The below tables are representative of vouchers currently in use as of January 2020. By September 2020, PHA's 23 Public Housing units will be converted to Project-Based Vouchers (PBV). PHA was also recently awarded 30 Mainstream vouchers designated for non-elderly homeless persons with a disability. Of these, 10 vouchers are reserved for referral by City of Plano staff. PHA vouchers can be used within a 25-mile radius of PHA's office and are not limited to Plano city limits.

PHA last opened its waiting list for HCVs in 2012, and over 10,000 people were added to the list. As of July 2019, PHA had 924 households on the waiting list. The average length of time a household spends on the waiting list is between six and seven years.

### 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	7	798	0	764	34	0	0

Table 22 - Public Housing by Program Type

\*includes Non-Elderly Disabled, Mainstream One-Year, Mainstream Five-year, and Nursing Home Transition

Data Source: PIC (PIH Information Center)

## 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	46,050	18,180	0	18,056	19,981	0
Average length of stay	0	0	6	9	0	9	1	0
Average Household size	0	0	4	2	0	2	0	0
# Homeless at admission	0	0	0	0	0	0	0	0
# of Elderly Program Participants (>62)	0	0	2	312	0	301	11	0
# of Disabled Families	0	0	1	362	0	351	11	0
# of Families requesting accessibility features	0	0	0	0	0	0	0	0
# 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

Race	Program Type								
	Certificate	Mod-Rehab	Public Housing	Vouchers			Special Purpose Voucher		
				Total	Project - based	Tenant - based	Veterans Affairs Supportive Housing	Family Unification Program	Disabled *
White	0	0	1	280	0	270	10	0	0
Black/African American	0	0	4	428	0	403	25	0	0
Asian	0	0	0	21	0	21	0	0	0
American Indian/Alaska Native	0	0	0	1	0	1	0	0	0
Pacific Islander	0	0	0	0	0	0	0	0	0
Other	0	0	2	19	0	19	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)

## Ethnicity of Residents

Ethnicity	Program Type								
	Certificate	Mod-Rehab	Public Housing	Vouchers			Special Purpose Voucher		
				Total	Project - based	Tenant - based	Veterans Affairs Supportive Housing	Family Unification Program	Disabled *
Hispanic	0	0	0	35	0		0	0	0
Not Hispanic	0	0	7	712	0		0	0	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 129 households with a disability on the HCV/Public Housing waiting lists, representing 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.

The number of families requesting accessibility features in Table 25 was unable to be determined, as tenants request these features directly to their landlords. In the HCV program, PHA is not the landlord. In the public housing program, PHA did not report any tenants requesting accessibility features, though two of their units have accessible bathrooms.

### **Most immediate needs of residents of Public Housing and Housing Choice voucher holders**

The primary needs of Public Housing and HCV families match those needs of the low income population of the community at-large, including affordable and stable housing, employment, job training, child care, and transportation assistance. Additionally, individuals and families who are issued a Housing Choice Voucher often struggle to find a property or landlord willing to accept the voucher and are in need of increased housing options. As of the most recent new resident briefing, only two of the fourteen households who were issued vouchers were able to successfully lease housing with their voucher in the required 90-day period.

### **How do these needs compare to the housing needs of the population at large**

The needs described above are similar to those of the low income population throughout Plano. The lower income that a household has, the greater the need for assistance in the areas of housing, employment, education, child care, and transportation.

### **Discussion**

This section is optional and was left blank intentionally

## NA-40 HOMELESS NEEDS ASSESSMENT – 91.205(C)

### Introduction:

Homelessness in Plano has been steadily increasing over the years, according to data from the annual Point-in-Time (PIT) Counts. In 2015, there were 153 people experiencing homelessness in Plano, of which 27 were unsheltered. In 2019, the overall count increased to 248, of which 103 were unsheltered. In four years, the overall count has increased 62%, and the unsheltered population has nearly quadrupled. Emergency shelter in Plano is limited to youth and people fleeing domestic violence. Other than the Plano Overnight Warming Station (POWS), which opens for overnight shelter during freezing temperatures, there is no general population emergency shelter in Plano, nor transitional shelters who accept single men or adults who are unable to work full-time. According to the 2019 PIT, the majority of unsheltered persons in Plano were adult men (84%), and a significant number self-reported as having a disability (43%).

### Homeless Needs Assessment

Population	Estimate the # of persons experiencing homelessness on a given night		Estimate the # experiencing homelessness each year	Estimate the # becoming homelessness 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)	110	0	165			90
Persons in Households with Only Children	1	0	12			30
Persons in Households with Only Adults	34	103	400			180
Chronically Homeless Individuals	1	24	25			630
Chronically Homeless Families	0	0	0			0
Veterans	0	5	19			60
Unaccompanied Child	1	0	12			30
Persons with HIV	0	0	0			0

**Table 26 – Homeless Needs Assessment**

**Alternate Data Source Name:** 2019 Point-in-Time Homeless Count and Collin County Shelter Data

**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 each year in Table 26 is an estimate based on reported numbers of Plano residents who entered shelter in Collin County from October 1, 2018 through September 30, 2019 and the number of persons counted in the 2019 unsheltered PIT Count. The number of days persons experience homelessness was estimated using median number of months as reported in the 2019 PIT Count.

Due to limited use of Homeless Management Information System (HMIS) software in Plano and Collin County, comprehensive, reliable data is not available for the number of persons becoming and exiting homelessness each year. However, some trends relating to these variables may be evident from data collected during the PIT Count. According to the 2016 PIT Count, the median length of an unsheltered person's current episode of homelessness was two months, compared with seven months in 2019. This data may suggest that unsheltered persons in Plano are exiting homelessness less frequently. Additionally, with an increase in unsheltered homelessness from 27 persons in 2015 to 103 persons in 2019 may suggest that more people are becoming homeless each year and less are exiting.

It is more difficult to analyze entry/exit into homelessness among families. Shelter space has increased in Plano over the past five years, but shelter beds usually remain full. When shelter space is not available in Plano, families may be more apt to seek shelter in other cities, to ensure their children are not living outside or in vehicles. There are also more shelter and transitional housing options available to families, so entry into these programs may be more feasible than it is for single adults. The Samaritan Inn (McKinney) receives City of Plano grant funding to provide shelter to families who became homeless while living in Plano. In 2016, The Samaritan Inn served 43 persons from Plano. In 2018, they served 70 persons from Plano. This data suggests an increase in the number of families becoming homeless in Plano.

## Nature and Extent of Homelessness: (Optional)

<b>Race:</b>	<b>Sheltered:</b>	<b>Unsheltered (optional)</b>
White	44	35
Black or African American	55	43
Asian	21	1
American Indian or Alaska Native	1	5
Pacific Islander	0	1
Other or no response	24	18
<b>Ethnicity:</b>	<b>Sheltered:</b>	<b>Unsheltered (optional)</b>
Hispanic	21	18
Non-Hispanic	124	85

**Table 27 – Homelessness by Race and Ethnicity**

**Alternate Data Source Name:** 2019 Point-in-Time Homeless Count

## Estimate the number and type of families in need of housing assistance for families with children and the families of veterans.

At a minimum, 165 people in households of families with children from Plano experience homelessness in Plano each year. This estimate was based on data received from local nonprofit organizations in Plano and Collin County who served homeless families from October 1, 2018 – September 30, 2019. These families experience a combination of factors that have led to their homelessness, including domestic violence, severe cost burden, and job loss. Many of these families are single-parent, primarily female-headed households whose needs include affordable housing, child care assistance, and job training/education. Staff of nonprofit organizations who participated in ConPlan focus groups stressed the difficulty that residents of their programs face when trying to obtain housing in the private market. They struggle to find housing that is affordable and many face other barriers including credit and rental history and low income. Waiting lists for housing assistance are long, and options for assisted housing for families in Plano are extremely limited.

The 2019 PIT Count found five homeless veterans in Plano, all of whom were unsheltered. It is estimated that at least 19 veterans from Plano experience homelessness in the course of one year. In addition to many of the common factors contributing to homelessness, such as lack of affordable housing, lack of livable income, and lack of social supports, veteran homelessness is often compounded by lingering effects of post-traumatic stress disorder (PTSD). Some veterans also struggle finding employment in the civilian workforce, where their military training and skills may not be easily transferred. Homeless veterans have a need for short and long-term housing assistance, depending on whether they are disabled, as well as job training and access to health care, both mental and physical. Homeless veterans may also benefit from connecting with veteran-oriented nonprofit organizations who can provide social support and emergency assistance.

## **Describe the Nature and Extent of Homelessness by Racial and Ethnic Group.**

The race and ethnicity numbers reported above are based on the 2019 PIT Count, representing homelessness in Plano on a given night. General population numbers described in this section are based on 2014-2018 ACS data.

African Americans are significantly overrepresented in Plano's homeless population. While African Americans comprise 9% of the general population, they comprise 40% of the homeless population. Conversely, Whites and Asians are significantly underrepresented in the homeless population. In the general population, Whites comprise 68% and Asians comprise 22%. In the homeless population, Whites comprise 32% and Asians comprise 9%. American Indian/Alaskan Natives comprise 1.2% of the general population versus 2.4% of the homeless population. The number of Hispanic persons is roughly proportionate, with 15.2% in the general population and 15.7% in the general population.

Starting in late 2016, the Continuum of Care (CoC) Lead Agency for Collin and Dallas counties, Metro Dallas Homeless Alliance, participated in a study by Supporting Partnerships for Anti-Racist Communities (SPARC), a national initiative of the Center for Social Innovation. In March 2018, SPARC published a report on their findings from six different communities, including the Dallas CoC. The report found that deep poverty (<50% of Federal Poverty level) alone does not explain the level of inequity, which also is true in Plano (4.5% of African Americans live in deep poverty versus 3% of Whites). The report found five key domains influencing homelessness for people of color, including economic mobility, housing, criminal justice, behavioral health, and family stabilization.

The SPARC report included a list of recommendations related to organizational change, research, and policy, in order to enhance racial equity in homelessness. While many of the policy recommendations are beyond the purview of local government, the report recommends developing new affordable housing stock, which is a goal of this ConPlan. The report also recommends training for homeless service provider staff on the intersection of race and homelessness, which could be provided in partnership with the CoC and/or CCHC. The City will evaluate additional recommendations from the SPARC report in the implementation of its programs related to homelessness.

## **Describe the Nature and Extent of Unsheltered and Sheltered Homelessness.**

As described in the introduction of this section, homelessness in Plano has increased significantly over the past four years. In the 2019 PIT Count, 103 unsheltered persons and 145 sheltered persons were counted within Plano city limits. Emergency shelters in Plano and Collin County are limited to cold weather events and specific subpopulations (domestic violence and youth). Transitional shelters in Plano and Collin County tend to be high barrier. While these programs are beneficial to the subpopulations that they serve, there are no shelters in Plano or Collin County

open to adults who are unable to work full-time, as well as people with substance abuse issues and/or unmanaged chronic illness or mental health diagnoses.

There are also no shelters in Plano available to single adult men. While one shelter in McKinney accepts them, they must be able to work full-time. As a result of these factors, Plano's unsheltered population is mainly comprised of adult men (84%). Additionally, 43% of Plano's unsheltered residents self-report having a disability. Plano's sheltered population (145 individuals) consists of people fleeing domestic violence, unaccompanied youth, families with children, pregnant women, and single women with jobs. Local agencies report difficulty in helping participants transition out of their program into permanent housing, as housing affordability remains a major issue for many of these families.

### **Discussion:**

The rise of homelessness in Plano can be at least partially attributed to the upward trend of housing costs since 2013. As housing affordability has decreased in the City, more people have lost their housing. Once a person becomes homeless, it is increasingly difficult to obtain housing without assistance. Maintaining one's hygiene, safety, mental wellness, and employment can be extremely difficult without housing. Programs that offer assistance may have high demand, long waiting lists, high barriers, and/or are located too far away. Emergency shelter that is available to the general population as well as increased availability of rapid rehousing and affordable rental units are needed in order to address the needs of homeless individuals 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:

Overall, the need for increased access to affordable housing in Plano is not limited to certain subpopulations. Plano has a housing affordability concern across all income levels. Among low and moderate income small families, large families, and senior households, no group is significantly more cost burdened than another, as a percentage of their population. For example, small family households have the highest rate of cost burden among these populations (74%), followed by elderly (66%), and large families (65%). However, elderly households have the highest rate of severe cost burden (40%), followed by small families (36%), and large families (33%). While the need for housing affordability cuts across these various groups, there are several special populations that have been identified. These populations have unique needs and considerations with respect to the housing and services they might require. The special needs populations considered in this section include:

- Disabled Persons
- Seniors
- Single Parents

## Describe the characteristics of special needs populations in your community:

### Disabled Persons

HUD defines a disabled person as having a physical or mental impairment that substantially limits one or more of the major life activities. According to the 2014-2018 ACS, 7% of Plano residents (20,303) are disabled. The largest number of disabled persons is found in the 65 and older age group (9,957 individuals). The most common disabilities among those aged 18-64 are cognitive difficulty (1.8%) and ambulatory difficulty (1.8%), followed by independent living difficulty (1.6%).

Those with a disability can face significant disadvantages in finding employment. According to the 2014-2018 ACS, of the 8,900 people who are of work age with a disability, only 54% are employed. Another 5% are unemployed, and 41% are unable to participate in the labor force. With these additional challenges, persons with disabilities often live on a fixed, low income that does not fully cover their cost of living expenses and are in need of affordable housing options. As stated in Section NA-10, it is estimated that at a minimum, 2,500 disabled persons in Plano are in need of affordable housing.

In addition to affordability, two factors that significantly limit the supply of housing available to persons with disabilities are design and location. Disabled persons often need housing that is adapted to their needs and designed in such a way as to allow mobility and access, such as

widened doors and hallways, access ramps, and proximity to public transit. This was also a common theme noted throughout public participation, as commenters stressed the need for universal design and transit-oriented development to create a more inclusive living environment for disabled persons and seniors.

Based on individual situations, persons with severe mental illness or severe cognitive difficult need a broad range of services such as case management, treatment, supportive housing, and financial assistance in order to achieve stability. Some individuals may be able to live independently, with or without supportive services, while others cannot. Participants in the public engagement process stressed the need for supportive housing and services for this population. Special attention is necessary to these housing needs in order to improve quality of life and prevent homelessness.

### **Seniors**

According to the 2011-2015 CHAS, 20% of households in Plano are senior individuals or senior families (2 persons, one or both age 62 or older). These households are more likely to be low and moderate income (39%) than the general population (27%). Among households with at least one person age 75 or older, 51% are low and moderate income. According to the 2014-2018 ACS, compared to the overall City population, seniors are also more likely to be disabled, with 28% of seniors age 65 or older considered disabled, compared to 7% of the total Plano population. Among seniors, ambulatory disabilities are the most common (17%), followed by independent living difficulty (13%), and hearing difficulty (11%).

Some challenges faced by the senior population include:

- **Income:** People over 65 are usually retired and living on a fixed income.
- **Health Care:** Due to a higher rate of illness, health care is essential.
- **Transportation:** Those on a low, fixed income may have a need for public transportation.
- **Housing:** Many live alone and struggle to afford their housing costs. Many have a need for accessibility modifications. Many want to downsize to smaller homes without moving to an apartment, but the availability is limited.

Senior households are particularly vulnerable to a competitive housing market, especially those on fixed incomes. While rents increase, the income for many senior households does not. Cost burdened rates are higher among seniors than the general population. According to the 2014-2018 ACS, 53% of senior renters and 25% of senior homeowners were cost burdened, compared with 37% and 19% of the general population in Plano, respectively. Waitlists for assisted housing programs is long, and the housing needs of the senior can be especially difficult due to disabilities and physical challenges.

### **Single Parents**

According to the 2014-2018 ACS, there are 7,106 single-parent households in Plano, or 7% of all households. Three-quarters are headed by women — or 76% (5,420 households), compared to 24% headed by men (1,686). Single-parent households are at a disadvantage financially, as their median incomes are lower compared to married-couple families. With disproportionately lower incomes, single-parent women households are more likely to be in poverty. Over 23% of single

mother households in Plano are below the poverty level, compared to 7% of families overall. Rates of poverty for single mother households with children under age five are more severe (33%), largely due to child care expenses. While increased availability of affordable housing to families will help this population, they have a particular need for assistance with the cost of child care, as well as job training and other educational opportunities to increase their income.

### **What are the housing and supportive service needs of these populations and how are these needs determined?**

The housing and service needs are described in the previous response.

### **Discuss the size and characteristics of the population with HIV/AIDS and their families within the Eligible Metropolitan Statistical Area:**

According to the Texas Department of State Health Services most recent data release, 23,000 people were living with HIV or AIDS in the DFW metroplex in 2018, of which 1,940 were in Collin County. The number of newly diagnosed cases in DFW was 1,045, of which 31 were in Plano.

#### **Discussion:**

While the need for increased availability of affordable housing is evident across different subgroups of people with low and moderate incomes, special housing and service considerations should be made for disabled persons, seniors, and single parents.

There are a limited number of affordable housing units available in Plano that accommodate people with mobility issues and which have convenient access to transportation and necessary supportive services. An increased number of well distributed affordable housing units, transportation access, and supportive services are needed in the City to allow them to live in dignity and with independence. Additionally, addressing the supportive housing and service needs of low income persons with a mental illness is critical to their stability and preventing them from possibly becoming homeless.

The share of persons age 65 and older in Plano has increased from 8% in 2010 to 13% in 2018. With the aging of its population, Plano is faced with an increased number of seniors requiring affordable housing, transportation, access to health care, and supportive service providers. Many of the housing issues for seniors overlap with those of disabled persons.

Finally, single parents, particularly those with young children, have an acute need for child care assistance, affordable housing, and job training or other educational opportunities. The negative effects of housing instability on children are well-documented. Addressing the affordable housing needs of single parent households creates a more equitable environment for children in Plano, giving them the opportunity to thrive without the added stress of moving and changing schools as the housing market fluctuates.

## **NA-50 NON-HOUSING COMMUNITY DEVELOPMENT NEEDS – 91.215 (F)**

### **Describe the jurisdiction's need for Public Facilities:**

During the public participation process, the community identified a need for a homeless shelter with accompanying day services. The community identified the need for a central location for persons experiencing homelessness to access services and case management, as well as increased homeless shelter space. The priority focus is emergency shelter beds open to the general population, though additional beds are needed for all household types. These needs are complementary and could be offered in the same facility.

### **How were these needs determined?**

During public meetings and focus groups, participants expressed a need for a resource center for people experiencing homelessness, who need a place to go during the day where they can access showers, restrooms, laundry, and case management, as well as other social services like health care, access to mainstream benefits, job training resources, and housing programs. Likewise, during a Collin County Visioning Session (September 2018), attended by over 60 homeless service providers and other stakeholders, a “Day Center for Centralized Services” was the overwhelming priority established through the voting process. This center was described as, “a centralized location that could act as an Access Point into the Coordinated Entry System (CES), provide Prevention and Diversion services, and offer an opportunity for other system providers to partner and collaborate to offer a multi-service function to meet the complex and varied needs of persons experiencing homelessness in Collin County” (OrgCode, 2018).

The need for shelter for the increasing unsheltered homeless population in Plano was also a common theme during public participation. While the City has emergency shelter available to children and people fleeing domestic violence, as well as transitional housing for women, youth, children, and families, there is no emergency shelter available in Collin County for the general population. During the 2018 Visioning Session, the second overall priority established was emergency shelter. Additionally, on the community survey, over 30 open-ended responses related to homeless shelter needs. During consultation with the Continuum of Care (CoC), the primary recommendation from the CoC lead agency, Metro Dallas Homeless Alliance, was to provide a low-barrier emergency shelter open to the general population with transportation (shuttle service) and a separate area for youth ages 18-25. The need for general population shelter is also evident in looking at the homelessness data in sections NA-40 and MA-30. As evidenced by data gathered during the annual Point-in-Time Count, the vast majority of Plano's unsheltered homeless population are single adults.

On the community survey, public facility needs that received the highest average rating on a scale of one to four were Youth Center, e.g. after school and summer programs (2.9) and Senior Center

(2.8). As there are several existing youth facilities in Plano, the support for this need has been included as a public service versus a facility. While a Senior Center was also rated highly over other facility needs, the City has an existing center, the Sam Johnson Senior Recreation Center (SJRC). The SJRC was remodeled last year and is available to Plano residents age 50+ for \$15 annually. The SJRC is located centrally to areas with higher concentrations of seniors in poverty and is also the home to the Wellness Center for Older Adults, which provides health services, benefits counseling, support groups, and other social services. The City's Park Master Plan includes an action item to conduct an assessment of senior recreation needs to further define and address senior facility and programming needs, to be completed within 1-5 years of the plan's approval (October 2018).

A significant number of open-ended responses related to parks and trails in the public facilities category were received on the community survey. However, the vast majority of these comments did not relate specifically to low and moderate income residents. Comments included a desire for additional parks and updates to existing parks. Plano residents living across the city have access to a park system of over 4,000 acres, which is approximately 9.4% of Plano's total city limits. The City's Park Master Plan contains a list of planned park improvements and an action item related to acquiring land for additional park and open space. The issues raised by participants in relation 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 consulted with the public through service provider focus groups, public meetings, and a community survey. Comments and input received did not support the need for using HUD funds to make Public Improvements at this time.

### **How were these needs determined?**

While general needs for street lighting, traffic light coordination, sidewalk improvements, and street/alley repair were identified in the community survey, none of the focus groups identified any Public Improvements needs. Additionally, the City covers these needs through its Community Investment Program (CIP), as general maintenance of publicly owned streets and other infrastructure is not an eligible CDBG expense. An eligible public improvement/infrastructure project that would meet a HUD national objective was not identified.

### **Describe the jurisdiction's need for Public Services:**

Plano's special needs populations, as well as low and moderate income households in general, have a variety of public service needs. In consultation with the public and other interested parties, the following are the public service needs and types identified through the ConPlan process:

- Homeless and homelessness prevention services
- Housing counseling and financial education
- Job training
- Medical and dental services
- Mental health services

- Resource navigation
- Senior services
- Services for abused/neglected children
- Services for disabled persons
- Services for victims of domestic violence
- Transportation
- Youth after-school and summer programs

### **How were these needs determined?**

The populations and services listed above were determined in consultation with service providers, community leaders, the CoC, faith-based organizations, Plano residents, and other stakeholders via public meetings, focus groups, and a community survey advertised online and at various community events.

# Housing Market Analysis

## MA-05 OVERVIEW

### Housing Market Analysis Overview:

Several 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 Condition of Housing Stock
- Public/Assisted Housing

## MA-10 NUMBER OF HOUSING UNITS – 91.210(A)&(B)(2)

### Introduction

According to the 2011-2015 CHAS, there are 108,515 housing units within the City of Plano, made up of approximately 64,880 owner units and 39,054 rental units. Household size and composition affect the demand for different housing types in a community. Also, the age of housing in a community can have a significant impact in terms of affordability, housing condition, and neighborhood stabilization, while also serving as an indicator of a City's growth trends. Significantly, 85% of the owner units in the City were built prior to 2000. Many key components of a home have a life expectancy of about 20 years, including HVAC systems, roofs, and windows. Plumbing and foundation work are also common projects undertaken in the City's Housing Rehabilitation Program, particularly among homes over 40 years old, which comprise about one-quarter of the City's owner units.

For low and moderate income households, there appears to be a need for affordable rental and homeowner units, repair of affordable owner-occupied units, and homelessness prevention. Smaller owner units for seniors are also a need, as well as supportive housing for persons with independent living difficulties and accessible units for persons with mobility limitations.

## All residential properties by number of units

Property Type	Number	%
1-unit detached structure	70,055	65%
1-unit, attached structure	4,180	4%
2-4 units	3,305	3%
5-19 units	17,975	17%
20 or more units	12,425	11%
Mobile Home, boat, RV, van, etc	575	1%
<i>Total</i>	<i>108,515</i>	<i>100%</i>

**Table 28 – Residential Properties by Unit Number**

Data Source: 2011-2015 ACS

## Unit Size by Tenure

	Owners		Renters	
	Number	%	Number	%
No bedroom	125	0%	815	2%
1 bedroom	245	0%	15,195	39%
2 bedrooms	3,005	5%	13,650	35%
3 or more bedrooms	61,505	95%	9,394	24%
<i>Total</i>	<i>64,880</i>	<i>100%</i>	<i>39,054</i>	<i>100%</i>

**Table 29 – Unit Size by Tenure**

Data Source: 2011-2015 ACS

## Describe the number and targeting (income level/type of family served) of units assisted with federal, state, and local programs.

Various federal, state, and local programs exist in Plano to assist low and moderate income families with obtaining stable housing. Unlike affordable units in the private market, which are naturally attractive to households with higher incomes who may be seeking a bargain in their housing costs, assisted housing must be rented to households based on income restrictions from the public funding source. This helps to preserve workforce housing availability for young families and individuals, as well as disabled and elderly persons living on a fixed low income.

At present, there are an estimated total of 2,542 subsidized rental housing units in Plano, including 23 units of Public Housing, 430 units at Plano Community Home properties, 1,154 units developed through the federal Low Income Housing Tax Credit (LIHTC) Program, and 935 Housing Choice Vouchers (City of Plano Analysis of Impediments to Fair Housing Choice, 2018). The number of Housing Choice Vouchers includes vouchers in use in Plano issued by other housing authorities and excludes vouchers issued by PHA but used in other cities within their 25-mile jurisdiction. LIHTC units must be rented to households at or below 60% of the area median income, which is currently \$49,860 for a family of four. Of these LIHTC units, 915 are restricted to persons age 55 and older. Plano Community Home units (430) are restricted to persons age 62 and older, though

some accessible units are made available to persons with a mobility impairment age 18 and older. Therefore, about half of the assisted housing inventory in Plano is restricted to elderly persons.

The total number of assisted housing units in Plano remains approximately equivalent to the assisted inventory that existed five years ago. While the number of LIHTC units has increased, with an additional 131 units currently under construction, PHA has lost HCV inventory. This is due to the increase in Small Area Fair Market Rents (SAFMR), which have increased significantly due to rising rental rates in Plano. Without a corresponding increase in their annual allocation of funding from HUD, PHA must administer a lower number of vouchers to maintain their budget.

### **Provide an assessment of units expected to be lost from the affordable housing inventory for any reason, such as expiration of Section 8 contracts.**

No units are expected to be lost from the affordable housing inventory in Plano in the next five years.

### **Does the availability of housing units meet the needs of the population?**

The City's Housing Trends Analysis Report (Economic & Planning Systems, 2018) found that between 2002 and 2015, the City added 84,000 jobs but only 25,000 new housing units were added. Plano's job to housing ratio was 4:1, meaning that the city grew by just one housing unit for every four new jobs. This supply/demand trend has played a major role in the affordability of housing in Plano, as demand has remained constant but supply constrained. The strain on supply pushes the sales price and market value of existing homes higher and increases rental rates, while new homebuyers seeking to purchase in Plano must spend more of their income on housing.

The Housing Trends Analysis also found that a household earning the city's median income can no longer afford the median-priced home. In 2001, a household earning median income could comfortably afford a median-priced home, with the affordable purchase price for that household being \$15,000 more than the median sales price. However, in 2017, that trend had reversed, with a household earning median income coming up \$20,000 short of being able to afford a median-priced home.

These private market trends have affected affordability in both rental and homebuyer markets, particularly for those with low and moderate incomes who possess less flexibility in their budget to adjust to rising housing costs. The total number of low and moderate income households in Plano has increased from 22,800 households in 2011 to 28,210 households in 2015. The sharpest increase was seen in the extremely low income category, which increased by 34% in four years, compared with the low income (16% increase) and moderate income (22% increase) categories. In four years, there has been an increase of 5,000 low and moderate income households, but the number of assisted units has not increased. At any given time, all assisted housing programs have waiting lists, and most people wait for an assisted unit for a year or longer. A greater number of assisted housing units is needed to meet the needs of Plano's population.

## Describe the need for specific types of housing:

Housing cost burden data discussed in the Needs Assessment (NA) section indicates a need more affordable rental housing units, especially for low and extremely low income households. Affordable rental housing was mentioned often throughout public meetings, focus groups, and the community survey. In the housing needs category of the survey, affordable rental housing was ranked the third highest out of seven housing needs, scoring an average of 2.7 out of 4 (a score of four was the highest priority). Among low income survey respondents, affordable rental housing was the highest priority, at an average score of 3.4. Over 110 comments related to housing affordability were written in the open-ended response sections of the community survey, and many of these comments were specific to a need for rental housing subsidies and affordable apartments.

In addition to rental housing, priority needs were also identified for homeownership. Of the 110 comments on the survey related to housing affordability, a significant number referenced the specific need for affordable homeownership opportunities. As stated in NA-10, the median home sales price in Plano has increased 39% in the past five years – an increase of over \$100,000. This has made the goal of homeownership for low and moderate income families difficult to attain because homes in the lowest price range often need extensive repairs. It is also difficult for low and moderate income families to be competitive in a booming housing market, where investors, cash buyers, and higher income families, able to make higher offers, have an advantage. With little flexibility in their budget to save for a large down payment, and the high monthly payment that would accompany a mortgage without a significant down payment, homeownership in Plano is out of reach for many low and moderate income families. Down payment assistance is needed to make homeownership available to this population.

Home repair for low and moderate income homeowners was also identified as a need. Energy efficiency improvements and repairing homeowner housing ranked first and second out of seven priority housing needs in the community survey, and over 40 comments related to home repairs were written in the open-ended response sections. According to the 2011-2015 CHAS, about 22% of homes in Plano are at least 40 years old or older, and many of these homes are located in areas with higher concentrations of low and moderate income residents. These residents are the least likely to be able to afford repairs to their homes. Assistance with these repairs not only helps the individual homeowner with maintaining the affordability, safety, and health of their home environment, it also keeps Plano's older housing stock in good repair, preventing deterioration of homes and neighborhoods.

Housing needs specific to seniors and disabled persons were also a common theme of public meetings, focus groups, and comments on the community survey. Commenters expressed the need for universal design and accessibility improvements to accommodate those with mobility issues, as well as any new development/redevelopment to be located within walking distance to amenities such as grocery stores, parks, and public transportation. Assisted housing programs designated for people with severe mental illness and developmental disabilities was also expressed throughout the public participation process.

## Discussion

Maintaining existing aging affordable housing stock and increasing affordable housing supply are critical to meeting demand in Plano over the next five years.

# MA-15 HOUSING MARKET ANALYSIS: COST OF HOUSING - 91.210(A)

## Introduction

This section will describe the general characteristics of the cost of housing based on HUD-provided ACS and CHAS data. However, due to rapid changes in Plano's housing market, Table 30 has been supplemented with more recent ACS data as follows: Median home value from 2012 (\$217,100) to 2018 (\$291,300) increased 34% and median contract rent increased 35% in the same period, from \$877 to \$1,186.

## Cost of Housing

	Base Year: 2012	Most Recent Year: 2018	% Change
Median Home Value	217,100	291,300	34%
Median Contract Rent	877	1,186	35%

**Table 30 – Cost of Housing**

Alternate Data Source: 2008-2012 ACS (Base Year), 2014-2018 ACS (Most Recent Year)

Rent Paid	Number	%
Less than \$500	2,245	5.8%
\$500-999	19,220	49.2%
\$1,000-1,499	12,925	33.1%
\$1,500-1,999	3,495	9.0%
\$2,000 or more	1,165	3.0%
<i>Total</i>	<i>39,050</i>	<i>100.0%</i>

**Table 31 - Rent Paid**

Data Source: 2011-2015 ACS

## Housing Affordability

% Units affordable to Households earning	Renter	Owner
30% HAMFI	920	No Data
50% HAMFI	2,415	1,580
80% HAMFI	14,800	8,270
100% HAMFI	No Data	13,315
<i>Total</i>	<i>18,135</i>	<i>23,165</i>

**Table 32 – Housing Affordability**

Data Source: 2011-2015 CHAS

## Monthly Rent

Monthly Rent (\$)	Efficiency (no bedroom)	1 Bedroom	2 Bedroom	3 Bedroom	4 Bedroom
Fair Market Rent	836	989	1,201	1,600	2,080
High HOME Rent	836	989	1,193	1,370	1,509
Low HOME Rent	727	779	935	1,080	1,205

**Table 33 – Monthly Rent**

Data Source: HUD FMR and HOME Rents

## Is there sufficient housing for households at all income levels?

According to Table 32, there are significant gaps in the number of housing units affordable to households in the extremely low (0-30% AMI) and low (30-50% AMI) income categories. While there are sufficient units for households earning 80% AMI, there may be some affordability gap to persons at the lower end of the moderate (50-80%) income category.

In the extremely low income category, there are 7,650 total households, of which 5,455 are renters and 2,195 are homeowners. There are only 920 renter units affordable to people earning 30% AMI, leaving a gap of 4,535 units. While HUD could not provide data on affordable owner units for this category, 77% of homeowners in this income category are cost burdened, suggesting that there is a significant gap in owner units affordable to households earning 30% HAMFI.

In the low income category, there are 7,165 total households, of which 4,190 are renters and 2,975 are homeowners. For households earning 50% AMI, there are 2,415 affordable rental units, leaving a gap of 1,775 units. Additionally, there are 1,580 affordable owner units, leaving a gap of 1,395 units.

In the moderate income category, there are 13,395 total households, of which 7,385 are renters and 6,010 are homeowners. For households earning 80% AMI, there are 14,800 affordable rental units and 8,270 affordable owner units. While the distribution of households closer to the low end of this income category versus the high end is unknown, there are sufficient units for households

earning close to the higher end of this range. Households at the lower end, closer to the 50-60% AMI range would be cost burdened in paying for a unit affordable to a household at 80% AMI.

### How is affordability of housing likely to change considering changes to home values and/or rents?

According to data from the North Texas Real Estate Information Systems (NTREIS), median home sales price peaked in Plano in June 2018 at \$360,000. In August 2019, median sales price neared the peak, at \$358,000. According to Zillow Research, home values in 2020 are forecasted to remain constant at \$338,000. With the housing market showing signs of slowing throughout the DFW metroplex, home prices and rental rates are not expected to increase as drastically over the next five years. However, according to the City’s 2018 Housing Trends Analysis Report, even with modest escalation of home prices of 3% annually, the affordability gap for a family earning the median income purchasing a median-priced home could widen to \$154,000 by 2028.

### How do HOME rents / Fair Market Rent compare to Area Median Rent? How might this impact your strategy to produce or preserve affordable housing?

Monthly Rent (\$)	Efficiency (no bedroom)	1 Bedroom	2 Bedroom	3 Bedroom	4 Bedroom
Median Gross Rent	1,043	1,119	1,431	1,714	2,207

**Table 34 – Median Gross Rent**

Data Source: 2014-2018 ACS Five-Year Estimates

Comparing Table 33 and Table 34, median gross rent at each unit size exceeds high and low HOME rents and Fair Market Rent (FMR) for the Dallas Metropolitan Statistical Area (MSA). When one considers that for a single person earning \$10.00 per hour full-time, who earns \$20,800 per year and takes home \$1,733 per month, housing costs for an efficiency unit would represent a minimum of 42% of that individual's gross income in a HOME-assisted rental project or 62% of their income in the private market. Another example is a single parent with two children at 50% HAMFI, earning \$18.00 per hour full time, earning \$37,440 per year and taking home \$3,120 per month. For this family, housing costs for a two-bedroom unit would represent a minimum of 30% of that individual's gross income in a HOME-assisted rental project or 46% of their income in the private market. The vast majority of low income renters in Plano live in private market housing without assistance.

### Discussion

There are significant gaps in affordable rental and ownership housing in Plano, especially for people earning at or below 50% HAMFI, of whom 80% are cost burdened and 60% are severely cost burdened.

# MA-20 HOUSING MARKET ANALYSIS: CONDITION OF HOUSING – 91.210(A)

## Introduction

This section will describe the condition of housing for the Plano housing market. There are 10,374 households (or 10.6% of all households) in Plano that experience severe housing problems. The four conditions of housing problems include (1) lack of complete kitchen facilities, (2) lack of complete plumbing facilities, (3) more than one person per room, and (4) cost burden (paying more than 30% of household income on housing expenses).

## Definitions

For the purposes of this ConPlan, "standard condition" housing units are those that meet applicable federal standards and local building codes. A housing unit in "substandard condition but suitable for rehabilitation" is one 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	12,755	20%	14,995	38%
With two selected Conditions	125	0%	1,030	3%
With three selected Conditions	15	0%	55	0%
With four selected Conditions	0	0%	0	0%
No selected Conditions	51,985	80%	22,980	59%
<i>Total</i>	<i>64,880</i>	<i>100%</i>	<i>39,060</i>	<i>100%</i>

**Table 35 - Condition of Units**

Data Source: 2011-2015 ACS

## Year Unit Built

Year Unit Built	Owner-Occupied		Renter-Occupied	
	Number	%	Number	%
2000 or later	9,965	15%	8,780	22%
1980-1999	38,875	60%	23,850	61%
1950-1979	15,618	24%	6,045	15%
Before 1950	419	1%	385	1%
<i>Total</i>	<i>64,877</i>	<i>100%</i>	<i>39,060</i>	<i>99%</i>

**Table 36 – Year Unit Built**

Data Source: 2011-2015 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	16,037	25%	6,430	16%
Housing Units built before 1980 with children present	13,109	20%	7,250	19%

**Table 37 – Risk of Lead-Based Paint**

**Data Source:** 2011-2015 ACS (Total Units) 2011-2015 CHAS (Units with Children present)

## Vacant Units

	Suitable for Rehabilitation	Not Suitable for Rehabilitation	Total
Vacant Units			
Abandoned Vacant Units			
REO Properties			
Abandoned REO Properties			

**Table 38 - Vacant Units**

## Need for Owner and Rental Rehabilitation

Table 35 provides information on all four conditions of housing, including cost burden, which has been discussed extensively in previous sections. Based on data from Table 6 in Section NA-10, a minimum of 560 renter units and 10 owner units lack complete kitchen or plumbing facilities. While there are minimal units in the City with these problems, there are a number of units that are in substandard condition but suitable for rehabilitation. While the total number is unknown, the City has processes an average of 37 applications annually for its Housing Rehabilitation Program (HRP). Many more homeowners may have homes in substandard condition, but do not submit an application for the HRP, either because they lack awareness of the program or do not meet eligibility requirements.

Owner demographics show that households who are low income and extremely low income may live in housing units that have housing problems which the owner is unable to repair due to a financial hardship. These can affect the health and safety of seniors and children. Many such residents of Plano have relied on the City for repair and rehabilitation assistance, lead-based paint removal, and energy efficiency improvements.

## Estimated Number of Housing Units Occupied by Low or Moderate Income Families with LBP Hazards

Table 37 presents the risk of Lead Based Paint Hazards by showing the number of housing units built before 1980. The table also illustrates the number and percentage of housing units that are rental and owner-occupied. Of the approximately 20,359 pre-1980 units with children present, as many as one-half may be low or moderate income, based on income distribution across the city's geography.

## Discussion

While a small number of housing units lack complete kitchen or plumbing facilities, Plano's housing stock is aging, with 80% of units built before 2000 and 19% built before 1980 (ACS 2014-2018). As housing units age, they are more likely to need repairs, and older housing units in Plano are more likely to be occupied by low income families. These families are in need of assistance with repairs to their homes as they age, in order to maintain standard living conditions and sustain the affordability of their housing.

## MA-25 PUBLIC AND ASSISTED HOUSING – 91.210(B)

### Introduction

Plano Housing Authority (PHA) is the local public housing agency. PHA currently has 908 Housing Choice Vouchers (HCV), 40 Veterans Affairs Supportive Housing (VASH) vouchers, and 23 single-family, scattered site Public Housing units.

### 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	0	23	978	0	908	40	0	30
# of accessible units	0	0	2	Unknown	0	Unknown	Unknown	0	Unknown

**\*includes Non-Elderly Disabled, Mainstream One-Year, Mainstream Five-year, and Nursing Home Transition**

Table 39 – Total Number of Units by Program Type

Data Source: PIC (PIH Information Center)

### Describe the supply of public housing developments:

PHA is currently in the process of converting its 23 single-family Public Housing units to Project-Based Vouchers (PBVs), as part of an effort by HUD known as “Repositioning.” These homes will remain in the affordable housing inventory and their monthly subsidy will continue to be administered by PHA. However, they will no longer be a part of the Public Housing program.

The number of accessible units in the voucher program (Table 39) was unable to be determined, as tenants request these features directly to their landlords. There is no requirement for tenants to report these requests to PHA. In the Public Housing program, two of PHA's units have accessible bathrooms.

**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's 23 Public Housing units were built between 1962 and 1981. All units are currently undergoing rehabilitation through the Rental Assistance Demonstration (RAD) program, as part of the process of conversion to PBVs. The scope of work includes replacement of flooring, painting, new appliances, plumbing upgrades, LED lighting, and other minor updates to ensure all homes are in good repair. All rehabilitation work is expected to be completed by September 2020.

## Public Housing Condition

Public Housing Development	Average Inspection Score
Single Family Public Housing Units (23)	95%

Table 40 - Public Housing Condition

### Describe the restoration and revitalization needs of public housing units in the jurisdiction:

As described above, all Public Housing units in Plano are currently undergoing rehabilitation and modernization to ensure they are energy efficient and in good repair.

### Describe the public housing agency's strategy for improving the living environment of low- and moderate-income families residing in public housing:

The rehabilitation of the Public Housing units will be an improvement to the tenants residing in them, with efficient appliances, better insulation, and plumbing updates. Additionally, PHA works to improve the living environment of all of its assisted tenants by utilizing Small Area Fair Market Rents (SAFMR) to encourage its clients to move to areas of higher opportunity. Utilizing SAFMRs allows PHA to pay the prevailing fair market rent by zip code, creating an opportunity for voucher-holders to live in housing in areas that may have previously been unavailable to them, due to higher rental costs.

In addition to PHA's efforts, the City and PHA work together to make homeownership and educational opportunities available to voucher-holders and public housing residents. Each PHA client is made aware of the City's First Time Homebuyer program and class, as well as annual workshops offered by the City, which cover topics such as fair housing, tenant rights, and community resources.

### Discussion:

This section is optional and was left blank intentionally.

## MA-30 HOMELESS FACILITIES AND SERVICES – 91.210(C)

### Introduction

This section will provide a brief inventory of facilities, housing, and services that meet the needs of homeless persons within the City of Plano. On January 24, 2019, the City of Plano conducted its annual Point-in-Time (PIT) Count. There were 103 unsheltered persons counted and 145 persons staying in shelter in Plano.

### 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)	23	0	212	0	0
Households with Only Adults	15	100	13	0	0
Chronically Homeless Households	0	0	0	0	0
Veterans	0	0	0	0	0
Unaccompanied Youth	10	0	25	0	0

Table 41 - Facilities and Housing Targeted to Homeless Households

**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**

LifePath Systems is the Local Authority for both mental health and substance abuse services in Plano and throughout Collin County, providing behavioral health services to people who qualify for State-funded assistance. LifePath serves both homeless and non-homeless clients and has a Mobile Crisis Outreach Team to address behavioral health crises. For homeless persons without a vehicle, LifePath's Plano office can be reached via DART's GoLink service from Parker Road Station.

Health care services are available through several low cost clinics in Plano serving indigent persons, 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.

Employment services are offered primarily through Workforce Solutions for North Central Texas, which offers a place for job seekers to seek employment, attend classes, and receive specialized assistance. Vocational Rehabilitation Services are also offered, which helps connect disabled persons to work opportunities. Additionally, the City's Day Labor Center offers a safe venue where customers and day laborers can come together and exchange day labor work for daily pay in a well-organized and supervised environment. Workforce training and educational opportunities are 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.**

In addition to the mental and physical health services and employment programs described above, there are a variety of services and facilities that meet the needs of homeless persons in the City of Plano, described in detail below.

Shelter and Transitional Housing

Plano is home to nine nonprofit organizations providing emergency and/or transitional shelter. Emergency shelter is available to individuals and families fleeing domestic violence and runaway/homeless youth (48 total beds). Plano Overnight Warming Station (POWS) is a collaborative initiative that provides emergency shelter in Plano when temperatures are forecasted to be 32 degrees or below, or 35 degrees with precipitation (100 beds). Transitional

housing is available to domestic violence survivors, youth, women, and families with children (250 total beds).

#### Street Outreach

Outreach to unsheltered homeless persons is undertaken by City House, as well as a collaboration between the City of Plano's Neighborhood Services Department and Police Department's Neighborhood Police Unit, with assistance from community volunteers and staff of local agencies described herein.

#### Rapid Rehousing

The City of Plano Rapid Rehousing Program is administered by City House in partnership with Assistance Center of Collin County, providing 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.

#### Coordinated Entry

Metro Dallas Homeless Alliance provides a Coordinated Assessment Case Manager in Collin County, who connects unsheltered homeless individuals to shelter and if eligible, places them on the Housing Priority List to receive housing assistance.

#### Basic Needs

People experiencing homelessness struggle to ensure their basic needs are met. Streetside Showers provides mobile showers and hygiene kits to the homeless population in Plano on a weekly basis. Clothing is available from two nonprofit organizations in Plano, with one located to the east and west of US-75. Several organizations provide food pantry services, with at least six locations on the east side of US-75, and two on the west side.

#### Veterans

The HUD-Veterans Affairs Supportive Housing (HUD-VASH) program combines Housing Choice Voucher (HCV) rental assistance for homeless Veterans with case management and clinical services provided by the Department of Veterans Affairs (VA). Plano Housing Authority has 40 HUD-VASH vouchers, which target chronically homeless veterans with a disability. Veterans may be connected to additional resources through the Veterans Center of North Texas, a nonprofit organization that assists veterans in Plano. Plano is also home to a VA outpatient clinic, which is located in south central Plano, near a DART bus stop.

# MA-35 SPECIAL NEEDS FACILITIES AND SERVICES – 91.210(D)

## Introduction

Special needs populations in Plano are growing, in particular senior and persons with disabilities, which is increasing the demand for housing and services for this population. Although there have been market rate housing developments created because of the growing size of these populations, many are not affordable to low and moderate income residents. Housing needs for special needs populations include housing that often has smaller units and have supportive services nearby or in the development.

In addition, there are many seniors who are homeowners. Sometimes seniors have problems with maintaining their homes due to mobility or income. This reinforces the need for emergency home repair and rehabilitation programs.

## **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**

Plano partners with multiple organizations that provide supportive services for persons transitioning out of prison, nursing homes, and other mental and physical health institutions. The Continuum of Care lead agency, Metro Dallas Homeless Alliance, helps to coordinate housing and services for these populations.

## **Describe programs for ensuring that persons returning from mental and physical health institutions receive appropriate supportive housing**

Plano partners with multiple organizations that provide supportive services for persons transitioning out of prison, nursing homes, and other mental and physical health institutions. The Continuum of Care lead agency, Metro Dallas Homeless Alliance, helps to coordinate housing and services for these populations. Additionally, Unlocking DOORS is a local organization that specifically targets people transitioning out of prison to help them find housing, employment, and other supportive services. The City also has a Hospital Homeless Initiative, in which City Staff partners with Plano hospitals to provide service coordination to persons expected to exit the hospital into unsheltered homelessness. To date, all participating patients have been diverted from unsheltered homelessness.

**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)**

Two of the three HUD-funded programs administered directly by the City have significant impact on special needs populations. In Grant Year 2020, the City will continue to fund its Housing Rehabilitation Program, which provides repairs to low and moderate income homeowners. While open to all eligible low and moderate income households, the availability of this program is particularly vital to Plano's elderly and disabled homeowners, many of whom desire to age in place and maintain the safety and affordability of their current housing. The City will also continue funding its Homelessness Prevention Program, which serves low income households who are at risk of eviction. While not limited to a certain subpopulation, the participants in this program are often single mothers with children, who have unique needs as described in Section NA-45.

With regard to other programs, this section will be updated after the Community Relations Commission recommends funding to organizations as part of the City's 2020 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 above response.

## **MA-40 BARRIERS TO AFFORDABLE HOUSING – 91.210(E)**

### **Negative Effects of Public Policies on Affordable Housing and Residential Investment**

In 2019, the City finalized its Analysis of Impediments to Fair Housing Choice (AI). The AI process did not identify any specific policies of the City of Plano which serve as impediments to fair housing choice. Local public policies in Plano are generally favorable for the production of affordable housing, including waiver of development-related fees in the City's Neighborhood Empowerment Zone and a relatively small minimum square footage for single-family units (800 square feet). Over the past five years, the City has made new efforts to increase the diversity of its housing stock and confront affordability issues to accommodate varying needs of the population.

While there were no local policies identified as barriers to affordable housing in the City's AI, market conditions in Plano have caused an increase in home values and rental rates over the last several years. As summarized in the City's Housing Trends Analysis, which explores these factors in depth, "Plano has experienced significant employment growth in the past 15 years; however, residential growth has not occurred at the same pace. While the City has been extremely successful in attracting major employers, residentially-zoned land in the city is almost entirely built out, making new residential development increasingly challenging. Employment growth without concurrent residential growth, alongside this land constraint, has put increasing pressure on the housing market, resulting in a lack of 'starter' homes (both ownership and rental) and homes affordable to the general workforce (both ownership and rental)" (Economic & Planning Systems, 2018).

As a result of these market conditions, from 2012 to 2018, median contract rent increased by 35% in Plano, and median home values increased by 34%. Comparatively, median household income in Plano only rose 11% over the same period. These conditions have created a barrier to affordable housing, as it has become increasingly difficult for low and moderate income residents to afford their housing costs. In addition, affordable housing developers have found it increasingly difficult to purchase and develop land in Plano at a cost effective rate. Efforts to address housing affordability, in addition to those funded with HUD grants under this ConPlan, are described in Section SP-55.

## MA-45 NON-HOUSING COMMUNITY DEVELOPMENT ASSETS – 91.215 (F)

### Introduction

The non-housing community development section provides a brief summary of Plano's priority non-housing community development needs that are eligible for assistance under the CDBG program. This section of the plan provides Plano's specific community development objectives, developed in accordance with the primary objective of the CDBG program to provide decent housing and a suitable living environment and expand economic opportunities, principally for low and moderate income persons.

### 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	919	686	1	0	0
Arts, Entertainment, Accommodations	13,091	17,231	10	9	-1
Construction	4,542	6,035	4	3	0
Education and Health Care Services	16,331	24,120	13	13	0
Finance, Insurance, and Real Estate	16,153	25,712	13	14	1
Information	5,814	13,196	5	7	3
Manufacturing	9,309	13,963	7	8	0
Other Services	3,462	3,742	3	2	-1
Professional, Scientific, Management Services	20,209	34,889	16	19	3
Public Administration	0	0	0	0	0
Retail Trade	14,339	22,880	11	12	1
Transportation and Warehousing	2,971	964	2	1	-2
Wholesale Trade	8,660	9,186	7	5	-2
Total	115,800	172,604	--	--	--

**Table 42 - Business Activity**

**Data Source:** 2011-2015 ACS (Workers), 2015 Longitudinal Employer-Household Dynamics (Jobs)

## Labor Force

Total Population in the Civilian Labor Force	153,815
Civilian Employed Population 16 years and over	145,790
Unemployment Rate	5.21
Unemployment Rate for Ages 16-24	11.56
Unemployment Rate for Ages 25-65	3.77

**Table 43 - Labor Force**

**Data** 2011-2015 ACS  
**Source:**

Occupations by Sector	Number of People
Management, business and financial	59,805
Farming, fisheries and forestry occupations	5,595
Service	9,885
Sales and office	35,240
Construction, extraction, maintenance and repair	5,590
Production, transportation and material moving	3,925

**Table 44 – Occupations by Sector**

**Data** 2011-2015 ACS  
**Source:**

## Travel Time

Travel Time	Number	Percentage
< 30 Minutes	79,190	60%
30-59 Minutes	45,400	34%
60 or More Minutes	8,430	6%
<i>Total</i>	<i>133,020</i>	<i>100%</i>

**Table 45 - Travel Time**

**Data** 2011-2015 ACS  
**Source:**

## 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	6,465	410	2,079
High school graduate (includes equivalency)	13,255	820	3,845
Some college or Associate's degree	31,215	1,785	7,410
Bachelor's degree or higher	73,770	2,875	12,490

**Table 46 - Educational Attainment by Employment Status**

Data 2011-2015 ACS  
Source:

### Educational Attainment by Age

	Age				
	18–24 yrs	25–34 yrs	35–44 yrs	45–65 yrs	65+ yrs
Less than 9th grade	530	1,430	1,695	2,175	1,710
9th to 12th grade, no diploma	2,409	1,100	1,030	1,530	1,430
High school graduate, GED, or alternative	5,904	5,035	4,120	8,770	5,460
Some college, no degree	7,525	7,715	7,185	14,705	6,535
Associate's degree	1,060	2,830	2,463	5,525	1,700
Bachelor's degree	3,279	12,170	14,300	28,160	8,210
Graduate or professional degree	360	6,449	10,165	17,920	5,165

**Table 47 - Educational Attainment by Age**

Data 2011-2015 ACS  
Source:

### Educational Attainment – Median Earnings in the Past 12 Months

Educational Attainment	Median Earnings in the Past 12 Months
Less than high school graduate	27,554
High school graduate (includes equivalency)	59,180
Some college or Associate's degree	105,379
Bachelor's degree	153,125
Graduate or professional degree	189,964

**Table 48 – Median Earnings in the Past 12 Months**

Data 2011-2015 ACS  
Source:

## Based on the Business Activity table above, what are the major employment sectors within your jurisdiction?

Based on the data provided in Table 44, the major employment sectors in Plano include management, business, and financial (59,805) and sales and office (35,240). The third major sector is service, with 9,885 employees.

## Describe the workforce and infrastructure needs of the business community:

A key workforce and infrastructure need in Plano and throughout Collin County is ensuring that employees are able to get to their places of employment. Plano is a DART member city, giving people who live and/or work in Plano access to public transportation. While traditional fixed bus service is limited in Plano, other programs including DART Paratransit, Flex buses, and GoLink service help to expand coverage across the city. While coverage has increased, issues with frequency, reliability, and travel times may still deter some potential riders from using DART as their primary means of transportation to and from their job.

Transportation cost is also an important factor. Plano's Legacy business corridor, home to thousands of primary and secondary jobs, is mainly accessible via the Dallas North Tollway. Several dollars per day in tolls may add a significant cost to commute, especially for low income workers. Additionally, 41% of Plano workers have a commute longer than 30 minutes, and in 2015, according to the City's Housing Trends Analysis, over 110,000 workers in Plano commute in to the city from more than 10 miles. These conditions put a strain on low income family resources due to increased commute costs and the likely need of additional afterschool care to accommodate the commute time.

Housing affordability also affects the business community and intersects with transportation needs. Housing costs in Plano may be out of reach for many service industry workers. A person would need to earn at least \$23/hr to afford HUD Fair Market Rent for a one-bedroom unit east of US-75 (\$1,220) without being cost burdened. Many low and moderate income households who work in Plano may be left with the choice to either pay a high share of their income toward housing, or live in a more affordable area, but significantly increase their transportation cost and commute times.

The housing and transportation factors described above are echoed by Plano's business community. In June 2018, employers from the hospitality and service industry in the Legacy area were consulted in a focus group, as part of the development of the City's Housing Trends Analysis. These employers shared the difficulty they have had in recent years with retaining employees, who reported leaving their positions for comparable employment closer to their homes. Some of these businesses have had to continually raise wages for their service-level employees in order to retain them, reporting that such increases may not be sustainable for their business models in the long-term.

**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.**

Plano's Economic Development Department seeks to: 1) create job opportunities to provide access to wealth through economic growth; 2) diversify the economic base to cushion against economic shock; and 3) increase the tax base to provide services to citizens initiatives. Over the past 20 years, Plano has transformed into an economic epicenter for Collin County and the DFW region. Plano's Economic Development initiatives have attracted interest nationally. In 2018, 3,069 jobs were added from company retention, relocation, and expansion across an array of industries. Currently, the City's Economic Development Department collaborates with Collin College to facilitate customized job training opportunities for employers in Plano to fill gaps in their workforce needs, via Texas Workforce Commission's (TWC) Skills Development Fund. The need for additional job training, particularly for low income and special needs populations, is vital to continue to maintain and attract businesses to the area and provide access to opportunity for all residents.

With only 5% of land in Plano currently undeveloped, the redevelopment of commercial properties represent opportunities that will spur economic and residential growth in Plano. For example, the Collin Creek Mall, built in 1981, is currently undergoing redevelopment into a 100-acre mixed-use project with housing, entertainment, and office space. This project and others will bring new housing and jobs to Plano. Incorporating housing into retail and job centers with mixed-use development offers many benefits, including reducing auto dependence, increasing travel options, and increasing housing options by offering a variety of housing types. Transit-oriented development and high quality mixed-use developments are policies and actions addressed in the City's Comprehensive Plan, known as Plano Tomorrow. The current plan was approved by Plano City Council in October 2015 and continues to be re-evaluated for updates that address the City's needs.

**How do the skills and education of the current workforce correspond to employment opportunities in the jurisdiction?**

At a broad level, members of Plano's workforce possess skills and education commensurate with Plano's employment opportunities. Training opportunities created through the Skills Development Fund help to meet unique needs of various employers in Plano. According to the information in Table 42, some gaps exist between the workforce and jobs in Plano. In the "Jobs Less Workers" column, a negative number reflects an oversupply of labor for the sector (more workers than jobs) and a positive number reflects an undersupply of labor (more jobs than workers). Sectors with the most significant oversupply include Transportation and Warehousing and Wholesale Trade. On the other hand, sectors with the most significant undersupply of labor include Professional, Scientific, Management Services and Information. Expanded investment in job training and

access to higher education creates new opportunities to re-train employees from sectors with an oversupply of labor and helps create career pathways for others seeking to increase their skills and income.

**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.**

As described earlier in this section, TWC's Skills Development Fund provides grants to Collin College, who partners with local employers to offer customized job training to meet workforce demand. Plano's Economic Development Department helps to facilitate these partnerships, through ongoing engagement with Plano employers. Per Workforce Solutions for North Central Texas's 2019 Annual Report, TWC awarded \$566,505 to Collin College and various business partners in Plano and throughout Collin County to provide job training to 59 new workers and 159 existing workers. Collin College also provides training opportunities to Plano residents through its Workforce Programs, offering certificates and degrees for a variety of careers. Classes are offered at \$54 per credit hour, ranging from approximately \$800 for a 15-hour certificate, up to \$3,500 for an Associate's degree. The availability of these programs complement and support the City's goal to provide job training as part of this Consolidated Plan.

**Does your jurisdiction participate in a Comprehensive Economic Development Strategy (CEDS)?**

The North Central Texas Council of Governments (NCTCOG), which serves 16 counties including Collin, adopted a Comprehensive Economic Development Strategy (CEDS) in 2016. The City of Plano Economic Development Department provided input during the development of the CEDS. As stated in the CEDS, "Our CEDS is not intended to provide guidance to individual cities and counties about what they need to be doing in their economic development programs; rather, we believe our role as a COG is to look at our region as unit of cities and counties that compete globally for employers and workers, and therefore focus on capacity-building strategies like transportation, infrastructure, education and healthcare, in addition to housing and environmental issues." While the regional CEDS does not guide City of Plano's specific economic and community development strategies, many of the objectives described in the CEDS are complementary to the priorities, policies, and objectives of the City, as described in this ConPlan and the City's Comprehensive Plan.

**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 does not undertake specific initiatives as part of the CEDS. However, the goals in this ConPlan for housing, transportation, and job training align with goals of the CEDS (skilled workforce, transportation and public infrastructure, and comprehensive community development).

## Discussion

This section is optional and was left blank intentionally.

### **MA-50 NEEDS AND MARKET ANALYSIS DISCUSSION**

#### **Are there areas where households with multiple housing problems are concentrated? (include a definition of "concentration")**

As with many cities across the United States, the City of Plano faces higher concentrations of housing-related problems in certain areas within its boundaries. Such housing concentrations relate to affordability, income levels, age of housing, and higher concentrations of racial/ethnic minorities in certain Census block groups and neighborhoods. Concentrations exist when a certain variable, such as income level or race/ethnicity, exists at a percentage that higher than that of the citywide percentage by a statistically significant margin.

Geographic analysis shows that the concentration of older house stock and rental cost burden overlaps with concentrations of low to moderate income families and concentrations of racial and ethnic minorities, specifically African Americans and Hispanics. Owner cost burden is distributed relatively evenly throughout the City, with two areas of concentration in higher income Census tracts.

Areas which have a concentration of African American and Hispanic populations, and areas that have greater concentration of low and moderate income persons are located primarily in south and east Plano, and the area northwest of US-75. Housing units built before 1978, also concentrated in east and south Plano, are more likely to contain lead-based paint and are more likely in need of major repair. Yet, these houses are occupied by families least likely to have the financial means to correct either potential lead hazards or make all other needed repairs. Primary areas with higher concentrations of rental cost burden exist in east Plano and northwest of US-75, as well as northwest Plano and south central Plano bordering President George Bush Turnpike. The latter two areas primarily consist of apartments and overlap somewhat with concentrations on African American and Asian populations.

#### **Are there any areas in the jurisdiction where racial or ethnic minorities or low-income families are concentrated? (include a definition of "concentration")**

This is addressed in the above response.

### **What are the characteristics of the market in these areas/neighborhoods?**

The characteristics of the market in the areas where there is a concentration of minority populations or housing problems are older housing stock, lower income levels, higher incidence of repair needs, and higher rental cost burden.

### **Are there any community assets in these areas/neighborhoods?**

The primary asset of the south and east areas of the City are proximity to downtown and public transportation including DART's light rail stations. Moreover, these areas generally have adequate community facilities, including access to libraries, parks, and recreational facilities, as well as nonprofit organizations providing social services. The northwest portion of the City with high rental cost burden is within the Legacy area, which is a major economic center for the City, with access to thousands of jobs across a spectrum of occupations. DART GoLink service is also available in this area, to provide public transportation service for to those who live/work in the Legacy area.

### **Are there other strategic opportunities in any of these areas?**

Over the past 15 years, downtown Plano redevelopment has been encouraged and is on the rise due to public transit opportunities and central location. The Legacy area has also continued to develop into a thriving business, retail, and residential community over the past 15 years. Creating mixed income developments by leveraging demand for market rate housing in these areas with the demand for affordable housing represents a strategic opportunity for Plano.

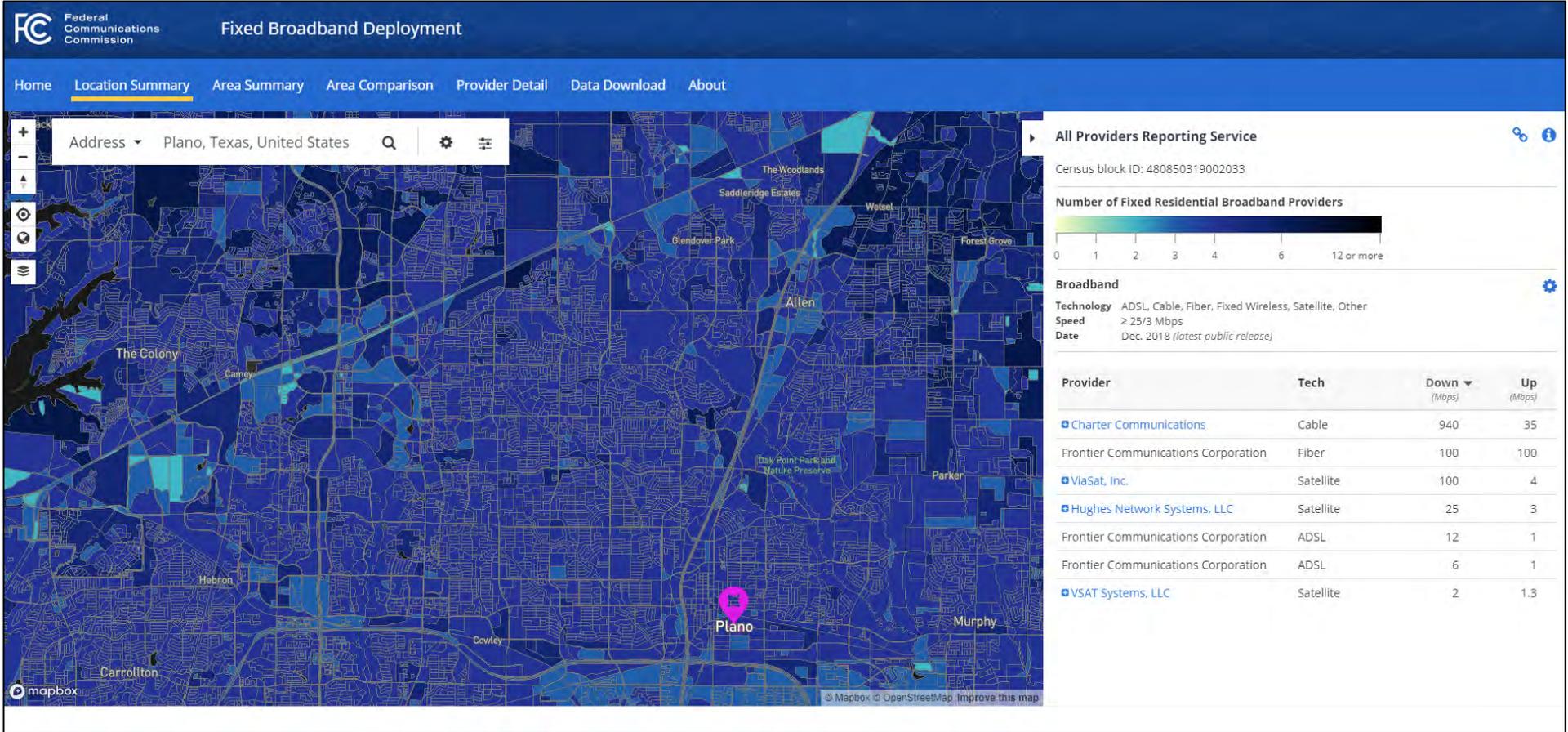
## **MA-60 BROADBAND NEEDS OF HOUSING OCCUPIED BY LOW- AND MODERATE-INCOME HOUSEHOLDS - 91.210(A)(4), 91.310(A)(2)**

### **Describe the need for broadband wiring and connections for households, including low- and moderate-income households and neighborhoods.**

Broadband service is defined by the Federal Communications Commission (FCC) as having a minimum download speed of 25 Mbps and 3 Mbps upload speed. Broadband service is widely available from multiple providers across the city of Plano (see Figure 2). The majority of the city is covered by at least four providers. They offer at least the minimum level of speed, with any given area generally having the option of one cable provider, one fiber provider, and two satellite providers. Very small portions of the city lack fiber wiring, but still have at least three providers offering broadband service. Therefore, the City did not identify a need in this ConPlan to utilize funds for broadband wiring.

**Describe the need for increased competition by having more than one broadband Internet service provider serve the jurisdiction.**

As discussed above, the City has at least three broadband providers for each residential area, with most areas served by four providers.



**Figure 2: Fixed Broadband Deployment Map**  
December 2018 (latest public release)  
Source: Federal Communications Commission

## **MA-65 HAZARD MITIGATION - 91.210(A)(5), 91.310(A)(3)**

### **Describe the jurisdiction's increased natural hazard risks associated with climate change.**

Plano has historically been prone to various natural hazard events including flooding, heavy rain and thunderstorms, tornadoes, drought, and others. The potential impacts of climate change—including an increase in prolonged periods of excessively high temperatures, more heavy precipitation, more severe droughts—are often most significant for vulnerable communities. By the middle of the century, the average summer temperature is expected to rise four degrees. This rise in temperature could lead to altered weather and precipitation patterns, a rise in severe storms and an increased risk of catastrophic floods.

Plano has a multi-hazard mitigation plan known as the Plano Hazard Mitigation Action Plan. This Hazard Mitigation Plan is a comprehensive plan for disaster resiliency and identifies natural hazards and risks within the city. The plan lays out the City's hazard mitigation strategy to make Plano less vulnerable and more disaster resistant addressing various phases such as hazard mitigation, emergency preparedness, disaster response, and disaster recovery. Efforts to incorporate smart growth initiatives into the approved Hazard Mitigation Plan and long term community development planning activities will help address gaps and improve resiliency to natural disasters.

### **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 residents are at particular risk due to having less available resources. A dramatic rise in electricity or housing costs could put them at imminent risk of homelessness or living in substandard conditions. When Plano has an event that does not merit a federal declaration, there are not as many options for aid to people who are uninsured or underinsured. Flash floods are one example of an event that usually does not rise to a federal level but that impacts a large number of people without insurance. This type of unexpected expense, like having a flooded car or home damage, can be enough to put a family in crisis.

Low and moderate income households are cost burdened at a rate of 62% among homeowners and 76% among renters. With more than 30% of their income going toward their housing costs, there are little funds remaining to accumulate savings and plan for emergencies. While those without insurance would be particularly affected in a natural disaster, even those with insurance may struggle to come up with the funding needed to cover their deductible. Floods, fires, and tornadoes are all natural disasters that may cause a household to temporarily or permanently leave their previous housing. The costs associated with a temporary or permanent move may exceed what insurance covers, including unpaid time off work, increase in food costs, lodging

costs, and car rental. A wider availability of affordable housing units may lessen the effects of disasters on low and moderate income families, whose housing cost burden would be reduced by increased affordability.

# Strategic Plan

## SP-05 OVERVIEW

### Strategic Plan Overview

In order to continue to receive federal funds, the City of Plano must submit a Consolidated Plan (ConPlan) to the U.S. Department of Housing and Urban Development (HUD) every five years. 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 to make data-driven, place-based investment decisions. The consolidated planning process serves as the framework for a community-wide dialogue to identify housing and community development priorities that align and focus funding from the CPD formula block grant programs.”

Based on the priorities identified in the Needs Assessment and the local market conditions described in the Market Analysis section, the Strategic Plan section of the ConPlan establishes general guidelines for housing and community development activities for the next five years (October 1, 2020 through September 30, 2025). The strategies and goals set forth in the Strategic Plan are tailored to address the housing, community development, and public services needs of the City, while satisfying HUD’s required national objectives. They provide the framework for implementing the City’s 2020-2024 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

Due to the eligibility criteria for the CDBG and HOME programs and their focus on low and moderate income populations, most funds are likely to be expended in areas that have higher concentrations of low and moderate income residents. These areas may include southeast and south central Plano and many areas located to the immediate east and west of US-75. The majority of Plano’s HUD funds are used for direct benefit purposes that are available to

low/moderate income residents who may live anywhere throughout the city, so geographic priorities do not apply. Some project types, based on their nature and the location that will make them most effective, may be given priority near schools, transit, and bus stops.

Attached as Appendix I is a map showing the income distribution of areas that have at least 42.34% low and moderate income households, per HUD's Exception rule for the City of Plano.

**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. See the map included as Appendix I, showing the income distribution of areas that have at least 42.34% 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 49 – Priority Needs Summary**

<b>1</b>	<b>Priority Need Name</b>	Affordable Housing
	<b>Priority Level</b>	High
	<b>Population</b>	Extremely Low Low Moderate Large Families Families with Children Elderly
	<b>Geographic Areas Affected</b>	
	<b>Associated Goals</b>	Housing Rehabilitation Supply of Units Homeownership
	<b>Description</b>	Affordable housing needs in Plano include: housing rehabilitation and repair for existing units, development of new homeowner and rental units, downpayment assistance, tenant-based rental assistance and fair housing education.

	<b>Basis for Relative Priority</b>	The City of Plano continues to place a high priority on the development and preservation of affordable housing in the community. This need was identified during the development of the housing market analysis, identified as a high priority in the resident and stakeholder surveys and in discussions with stakeholders. Aging housing stock, rising housing costs and cost burden rates among low and moderate income residents are all contributing factors to this need.
<b>2</b>	<b>Priority Need Name</b>	Homelessness
	<b>Priority Level</b>	High
	<b>Population</b>	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
	<b>Geographic Areas Affected</b>	
	<b>Associated Goals</b>	Homelessness Prevention Homeless Shelter Public Services - Special Needs
	<b>Description</b>	Needs related to homelessness in Plano include rapid rehousing, sheltering (with a priority given to emergency shelter), homelessness prevention and targeted services.

	<b>Basis for Relative Priority</b>	High cost burden rates put low to moderate income households in Plano at increased risk of homelessness, especially households with severe cost burden. Plano has an unsheltered homeless population of about 100 people, most of whom are single men, as well as single women. A particularly strong need for expanded shelter, housing and targeted services exists for these populations. These needs were identified during the development of the housing market analysis and identified as a high priority in the resident and stakeholder surveys and in discussions with stakeholders.
<b>3</b>	<b>Priority Need Name</b>	Public Services - Special Needs
	<b>Priority Level</b>	High
	<b>Population</b>	Extremely Low Low Moderate Large Families Families with Children Elderly Public Housing Residents 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
	<b>Geographic Areas Affected</b>	

	<b>Associated Goals</b>	Public Services - Special Needs
	<b>Description</b>	Social and public services with an emphasis upon children and youth, and special needs populations including elderly, homeless, disabled persons and domestic violence/sexual assault survivors. The following public services were also identified as a need for low to moderate income persons: medical/dental, mental health, housing counseling, financial education and resource navigation.
	<b>Basis for Relative Priority</b>	This need was identified during the development of the needs analysis and identified as a high priority in the resident and stakeholder surveys and in discussions with stakeholders.
4	<b>Priority Need Name</b>	Public Services - Transportation and Job Training
	<b>Priority Level</b>	Low
	<b>Population</b>	Extremely Low Low Moderate Large Families Families with Children Elderly Public Housing Residents 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
	<b>Geographic Areas Affected</b>	

<b>Associated Goals</b>	Public Services - Transportation Public Services - Job Training
<b>Description</b>	New or improved access to curb to curb transportation programs and job training programs.
<b>Basis for Relative Priority</b>	This need is categorized as a lower priority due to high capital costs and agency/community partner for service may not be available

### Narrative (Optional)

The City's housing priorities are:

- Maintaining current affordable housing stock;
- Increasing the supply of quality affordable rental and homeowner housing;
- Providing tenant-based rental assistance; and
- Expanding homeownership opportunities.

The City's public service priorities are:

- Special needs populations;
- Medical/dental/mental healthcare;
- Resource navigation
- Housing counseling and financial education;
- Homelessness prevention;
- Homeless services and shelter;
- Transportation; and
- Job training.

The City's public facility priorities are:

- Increased shelter beds for Plano's homeless population.

## SP-30 INFLUENCE OF MARKET CONDITIONS – 91.215 (B)

### Influence of Market Conditions

<b>Affordable Housing Type</b>	<b>Market Characteristics that will influence the use of funds available for housing type</b>
Tenant Based Rental Assistance (TBRA)	The City will support TBRA programs due to the high housing cost burden in Plano and limited availability of assisted housing units. As discussed in Section NA-10, there are 13,004 low to moderate income renter households in Plano who are cost burdened, about half of which are severely cost burdened and 63% of which are low and extremely low income. As discussed in Section MA-10, there are an estimated 2,542 assisted rental units in Plano. More assisted units are needed to meet the needs of low to moderate income households.
TBRA for Non-Homeless Special Needs	The City will support TBRA programs that focus on target populations identified in the Needs Analysis section, including extremely low and low income households, disabled persons, and people experiencing homelessness.
New Unit Production	As discussed in section MA-15 Housing Market Analysis: Cost of Housing, the cost of housing in Plano has increased significantly since 2012 with home values increasing by 34% and rents increasing by 35%. This ConPlan provides support for both down payment assistance and affordable rental units, as affordability of both types of housing has declined in recent years. Additionally, by strategically leveraging funds and providing non-monetary support for new unit production (i.e. providing resolutions of support for housing tax credit developments), the City can be successful in achieving the goals set out in this ConPlan.
Rehabilitation	<p>As discussed in section MA-20 Housing Market Analysis: Condition of Housing, Plano faces significant challenges over the next five years related to the age of housing stock. Over 20,000 housing units in Plano were built prior to 1980, and many of these are beginning to need extensive repair. Rehabilitation is necessary to assist low and moderate income households with maintaining the safety and affordability of their housing. To address those challenges, Plano has multiple programs to help improve existing housing stock:</p> <ul style="list-style-type: none"> <li>• Housing Rehabilitation uses HUD funds to provide rehabilitation and repairs for low/moderate income homeowners.</li> <li>• The Great Update Rebate program uses City funds to encourage rehabilitation and repairs for eligible units 35 years or older.</li> <li>• Plano’s Love Where You Live is a City-funded program that promotes and completes general neighborhood projects including tree and landscaping, volunteer-driven minor home repairs, and property standards awareness through the use of community partners and volunteers.</li> <li>• Smart Energy Loan provides loans to Plano homeowners to make energy efficient home improvements, such as hot water systems, HVAC, and insulation.</li> </ul>

<b>Affordable Housing Type</b>	<b>Market Characteristics that will influence the use of funds available for housing type</b>
Acquisition, including preservation	<p>As discussed in section MA-15 Housing Market Analysis: Cost of Housing, the cost of housing in Plano has increased significantly since 2012 with home values increasing by 34%. The City has adopted the following programs to increase the supply and accessibility of quality affordable housing to low/moderate income households:</p> <ul style="list-style-type: none"> <li>• First Time Homebuyers program</li> </ul> <p>Providing grants or loans to developers for acquisition, construction and/or rehabilitation of housing units for sale or rent to low/moderate income households to maintain and increase affordable housing supply.</p>

**Table 50 – 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 currently 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 Neighborhood Services Department of the City of Plano works with other City departments to develop coordinated plans, and to leverage resources for parks, infrastructure, code enforcement, housing development, and other projects in targeted neighborhoods.

Coordination with and support from adjacent HUD entitlement grantees is also sought when appropriate.

Either through direct allocation to the City or receipt of funds by other organizations, 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 Reminder of ConPlan \$	Narrative Description
			Annual Allocation: \$	Program Income: \$	Prior Year Resources: \$	Total: \$		
CDBG	public - federal	Acquisition Admin and Planning Housing Public Services	1,200,000	120,000	0	1,320,000	6,600,000	Expected amount assumes annual allocation between \$1.1M and \$1.3M.
HOME	public - federal	Acquisition Homebuyer assistance Homeowner rehab Multifamily rental new construction Multifamily rental rehab New construction for ownership TBRA	550,000	6,750	0	556,750	2,783,750	Expected amount assumes annual allocation at level funding – approximately \$550,000 annually.

Table 51 - 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 continues to make efforts to leverage private investment development and public service activities. Using an application process, the City has provided Resolutions of Support or No Objection for Low Income Housing Tax Credit developers to produce more

affordable housing units. In face of extensive needs and limited resources, the City's funding strategy is to focus its efforts in 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% of their program budget, ensuring funding for programs will be leveraged with other resources. The City also leverages its CDBG public service funds with its BCSG funds, providing \$2 per capita annually to fund a variety of public services for Plano residents.

Beginning in 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 for HOME 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 to families purchasing HOME-assisted units. 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**

The City does not land bank publicly owned property. Therefore, publicly owned land or property that may become available to address needs described in this plan, may be identified on a case by case basis depending on availability of land.

**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
METRO DALLAS HOMELESS ALLIANCE	Continuum of care	Homelessness	Region
Collin County Homeless Coalition	Non-profit organizations	Homelessness	Region

Table 52 - 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 has 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, disabled, women and domestic violence survivors, and health-related services for all low income populations;

- A local housing authority that effectively provides assisted housing programs to its customers and regularly discusses with City the expansion of the local supply of affordable housing;
- Effective policy-making bodies, including the City Council and Council-appointed Boards, Commissions, and advisory councils, such as the Community Relations Commission and Housing Plan Advisory Committee;
- Expansion of CoC funding utilized in Plano and increased CoC presence, including a Coordinated Assessment Case Manager to work with unsheltered persons;
- A successful local Collin County Homeless Coalition which has advocated and brought significant exposure and expansion of the level and quality of local services to the homeless population; and
- Police department that has taken an active and critical role in helping homeless persons in the City.

However, the following gaps in institutional structure also exist:

- Limited number of nonprofit housing developers and CHDOs, with limited sources of funding for affordable housing, especially housing for extremely low income populations with special needs;
- Limited availability and supply of land and housing for increasing the supply of affordable housing units, and the high cost of such land and construction costs;
- Limited sources of funding for housing activities for both new construction and rehabilitation/preservation of older housing stock;
- Limited public transportation;
- No inpatient substance abuse programs for adults who lack financial resources to cover the costs of these programs; and
- Limited shelter and transitional housing for unsheltered single adults and disabled persons, as well as limited programming to specifically target unsheltered homeless persons.

**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
<b>Homelessness Prevention Services</b>			
Counseling/Advocacy	X		X
Legal Assistance	X		
Mortgage Assistance	X		
Rental Assistance	X	X	X
Utilities Assistance	X	X	X
<b>Street Outreach Services</b>			
Law Enforcement	X	X	
Mobile Clinics			
Other Street Outreach Services	X	X	
<b>Supportive Services</b>			
Alcohol & Drug Abuse	X		
Child Care	X		
Education	X		
Employment and Employment Training	X		
Healthcare	X		X
HIV/AIDS	X		X
Life Skills	X		
Mental Health Counseling	X		X
Transportation	X		
<b>Other</b>			
Other			

**Table 53 - 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)**

While many of the services listed above are not necessarily targeted to persons experiencing homelessness, they are accessible to the homeless population. For example, behavioral health services for people without insurance are available through Lifepath Systems, including outpatient substance abuse treatment and mental health counseling. Lifepath is located in the DART GoLink service area, so it may be accessible to the unsheltered population, depending on their location. Additionally, all supportive services listed above are offered in varying degrees to the sheltered homeless population in Plano, as components of the various transitional housing programs.

Services in Table 53 that are both available in Plano and specifically targeted toward homeless persons include street outreach (City House, City of Plano), and rental/utility assistance (Rapid Rehousing Program).

### **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**

Plano has a variety of agencies to serve the City's special needs and homeless populations. This network of organizations leverages the services each is able to provide within its limited resources, assuring that distinct needs are addressed.

However, gaps exist in the service delivery system, particularly for unsheltered homeless persons. While services may be available to this population, they are often not tailored to address their unique needs and may be difficult to access without housing and/or transportation.

As for the gaps in services for families and special needs population, there are several issues that require attention. With the aging of its population, Plano is faced with an increased number of seniors transitioning to a fixed income and in need of affordable housing. There are a limited number of affordable housing units available in Plano that accommodate the special housing needs of the mentally and physically disabled, and which have convenient access to transportation, amenities, and the necessary supportive services. An increased number of well-distributed affordable housing units throughout the City are needed to allow families and special needs population to live in dignity and independence. Addressing the housing needs these populations is vital to preventing these individuals from possibly becoming homeless.

### **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 prioritizes the continued improvement of its institutional delivery system, in order to provide a more comprehensive system of care for its most vulnerable residents. The City will continue to build upon its existing relationships with other public, private, and nonprofit partners to implement activities and projects that benefit the service delivery system, whether through funding or administrative support. As part of an ongoing strategy to increase the capacity of organizations to effectively serve Plano residents, the City recently began offering access to Foundation Directory Online for local nonprofits to identify new funding sources. Additionally, through membership and/or leadership with various organizations, such as CCHC, the CoC, and Collin County Social Services Association, the City continues to be a major partner of local service providers. Finally, the goals outlined in this ConPlan will serve to target the gaps noted in this section.

## 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	2020	2024	Affordable Housing		Affordable Housing	CDBG: \$3,920,000 HOME: \$500,000	Homeowner Housing Rehabilitated: 85 Household Housing Unit
2	Supply of Units	2020	2024	Affordable Housing		Affordable Housing	HOME: \$875,000	Rental units constructed: 5 Household Housing Unit  Homeowner Housing Added: 4 Household Housing Unit
3	Homeownership	2020	2024	Affordable Housing		Affordable Housing	CDBG: \$30,000 HOME: \$750,000	Direct Financial Assistance to Homebuyers: 15 Households Assisted
4	Homelessness Prevention	2020	2024	Homeless		Homelessness	CDBG: \$475,000	Homelessness Prevention: 500 Persons Assisted
5	Tenant Based Rental Assistance	2020	2024	Affordable Housing		Homelessness Affordable Housing	CDBG: \$142,500 HOME: \$383,750	Tenant-based rental assistance / Rapid Rehousing: 38 Households Assisted

Sort Order	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
6	Homeless Shelter	2020	2024	Homeless		Homelessness	CDBG: \$505,000	Homeless Person Overnight Shelter: 60 Persons Assisted  Overnight/Emergency Shelter/Transitional Housing Beds added: 25 Beds
7	Public Services - Special Needs	2020	2024	Homeless Non-Homeless Special Needs		Homelessness Public Services - Special Needs	CDBG: \$167,500	Public service activities other than Low/Moderate Income Housing Benefit: 450 Persons Assisted
8	Public Services - Transportation	2020	2024	Non-Homeless Special Needs		Public Services - Transportation and Job Training	CDBG: \$80,000	Public service activities other than Low/Moderate Income Housing Benefit: 160 Persons Assisted
9	Public Services - Job Training	2020	2024	Non-Homeless Special Needs		Public Services - Transportation and Job Training	CDBG: \$80,000	Public service activities other than Low/Moderate Income Housing Benefit: 32 Persons Assisted

**Table 54 – Goals Summary**

## Goal Descriptions

1	<b>Goal Name</b>	Housing Rehabilitation
	<b>Goal Description</b>	Sustain the quality of homeowner units through rehabilitation, repair, or reconstruction for the low/moderate income non-homeless population
2	<b>Goal Name</b>	Supply of Units
	<b>Goal Description</b>	Increase supply of affordable housing units through acquisition, rehabilitation, reconstruction, and/or new construction
3	<b>Goal Name</b>	Homeownership
	<b>Goal Description</b>	Increase affordability of homeownership by providing homebuyer financial counseling, education and direct financial assistance for closing costs and down payment
4	<b>Goal Name</b>	Tenant-Based Rental Assistance
	<b>Goal Description</b>	Increase access to affordable rental housing for low income population and people experiencing homelessness
5	<b>Goal Name</b>	Homelessness Prevention
	<b>Goal Description</b>	Provide direct assistance for housing costs for low/moderate people at-risk of homelessness to maintain housing, address immediate crises and retain self-sufficiency
6	<b>Goal Name</b>	Homeless Shelter
	<b>Goal Description</b>	Increase number of beds and access to quality homeless shelter and supportive services. Support construction or rehabilitation of facility to serve as a homeless shelter, with priority given to projects accommodating currently underserved populations such as single adults and disabled persons.

7	<b>Goal Name</b>	Public Services - Special Needs
	<b>Goal Description</b>	Social and public services with an emphasis upon children and youth, and special needs populations including elderly, homeless, disabled persons and domestic violence/sexual assault survivors. The following public services were also identified as a need for low to moderate income persons: medical/dental, mental health, housing counseling, financial education and resource navigation.
8	<b>Goal Name</b>	Public Services - Transportation
	<b>Goal Description</b>	Improve access to transportation services for low/moderate income Plano residents
9	<b>Goal Name</b>	Public Services - Job Training
	<b>Goal Description</b>	Provide job training and employment skills programs for low/moderate income residents

**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)**

Using HOME funds, the City will create new affordable rental and homeownership opportunities for 24 low and moderate income households, and housing reconstruction for five low and moderate income homeowners.

## **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 Involvement**

PHA partners with the City to offer opportunities for homeownership to its clients through classes and down payment assistance available through the City's First Time Homebuyer Program. The City also promotes other opportunities to PHA clients, such as fair housing and other informational workshops offered by the City annually in April and opportunities for citizen participation in the Analysis of Impediments to Fair Housing Choice and Consolidated Plan.

### **Is the public housing agency designated as troubled under 24 CFR part 902?**

No.

### **Plan to remove the 'troubled' designation**

The PHA is not currently designated as a "troubled" agency.

## **SP-55 BARRIERS TO AFFORDABLE HOUSING – 91.215(H)**

### **Barriers to Affordable Housing**

In 2019, the City finalized its Analysis of Impediments to Fair Housing Choice (AI). The AI process did not identify any specific policies of the City of Plano which serve as impediments to fair housing choice. Over the past five years, the City has made new efforts to increase the diversity of its housing stock and confront affordability issues to accommodate varying needs of the population.

While there were no local policies identified as barriers to affordable housing in the City's AI, market conditions in Plano have caused an increase in home values and rental rates over the last several years. Several large corporations have opened offices in Plano, resulting in thousands of employees relocating to Plano and the surrounding area, creating an increased demand on the regional housing market where supply and demand have not converged. From 2012 to 2018,

median contract rent increased by 35% in Plano, and median home values increased by 34%. Comparatively, median household income in Plano only rose 11% over the same period. These conditions have created a barrier to affordable housing, as it has become increasingly difficult for low and moderate income residents to afford their housing costs. In addition, affordable housing developers have found it increasingly difficult to purchase and develop land in Plano at a cost effective rate.

## **Strategy to Remove or Ameliorate the Barriers to Affordable Housing**

In 2019, Plano City Council has incorporated Housing Affordability as a component of its current Strategic Vision to improve the quality of life for all Plano residents. In recent years, the City has taken actions aimed at the barriers created by the intersection of market factors described above. The City's AI, available in the HUD grants tab of the Nonprofit Resources section of the City's website (<https://www.plano.gov/657/Nonprofit-Resources>), includes a list of goals and strategies for increasing fair housing choice, many of which relate to housing affordability. Goals from the AI are listed below. A detailed list of strategies and metrics for each goal can be found in Appendix VII.

- Increase access to affordable housing in high-opportunity areas (defined by the City as areas with an area median income (AMI) greater than 80% or a poverty rate of 10% or less);
- Increase supply of affordable housing units;
- Increase supply of accessible, affordable housing for persons with disabilities;
- Increase access to affordable transportation options for low-income households and persons with disabilities;
- Make investments in targeted neighborhoods to increase opportunity;
- Increase access to information and resources on fair and affordable housing; and
- Maintain and improve the quality and management of publicly supported housing.

## **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 leadership and participation in both the Collin County Homeless Coalition (CCHC) and the TX-600 Dallas City/County & Irving Continuum of Care (CoC). Beginning in August 2017, Metro Dallas Homeless Alliance (MDHA), the CoC lead agency, placed a Coordinated Assessment Case Manager in Plano at the Assistance Center of Collin County. This individual provides assessment, resource coordination, and housing/shelter placement for unsheltered homeless persons. City staff works closely with the Case Manager through a referral relationship

and by providing documentation of homelessness through data collected during PIT counts, at the Harrington Library, and through the Hospital Homeless Initiative, all of which are described further below.

The City utilizes a Housing and Community Services Coordinator at Harrington Library once a week to assist unsheltered persons with locating suitable shelter and support services, as well as entry into HMIS and placement on the CoC Housing Priority List. City staff also organize and coordinate the homeless Point-in-Time (PIT) count for Plano each year, in coordination 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. A partnership between the City's Neighborhood Services Department, Neighborhood Police Officer Unit, and community volunteers to conduct street outreach is also vital to reaching unsheltered persons in Plano.

The City plans to continue to administer its Hospital Homeless Initiative to address the needs of Plano's homeless residents admitted into area hospitals. City staff meets with the patient to determine shelter eligibility and complete an intake form for HMIS input. Staff then contacts emergency shelters and transitional living programs that best fits the needs of the patient to determine availability and coordinate intake, including transportation if needed. Follow-up is conducted to confirm the patient entered the program.

### **Addressing the emergency and transitional housing needs of homeless persons**

The City's strategy for addressing the emergency shelter and transitional housing needs of people experiencing homelessness include: 1) providing City and HUD funding to nonprofit organizations who provide shelter and transitional housing to Plano's homeless population, and 2) continued participation and leadership in the CoC and CCHC. Analysis in this ConPlan reveals an unmet need for shelter for single adults and disabled persons unable to work full time, as the majority of this population is excluded from shelter programs in Collin County. While shelter for other subpopulations is vital, single and disabled adults are left with few resources in their community to aid them in exiting homelessness. The City should give special consideration to any proposals related to addressing the shelter, housing, and supportive service needs of unsheltered single and disabled adults in Plano, while continuing support of transitional housing programs.

**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 persons transition to permanent housing includes: 1) City of Plano Rapid Rehousing Program, 2) partnership with Plano Housing Authority (PHA), and 3) coordination with the CoC lead agency and service providers.

In 2018, the City became eligible to receive an annual allocation of Homeless Housing and Services Program (HHSP) funding from the Texas Department of Housing and Community Affairs (TDHCA). Using these funds, the City designed a Rapid Rehousing program for Plano's homeless youth, families, and adults, which provides flexible housing assistance and case management. The program is currently administered through a collaborative partnership between two nonprofit organizations. The City will continue to use this program to help Plano's homeless population make the transition to permanent housing.

In addition to its Rapid Rehousing Program, the City of Plano also collaborates with service providers to assist homeless persons in finding shelter, resources, and permanent housing as quickly as possible. City staff works closely with the Coordinated Assessment Case Manager to assist individuals who are chronically homeless and those who have experienced a shorter period of homelessness. Homeless individuals and families with children are often referred to the Samaritan Inn, as well as the Coordinated Assessment Case Manager. Homeless veterans are first referred to Veterans Center of North Texas for services and the VA for HUD-VASH vouchers. The City also coordinates with Plano Housing Authority when an individual is identified who may be eligible for a HUD-VASH voucher or Mainstream voucher (described in section NA-35). Shelter and housing for unaccompanied youth is found through coordination with City House.

The City maintains leadership positions and active membership with the Collin County Homeless Coalition and the CoC. The CoC lead agency has a staff person that assists with locating affordable housing units, and also employs the Coordinated Assessment Case Manager. These two staff persons work closely to coordinate housing for homeless persons who have been assessed through the Coordinated Access System.

**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 has made it a goal and priority under this ConPlan to provide for financial assistance to eligible low income families to avoid eviction and retain their housing. The assistance is targeted for families earning at or below 50% HAMFI. Supportive services are provided in conjunction with all City funded homeless and homeless prevention services, and homeless prevention service providers are required to conduct a needs assessment at eligibility intake and follow-up with clients served regarding the status of their housing after program exit.

**SP-65 LEAD BASED PAINT HAZARDS – 91.215(I)**

**Actions to address LBP hazards and increase access to housing without LBP hazards**

The Neighborhood Services Department’s Community Services Division currently has three 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.

Actions taken to reduce lead-based paint are conducted in accordance with HUD’s lead-based paint regulations. In addition, homes to be purchased through the First Time Homebuyer Program that 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 the key variable for 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 2014-2018 ACS, 19% of Plano’s housing stock (21,964 units) was built before 1980.

Assuming an equal distribution Plano’s low and moderate income households, then at least 27% of the 21,964 housing units built before 1980, or 5,930, would be occupied by low and moderate income households possibly at risk of LBP hazards. The actual number is likely higher, as

concentrations of low and moderate income households overlap with areas of the City where older housing stock is located.

In carrying out all activities under this ConPlan over the next five years, the City will:

- Ensure that all regulatory requirements regarding lead-based paint are met throughout 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 of Plano 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, 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 with reducing the number of poverty level families by increasing access to the following services and programs:

- Programs supporting and encouraging community and neighborhood maintenance and improvements.
- Programs which combine housing assistance with supportive services.
- Case management and information and referral services to special needs and low and moderate income households through various non-profit organizations.
- Employment and training programs to improve the academic, basic, and technical skills of low and moderate income persons so that they can find jobs or improve their earning capacity
- Supplementary and emergency assistance, child care, health, transportation, financial assistance, and educational assistance to low and moderate income households, particularly those with special needs. These programs are carried out through subrecipient relationships with nonprofit organizations.

## 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 non-profit housing organizations.
- Providing grants and loans to non-profit developers and Community Housing Development Organizations for the construction of single family homes and/or rental units.
- Encourage homeownership through homebuyer counseling and down payment assistance.
- Encourage additional housing tax credit developments in the City by providing resolutions of support for new affordable rental housing units particularly for families and special needs populations.
- Prevent homelessness through prompt, short-term rental assistance and case management for low income households facing imminent homelessness (not to exceed three months).

In addition to the housing strategies supported by HUD funding, the City plans to continue to utilize its 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 individuals and families. 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, such as National Community Development Association and NeighborWorks. These efforts ensure staff is current with new and/or revised federal regulations regarding HUD programs and cross-cutting federal regulations.

The City's monitoring process has three components: 1) On-site monitoring of entities implementing HUD Grant-funded programs; 2) Desk reviews of performance and financial reports during contract periods; and 3) Final reviews of files after activity close-out.

On-site monitoring of all CDBG and HOME subrecipients is performed annually. All regulatory requirements are reviewed during monitoring using a checklist, including but not limited to: income eligibility, administrative and financial requirements, rents, and Fair Housing compliance. Non-compliant organizations are given findings, and additional monitoring visits may be scheduled to verify that corrective action has 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.

Construction inspections are made during each phase of a project, and Housing Property Standards inspections are made at all homebuyer assistance and HOME-funded housing locations. If applicable, on-site interviews of construction workers are conducted to verify Davis-Bacon wage rate requirements. Desk reviews of eligible expense documentation and performance reports occur at least quarterly for all public service subrecipients. This information is also routinely reviewed for any major projects funded with CDBG and HOME (public facilities construction or single/multi-family construction), as expenditures are approved. Desk reviews verify client income eligibility, evidence of mitigation of environmental concerns, Fair Housing compliance, and adherence to the Lead Safe Housing Rule, as well as other HUD requirements.

The City maintains a system of "checks and balances" by conducting internal reviews of its own procedures and documentation. Outcomes of these reviews are reported to the Housing and Community Services Manager so that appropriate corrective action and process improvements can be undertaken, as needed. Housing programs implemented by the Department undergo this internal review each program year. The City uses HUD monitoring checklists to review a sample of client files, and all deficiencies are noted and corrected. At close-out of any subrecipient or CHDO contract, the files are reviewed to ensure that compliance with HUD requirements is adequately documented. Cost documentation for major projects is verified by City staff.

In addition to the monitoring procedures for subrecipients described above, staff requires mandatory training for all CDBG and HOME subrecipients and publishes a "CDBG and HOME Subrecipient Compliance Manual" for those agencies. Staff also provides ongoing technical assistance as needed.

Staff performs outreach to Minority Business Enterprises (MBEs) by searching websites such as 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 also 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 of Plano utilizes its Day Labor Center in an effort 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 BidSync online contracting system and procured contractors and awarded bonus points in procurement for Section 3 Businesses.

## Appendix I

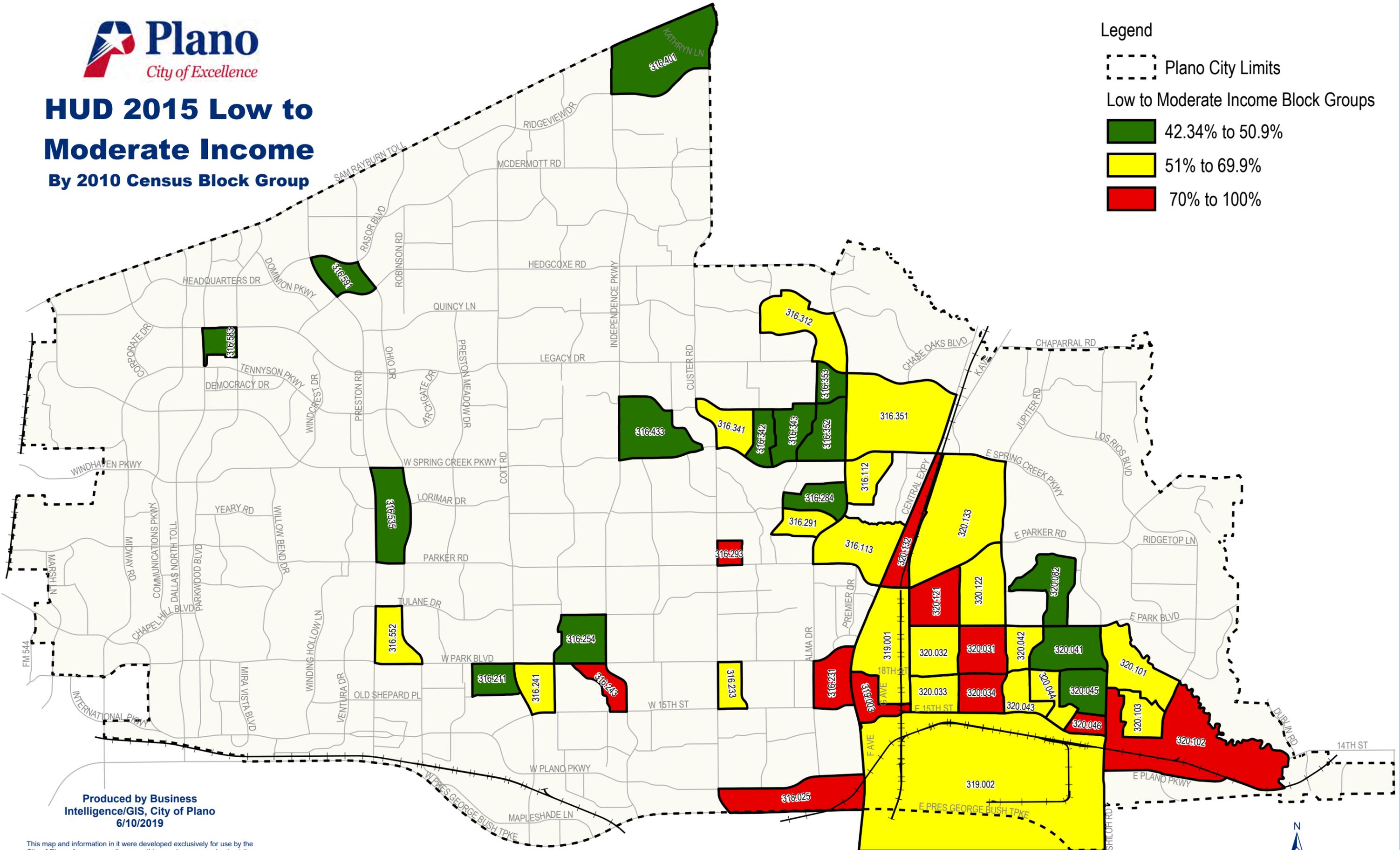
### Plano Low to Moderate Income Census Block Group Map



# HUD 2015 Low to Moderate Income By 2010 Census Block Group

**Legend**

- Plano City Limits
- Low to Moderate Income Block Groups
  - 42.34% to 50.9%
  - 51% to 69.9%
  - 70% to 100%



Produced by Business Intelligence/GIS, City of Plano  
6/10/2019

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.



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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, 2020; the first year of the City's 2020-2024 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. The AFH was established as a legal requirement to further the purposes of the Fair Housing Act in March 2016. However, in May 2018, HUD indefinitely suspended the requirement to complete the AFH and reinstated the requirement to complete an Analysis of Impediments to Fair Housing Choice (AI), as described under section 5 below.
- b. If the AFH requirement is reinstated by HUD, the City will conduct at least one public hearing 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 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.

#### 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 hearing 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 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.

#### 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, AP, and AI/AFH; the City will publish notices of public hearings as described in Section C during the development of these documents. The initial AI/AFH notice shall reference and make available to the public any HUD-provided data and other supplemental information the City plans to incorporate into its AI/AFH.
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 notice 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. 15<sup>th</sup> 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, AP, and AI/AFH. 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 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 the Plano Star Courier.
- 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 the 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 the Plano Star Courier, a newspaper of general circulation.
- b. The notice of the time, place, and purpose of the public hearings and comment periods will be published as a display ad, in a non-legal section of the newspaper.
- 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](http://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 Plano Municipal Building is wheelchair accessible. A sloped curb entry is available at the main entrance facing Municipal/L Avenue, with specially marked parking spaces nearby. Access and special parking are also available on the north side of the building. Requests for sign interpreters or special services must be received forty-eight (48) hours prior to the meeting time by calling the Neighborhood Services Department at (972) 208-8150.”
- 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 calling the Neighborhood Services Department at (972) 208-8150.”
- 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

# We Need Your Input

What housing improvements and social services do you want to see in your community? Make Plano a place everyone is proud to call home.



Thursday  
**SEPT. 26**  
6:30 pm

**Public Input Workshop 1**  
Harrington Library  
1501 18th St., Plano 75074

Tuesday  
**OCT. 1**  
9 am

**Public Input Workshop 2**  
Sam Johnson Senior  
Recreation Center  
Lone Star Ballroom B  
401 W. 16th St., Plano 75075

Wednesday  
**OCT. 2**  
6:30 pm

**Public Input Workshop 3**  
Schimelpfenig Library  
5024 Custer Rd, Plano 75023

Thursday  
**NOV. 14**  
5:30 pm

**Community Relations  
Commission Meeting**  
Plano Municipal Center  
Building Inspection Training Room  
1520 K Ave., Plano 75074

## Join the Conversation!

The City of Plano is creating its 2020-2024 Consolidated Plan. The Plan guides how we spend approximately \$10 million in federal funds 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.

Complete a survey, available on [surveymonkey.com/r/PlanoHUDPlan](https://surveymonkey.com/r/PlanoHUDPlan)

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.

For more information:

Natalie Evans  
Grants Analyst  
nevans@plano.gov  
972.208.8235

[plano.gov/HUDPlan](https://plano.gov/HUDPlan)



# Necesitamos Sus Sugerencias

¿Qué mejoras de vivienda  
y servicios sociales quieres  
ver en tu comunidad?

*Haga de Plano un lugar que todos estén orgullosos de llamar hogar.*

jueves  
**SEPT. 26**  
6:30 pm

**Taller de Opinión Pública 1**  
Harrington Library  
1501 18th St., Plano 75074

martes  
**OCT. 1**  
9 am

**Taller de Opinión Pública 2**  
Sam Johnson Senior  
Recreation Center  
Lone Star Ballroom B  
401 W. 16th St., Plano 75075

miércoles  
**OCT. 2**  
6:30 pm

**Taller de Opinión Pública 3**  
Schimelpfenig Library  
5024 Custer Rd, Plano 75023

jueves  
**NOV. 14**  
5:30 pm

**Reunión de la Comisión de  
Relaciones Comunitarias**  
Plano Municipal Center  
Building Inspection Training Room  
1520 K Ave., Plano 75074

## ¡Únase a la conversación!

La ciudad de Plano está creando su Plan Consolidado 2020-2024. El Plan indica cómo gastamos aproximadamente \$10 millones en fondos federales durante los próximos cinco años. Este dinero se asigna a las necesidades de vivienda y desarrollo comunitario. Ayuda a dar forma a los objetivos y estrategias que te sirven a ti y a tus vecinos.

Complete la encuesta, disponible en  
[surveymonkey.com/r/PlanoHUDPlan](https://surveymonkey.com/r/PlanoHUDPlan)

Las reuniones no tendrán traducción al español a menos que se solicite. Las solicitudes de intérpretes de señas, traductores o servicios especiales deben recibirse 48 horas antes de la hora de la reunión llamando a Servicios al Vecindario al 972.208.8150.

Para más información:  
Natalie Evans, Analista de Subvenciones  
nevans@plano.gov  
972.208.8235

[plano.gov/HUDPlan](https://plano.gov/HUDPlan)



# We Need Your Input

What housing improvements and social services do you want to see in your community? Participate in a service provider focus group.



Thursday  
**OCT. 3**  
10:30 am

**Homelessness Focus Group**  
St. Mark Parish Center  
1105 W. 15th Street, Plano, 75075

Tuesday  
**OCT. 15**  
2 pm

**Housing Providers and Developers Focus Group**  
Plano Municipal Center  
Building Inspections Training Room  
1520 K Avenue, Plano, 75074

Thursday  
**OCT. 17**  
2 pm

**Youth and Education Focus Group**  
Schimelpfenig Library  
5024 Custer Rd, Plano 75023

Thursday  
**OCT. 24**  
10 am

**Seniors, Persons with Disabilities, and Health Care Focus Group**  
Plano Municipal Center  
Building Inspections Training Room,  
1520 K Avenue, Plano, 75074

## Join the Conversation!

The City of Plano is creating its 2020-2024 Consolidated Plan. The Plan guides how we spend approximately \$10 million in federal funds over the next five years. These dollars go toward housing and community development needs. Help shape the goals and strategies that best serve your program participants.

Complete a survey, available on [surveymonkey.com/r/PlanoHUDPlan](https://surveymonkey.com/r/PlanoHUDPlan)

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.

For more information:

Natalie Evans  
Grants Analyst  
nevans@plano.gov  
972.208.8235

[plano.gov/HUDPlan](https://plano.gov/HUDPlan)



**CITY OF PLANO  
 NOTICE OF PUBLIC MEETINGS AND PARTICIPATION  
 2020-2024 CONSOLIDATED PLAN FOR THE USE OF  
 COMMUNITY DEVELOPMENT BLOCK GRANT and  
 HOME INVESTMENT PARTNERSHIPS GRANT FUNDS**

Publication Date: September 15, 2019

The City of Plano will hold public meetings to receive citizen comments and input for housing and community development needs and goals to be included in the 2020-2024 Consolidated Plan for the use of Community Development Block Grant (CDBG) and HOME Investment Partnerships (HOME) funds. Plano citizens may also complete an online survey or submit written comments.

**PUBLIC MEETINGS**

The following public meetings are scheduled:

Date	Time	Location
Thursday, September 26, 2019	6:30pm	Harrington Library Thelma Rice-Sproles Program Room 1501 18th Street Plano, TX 75074
Tuesday, October 1, 2019	9:00am	Sam Johnson Senior Recreation Center Lone Star Room B 401 West 16th Street Plano, TX 75075
Wednesday, October 2, 2019	6:30pm	Schimelpfenig Library Program Room 5024 Custer Road Plano, TX 75023
Thursday, November 14, 2019 (Public Hearing – Community Relations Commission Meeting)	5:30pm	Plano Municipal Center Building Inspections Training Room 1520 K Avenue Plano, TX 75074

**PUBLIC COMMENTS**

Any interested citizen that wants to comment or provide input is encouraged to attend any of the public meetings or complete an online survey at [www.surveymonkey.com/r/PlanoHUDPlan](http://www.surveymonkey.com/r/PlanoHUDPlan). Written comments and input may also be submitted to the City of Plano Neighborhood Services Department, C/O Natalie Evans, 7501-A Independence Pkwy, Plano, TX 75025, or by email at [nevans@plano.gov](mailto:nevans@plano.gov). All comments will be maintained and considered in the preparation of the draft Consolidated Plan.

**INFORMATION**

For more information, visit [www.plano.gov/HUDPlan](http://www.plano.gov/HUDPlan) or contact Natalie Evans, Grants Analyst, at 972-208-8150 or [nevans@plano.gov](mailto:nevans@plano.gov).

**ACCESSIBILITY STATEMENT**

The Plano Municipal Building, Plano Public Libraries, and Sam Johnson Recreation Center are wheelchair accessible. A sloped curb entry is available at the main entrance of each building with accessible parking spaces nearby. Accessible parking is also available on the north side of the Plano Municipal Building. Requests for sign interpreters or special services must be received forty-eight (48) hours prior to the meeting time by calling the Neighborhood Services Department at (972) 208-8150.



**CITY OF PLANO  
NOTICE OF PUBLIC HEARING  
2020-2024 CONSOLIDATED PLAN FOR THE USE OF  
COMMUNITY DEVELOPMENT BLOCK GRANT and  
HOME INVESTMENT PARTNERSHIPS GRANT FUNDS  
Publication Date: October 27, 2019**

The City of Plano will hold public meetings to receive citizen input for housing and community development needs and goals to be included in the 2020-2024 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 MEETING**

The following public hearing and meeting are scheduled:

Date	Time	Location
Thursday, November 14, 2019 Public Hearing – Community Relations Commission Meeting	5:30pm	Plano Municipal Center Building Inspections Training Room 1520 K Avenue Plano, TX 75074
Monday, November 18, 2019	9:00am	Sam Johnson Senior Recreation Center Classroom 3 401 West 16 <sup>th</sup> Street Plano, TX 75075

**PUBLIC COMMENTS**

Any interested resident that wants to comment or provide input is encouraged to attend any of the public meetings or complete an online survey at [www.surveymonkey.com/r/PlanoHUDPlan](http://www.surveymonkey.com/r/PlanoHUDPlan). Written comments and input may also be submitted to the City of Plano Neighborhood Services Department, C/O Natalie Evans, 7501-A Independence Pkwy, Plano, TX 75025, or by email at [nevans@plano.gov](mailto:nevans@plano.gov). All comments will be maintained and considered in the preparation of the draft Consolidated Plan.

**INFORMATION**

For more information, visit [www.plano.gov/HUDPlan](http://www.plano.gov/HUDPlan) or contact Natalie Evans, Senior Grants Analyst, at 972-208-8150 or [nevans@plano.gov](mailto:nevans@plano.gov).

**ACCESSIBILITY STATEMENT**

The Plano Municipal Building and Sam Johnson Recreation Center are wheelchair accessible. A sloped curb entry is available at the main entrance of each building with accessible parking spaces nearby. Accessible parking is also available on the north side of the Plano Municipal Building. Requests for sign interpreters or special services must be received forty-eight (48) hours prior to the meeting time by calling the Neighborhood Services Department at (972) 208-8150.



Online e-Editions available.

[StarLocalMedia.com](http://StarLocalMedia.com)



Farmersville campus

**WE TURN YOUR FAVORITE FISHING HOLE  
INTO YOUR CLOSE SHAVE, QUICK SHOWER  
AND FRESH LAUNDRY.**

**CONSERVE YOUR WATER SOURCE. LOVE LAVON LAKE.**

West was originally scheduled to play Lake Travis at 3 p.m. Wednesday in the semifinals, but inclement weather forced a postponement of the match "I want them to remember what this feels like and use this as a tremendous motivation for the next time it comes around," he said.

**CITY OF PLANO  
NOTICE OF PUBLIC HEARING CHANGE  
2020-2024 CONSOLIDATED PLAN FOR THE USE OF  
COMMUNITY DEVELOPMENT BLOCK GRANT and  
HOME INVESTMENT PARTNERSHIPS GRANT FUNDS**

Publication Date: November 3, 2019

The City of Plano was scheduled to hold a public hearing on Thursday, November 14, 2019, to receive citizen input for housing and community development needs and goals to be included in the 2020-2024 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). The hearing was cancelled on October 30, 2019 and rescheduled for Tuesday, November 19, 2019.

The public meeting scheduled on Monday, November 18, 2019, to receive citizen input for housing and community development needs and goals to be included in the 2020-2024 Consolidated Plan for the use of CDBG and HOME funds from HUD will remain the same. Plano residents may also complete an online survey or submit written comments.

**PUBLIC HEARING AND MEETING**

The following public hearing and meeting are scheduled:

Date	Time	Location
Monday, November 18, 2019	9:00 am	Sam Johnson Senior Recreation Center Classroom 3 401 West 16 <sup>th</sup> Street Plano, TX 75075
Tuesday, November 19, 2019 Public Hearing – Community Relations Commission Meeting	5:30 pm	Plano Municipal Center Building Inspections Training Room 1520 K Avenue Plano, TX 75074

**PUBLIC COMMENTS**

Any interested resident that wants to comment or provide input is encouraged to attend any of the public meetings or complete an online survey at [www.surveymonkey.com/r/PlanoHUDPlan](http://www.surveymonkey.com/r/PlanoHUDPlan). Written comments and input may also be submitted to the City of Plano Neighborhood Services Department, C/O Natalie Evans, 7501-A Independence Pkwy, Plano, TX 75025, or by email at [nevans@plano.gov](mailto:nevans@plano.gov). All comments will be maintained and considered in the preparation of the draft Consolidated Plan.

**INFORMATION**

For more information, visit [www.plano.gov/HUDPlan](http://www.plano.gov/HUDPlan) or contact Natalie Evans, Senior Grants Analyst, at 972-208-8150 or [nevans@plano.gov](mailto:nevans@plano.gov).

**ACCESSIBILITY STATEMENT**

The Plano Municipal Building and Sam Johnson Recreation Center are wheelchair accessible. A sloped curb entry is available at the main entrance of each building with accessible parking spaces nearby. Accessible parking is also available on the north side of the Plano Municipal Building. Request for sign interpreters or special services must be received forty-eight (48) hours prior to the meeting time by calling the Neighborhood Services Department at (972) 208-8150.



113

Appendix IV  
Survey Results



## 2020-2024 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 (2020-2024). 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 5 minutes.

Learn more about the consolidated planning process [here](#).



## 2020-2024 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

2

3



2020-2024 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

2

3



2020-2024 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"/>
Streets/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

2

3



## 2020-2024 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

2

3



## 2020-2024 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 facade 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

2

3



## 2020-2024 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.



## 2020-2024 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 zip code?

15. What is your household income? (household = adults + children)

16. What is your race?

- White or Caucasian
- Black or African American
- Asian or Asian American
- American Indian or Alaska Native
- Native Hawaiian or other Pacific Islander
- Another race

17. What is your ethnicity?

- Hispanic
- Non-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?

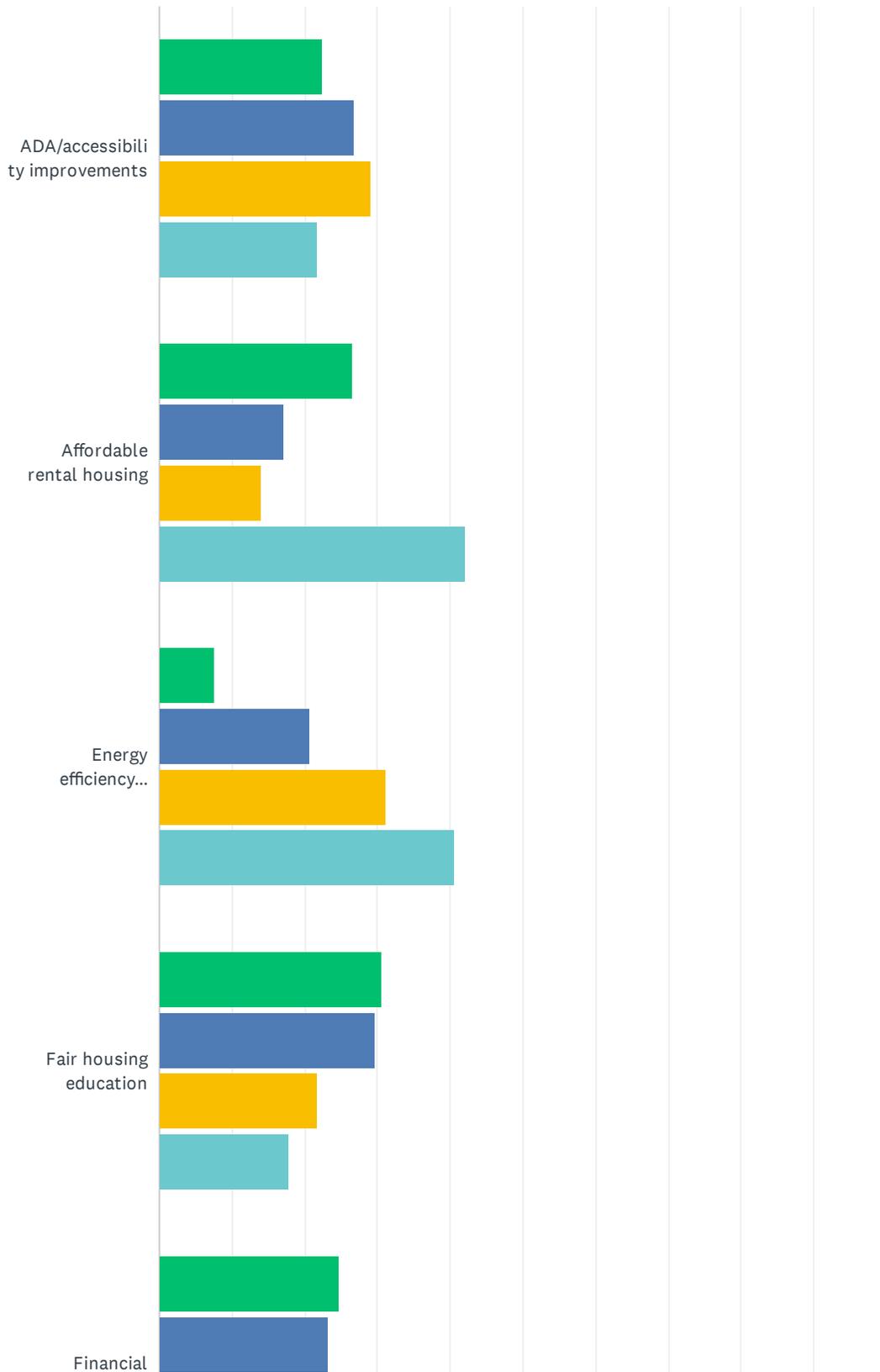
- Yes
- No

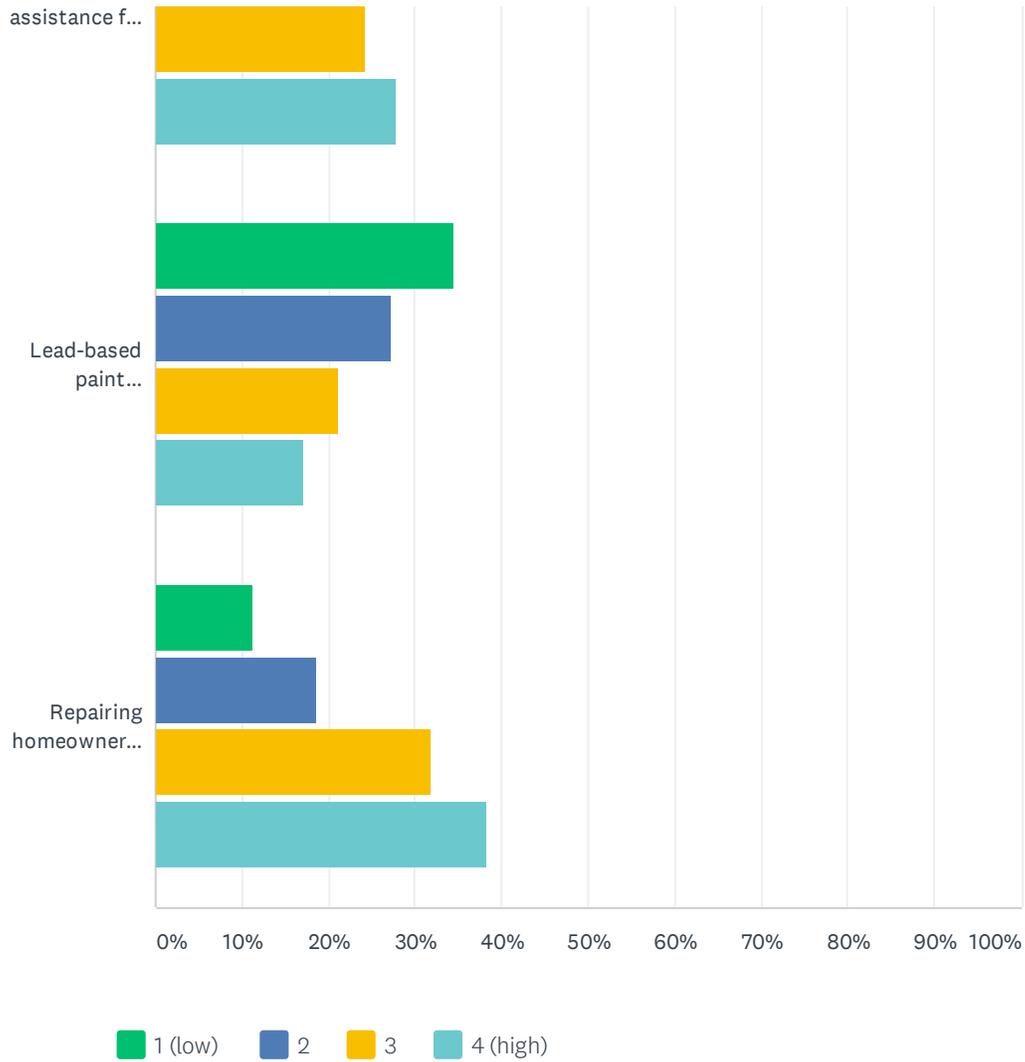
20. What is your housing status?

- Renter
- Homeowner
- Staying with friends or family
- Homeless (living in a shelter, transitional housing, in your car, or outside)

# Q1 What are the highest priority housing needs in your community? Rate the level of need, with 4 being the highest priority.

Answered: 726 Skipped: 7

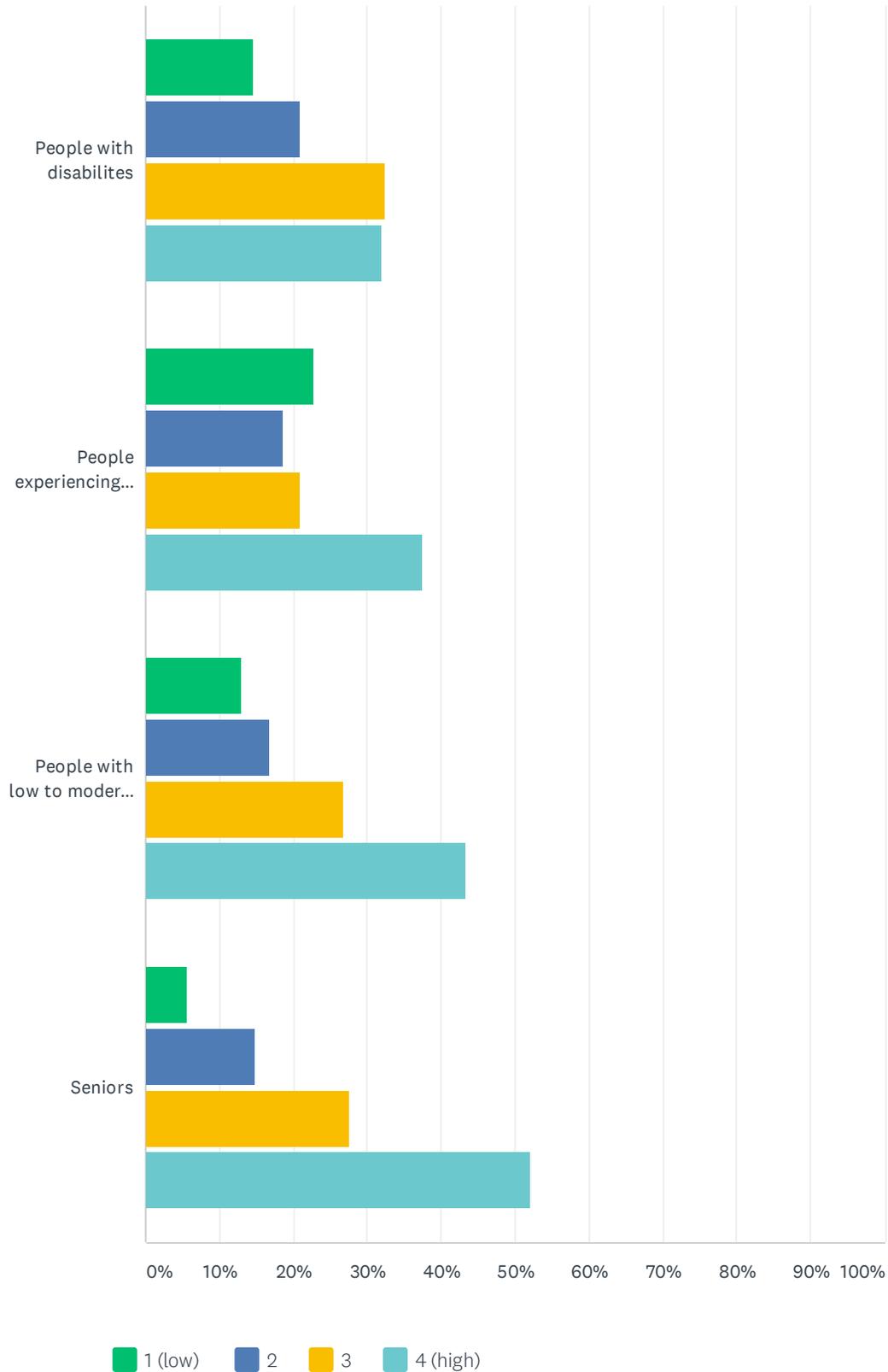




	1 (LOW)	2	3	4 (HIGH)	TOTAL	WEIGHTED AVERAGE
ADA/accessibility improvements	22.40% 151	26.71% 180	29.08% 196	21.81% 147	674	2.50
Affordable rental housing	26.62% 189	17.18% 122	14.08% 100	42.11% 299	710	2.72
Energy efficiency improvements	7.61% 53	20.69% 144	31.18% 217	40.52% 282	696	3.05
Fair housing education	30.55% 205	29.81% 200	21.76% 146	17.88% 120	671	2.27
Financial assistance for homeownership	24.67% 169	23.21% 159	24.23% 166	27.88% 191	685	2.55
Lead-based paint testing/abatement	34.61% 235	27.10% 184	21.21% 144	17.08% 116	679	2.21
Repairing homeowner housing	11.29% 79	18.57% 130	31.86% 223	38.29% 268	700	2.97

# Q2 Who is most in need of affordable housing in your community?

Answered: 719 Skipped: 14



	1 (LOW)	2	3	4 (HIGH)	TOTAL	WEIGHTED AVERAGE
People with disabilities	14.64% 101	20.87% 144	32.46% 224	32.03% 221	690	2.82
People experiencing homelessness	22.90% 158	18.70% 129	20.87% 144	37.54% 259	690	2.73
People with low to moderate incomes	13.05% 92	16.74% 118	26.81% 189	43.40% 306	705	3.01
Seniors	5.67% 40	14.75% 104	27.52% 194	52.06% 367	705	3.26

### Q3 Are there other high priority housing needs in your community that are not listed above? (optional)

Answered: 185 Skipped: 548

ANSWER CHOICES	RESPONSES	
1	100.00%	185
2	53.51%	99
3	33.51%	62

#	1	DATE
1	Housing that allows people to walk to services, stores, and amenities.	12/1/2019 1:50 PM
2	Housing for the homeless	11/21/2019 10:52 PM
3	Housing for seniors on a fixed income	11/16/2019 4:41 PM
4	Moderately priced townhomes and duplexes where seniors could share the cost at some point	11/16/2019 11:50 AM
5	Domestic Violence Victims	11/15/2019 5:22 PM
6	really need to figure out a way for seniors to stay in their home instead of having to sell it. The property taxes are way too high. I shouldn't still be paying school taxes.	11/15/2019 4:25 PM
7	affordable housing is #1. Too many very expensive homes and apartments that low to middle income folks cannot afford	11/15/2019 12:38 PM
8	Individuals and families that have been impacted by domestic violence.	11/15/2019 12:02 PM
9	Safety.	11/15/2019 10:20 AM
10	Domestic Violence- Safe Shelter	11/15/2019 10:18 AM
11	Domestic Violence Victims	11/15/2019 9:59 AM
12	One Story houses for seniors and people w disabilities	11/15/2019 8:49 AM
13	Conversion of old AC units that are running in R22, to be swapped out with newer, more efficient and environmentally friendly freon	11/12/2019 6:28 PM
14	Families living on one income	11/11/2019 1:03 PM
15	Those without easy access to automobiles	11/8/2019 10:39 PM
16	Highest priority for folks who fall in multiples of these catagories	10/19/2019 5:34 PM
17	driveway, parking security	10/16/2019 1:25 PM
18	organic sustainability	10/15/2019 9:58 PM
19	Single parents	10/15/2019 4:14 PM
20	Financial Peace University	10/14/2019 2:47 PM
21	Widows	10/9/2019 6:24 PM
22	single parent	10/9/2019 4:43 PM
23	HOUSING PROGRAM FOR DV VICTIMS	10/8/2019 5:15 PM
24	houses not apartments	10/7/2019 8:17 PM
25	People with disabilities need accessible"... affordable housing.	10/6/2019 1:14 PM
26	People with Psychological Impairments or Addiction Related Matters	10/3/2019 1:48 PM
27	Negotiating with landlords/property owners for property upkeep	10/2/2019 4:01 PM
28	Property Tax Relief	10/2/2019 2:17 PM
29	Community transit - education, jobs, and housing have strong linkage to access to transportation.	10/2/2019 12:32 PM
30	people with disabilities who cannot afford housing--there is nothing available	10/2/2019 11:54 AM
31	lower energy plans	10/2/2019 11:52 AM
32	Section 8 accepted	10/1/2019 4:16 PM
33	Diversity of housing types	9/30/2019 11:49 AM
34	Affordable single family (owned) housing	9/29/2019 1:52 PM
35	Homeless shelter or day center	9/28/2019 9:38 PM

36	housing that is within range of all city workers	9/27/2019 10:30 AM
37	Housing for adults living with mental illness	9/26/2019 3:19 PM
38	Persons with mental illnesses	9/26/2019 3:07 PM
39	Supervised housing for those with IDD and Severe Mental Illness	9/26/2019 11:44 AM
40	Location of affordable housing to and access to employment centers	9/26/2019 11:36 AM
41	Student housing	9/26/2019 10:30 AM
42	Informational class on how to purchase a home	9/26/2019 9:45 AM
43	NOT SECTION 8 HOUSING WHICH HAS BROUGHT IN NOTHING BUT PROBLEMS	9/25/2019 10:37 PM
44	Building more affordable housing units (below 30% AMI)	9/25/2019 8:09 AM
45	Homelessness	9/25/2019 7:02 AM
46	More or better availability to tax credit apartments	9/24/2019 9:32 AM
47	Survivors of Domestic Abuse	9/23/2019 9:38 AM
48	affordable for first responders and teachers	9/22/2019 7:41 PM
49	Relief from High Property Taxes for Seniors. My home has increased in value \$200K in 20 years, but I need a lot of \$\$\$ to renovate my home to make it contemporary or like those I see that are selling. It is high on paper, but I need foundation repair, new fence, broken water pipe, replace flooring, update fixtures, etc that are inside the house that Collin County Property Appraisal is not aware of. I protested one year and submitted photos, and got some relief, but then I got high taxes the next.	9/22/2019 5:56 PM
50	Reduce property tax	9/22/2019 4:43 PM
51	Beautification	9/22/2019 8:32 AM
52	Single dads. Housing	9/22/2019 8:05 AM
53	Housing in the \$200-300k price range	9/21/2019 10:25 PM
54	Single moms headed toward homelessness and falling into poverty post split	9/21/2019 9:43 PM
55	People with mental illness	9/21/2019 4:38 PM
56	The city has forgotten the needs of their senior citizens. Even with homestead exemptions, houses are too expensive to stay in.	9/21/2019 4:13 PM
57	No more apartments!	9/21/2019 4:09 PM
58	independent senior living apts with meal options	9/21/2019 3:07 PM
59	Need more state subsidized rentals for seniors	9/21/2019 12:28 PM
60	teen pregnancy help	9/21/2019 11:56 AM
61	I don't want a bunch of low income housing! We live in Plano for a reason	9/21/2019 10:47 AM
62	Shelter for victims of domestic violence	9/21/2019 10:28 AM
63	Adequate handicap parking	9/21/2019 10:22 AM
64	Moderately priced single family homes for 1st time buyers	9/21/2019 10:19 AM
65	Cost of utilities	9/21/2019 10:17 AM
66	Neighborhoods that are not car dependent	9/20/2019 4:48 PM
67	people that make less than 50,000 per year w/or w/out children	9/20/2019 2:12 PM
68	More affordable options for 55+ seniors	9/20/2019 12:48 PM
69	Many more affordable housing options for Seniors	9/20/2019 11:48 AM
70	Affordable one floor home under 2000 sq ft., closer to 1200 sq ft for seniors to buy	9/20/2019 11:41 AM

71	millenials and younger generation/new workforce	9/20/2019 10:46 AM
72	home repair for seniors and low income families	9/20/2019 10:00 AM
73	Displaced teens	9/20/2019 9:38 AM
74	more public solar panel installations for housing	9/20/2019 5:38 AM
75	Starter HOMES for couples that are affordable.	9/19/2019 9:03 PM
76	reduce the number of apartments being built	9/19/2019 6:27 PM
77	Attainable housing	9/19/2019 3:57 PM
78	Single Parents	9/19/2019 2:03 PM
79	No more condos - too much traffic	9/19/2019 11:36 AM
80	Rental assistance funds for temporary financial crisis	9/19/2019 11:33 AM
81	Homeless Youth	9/19/2019 11:30 AM
82	Apartments people can afford that will not break the bank.	9/19/2019 7:55 AM
83	affordable housing for young couples just starting out	9/18/2019 10:13 PM
84	low to no cost medical	9/18/2019 7:48 PM
85	Fewer apartments and condos	9/18/2019 5:08 PM
86	We have too many apartments in our city. Our growth has caused serious traffic congestion.	9/18/2019 4:53 PM
87	Veterans	9/18/2019 4:34 PM
88	SECTION 8 APARTMENTS NEEDED	9/18/2019 2:11 PM
89	Wider streets on streets such as Janice, Debbie, etc.	9/18/2019 12:44 PM
90	Create homeless housing projects where the homeless can work within the development.	9/18/2019 12:18 PM
91	Good lighting at night	9/18/2019 12:16 PM
92	Rent Control - need limits on rent increases	9/18/2019 10:58 AM
93	Infrastructure like roads to support increased residency through affordable housing options	9/18/2019 7:19 AM
94	Landscaping/Yard Maintenance	9/18/2019 7:00 AM
95	Need affordable senior housing, other than single family homes or retirement centers	9/18/2019 6:50 AM
96	Less apartments!!	9/18/2019 5:19 AM
97	Property tax freeze for low income	9/18/2019 12:39 AM
98	Taxes	9/17/2019 11:17 PM
99	Change building codes to include universal design.	9/17/2019 10:18 PM
100	Preserve existing neighborhoods- don't cram in more high density housing on an empty lot	9/17/2019 8:19 PM
101	Help with stabilizing taxes	9/17/2019 8:02 PM
102	Seniors who are care givers for their spouse need some help. Even when they qualify for in-home assistance they can't always find reliable people.	9/17/2019 7:49 PM
103	addressing housing needs also means addressing streets	9/17/2019 6:49 PM
104	gas & sewer line replacement	9/17/2019 5:44 PM
105	Replacing outdated AC duct work on older homes.	9/17/2019 4:58 PM
106	Assistance for repairs of older homes. Especially foundation.	9/17/2019 4:44 PM
107	houses that are UNDER \$200K for single income	9/17/2019 4:43 PM
108	Vets	9/17/2019 3:01 PM

109	Assistance and education for home solar energy installations.	9/17/2019 3:00 PM
110	Older affordable apartments for low income residents need updates/repair.	9/17/2019 2:56 PM
111	AFFORDABLE 55+ cottages	9/17/2019 2:53 PM
112	would housing for domestic violence survivors qualify	9/17/2019 2:38 PM
113	more alley patrols at night to stop car and garage break ins	9/17/2019 2:33 PM
114	Better drinking water	9/17/2019 2:32 PM
115	As a single woman it's very difficult to find affordable housing in safe neighborhoods. Plano is in desperate need of good affordable housing for low/moderate income households. I've lived here for 50 years and would like to continue living in Plano.	9/17/2019 2:32 PM
116	more senior living centers on the east side of the city	9/17/2019 2:31 PM
117	Just build an affordable house. Not everyone wants all the bells and whistles	9/17/2019 1:31 PM
118	neighbors need to be held accountable when it comes to their properties. mowing, clean up, etc	9/17/2019 1:22 PM
119	No additional large apartments and mixed use developments please!	9/17/2019 12:44 PM
120	Improved the area on PARKER rd where either homeless or people with no resources are standing and looking for a job	9/17/2019 12:36 PM
121	linkage from housing to public transportation	9/17/2019 8:33 AM
122	Affordable senior housing on ground level	9/17/2019 8:26 AM
123	Stop building apartments	9/16/2019 11:23 PM
124	regulation/control of rental properties	9/16/2019 10:15 PM
125	NO MORE AFFORDABLE HOUSING!	9/16/2019 8:48 PM
126	Help keeping older home up dated and repaired	9/16/2019 8:32 PM
127	First time homeowners	9/16/2019 8:27 PM
128	Inadequate affordable senior housing in Plano	9/16/2019 8:20 PM
129	Subsidies for repairs, maintenance of homes for seniors	9/16/2019 8:16 PM
130	Young psycho grew up here but are now priced out of the market	9/16/2019 8:02 PM
131	Homeless shelter	9/16/2019 7:49 PM
132	Stop apartments	9/16/2019 7:48 PM
133	Lighting on the east side	9/16/2019 7:32 PM
134	Veteran assistance	9/16/2019 7:23 PM
135	Luxury senior housing	9/16/2019 7:17 PM
136	More code violation inspectors clean up alleys and streets	9/16/2019 6:29 PM
137	We have enough housing	9/16/2019 6:17 PM
138	Singles, not married, no higher ed	9/16/2019 6:15 PM
139	Parks and open spaces	9/16/2019 6:10 PM
140	Help w/Energy Efficiency upgrades ex:Insulation, Free Trees & Solar Panel systems for all	9/16/2019 5:46 PM
141	Yes. We have a HUD house across the alley from the home we spent a lifetime keeping up and paying off. The HUD house is occupied consistently with people who care little about meeting Plano residential standards ( lawns always unkept, not mowed, trash cans overflowing in the alley, often with unattended children, etc.). Our house value is undermined.	9/16/2019 5:34 PM
142	deserted houses!!! It is not right for our taxes to keep up!	9/16/2019 5:30 PM

143	Financial assistance on homes in need of repair	9/16/2019 5:25 PM
144	Do overpass over Coit at Spring Creek as it was designed some 30+ years ago, not like the fiasco at Preston and Plano Pkwy, or like the one at Legacy and Preston which had to be reworked, and other Spring Creek overpasses were eliminated at Custer and also at Independence.	9/16/2019 5:20 PM
145	NO MORE APARTMENTS	9/16/2019 5:10 PM
146	Green Space - trees - parks	9/16/2019 4:57 PM
147	We need to have housing for he people who work in our services (hotels, restaurants, etc. So they don't have to travel forever to get here	9/16/2019 4:54 PM
148	There are plenty of Apts .. continue support of Shelters.	9/16/2019 4:46 PM
149	tax assessments are rising at a ridiculous level which is just a tax increase and impacts discretionary income	9/16/2019 4:44 PM
150	No more apartments	9/16/2019 4:36 PM
151	Traffic congestion / school overcrowding - respect those of us already here and paying taxes	9/16/2019 4:34 PM
152	Moratorium on high-density housing, too many apartments and they continue to be built.	9/16/2019 4:08 PM
153	Domestic violence victims	9/16/2019 4:07 PM
154	SIDEWALKS!!!	9/16/2019 3:46 PM
155	Students.	9/16/2019 3:36 PM
156	Seniors/Disabled on fixed income	9/16/2019 3:14 PM
157	Keep older neighborhoods clean and safe	9/16/2019 3:03 PM
158	Get rid of more of the tall shrubs along roadways (like those near Independence and Park that are FINALLY being taken care of!!	9/16/2019 3:03 PM
159	young unmarried mothers	9/16/2019 3:01 PM
160	Road improvements	9/16/2019 2:56 PM
161	Senior Transportation	9/16/2019 2:55 PM
162	Enforcement of landlords to provide maintenance of homes / apartments	9/16/2019 2:53 PM
163	Young professionals	9/16/2019 2:52 PM
164	Revitalizion grant for older homes s	9/16/2019 2:49 PM
165	Construction of smaller homes	9/16/2019 2:48 PM
166	Fewer apartments/condos/townhomes	9/16/2019 2:48 PM
167	No Apartments	9/16/2019 2:46 PM
168	Affordable housing	9/16/2019 2:45 PM
169	More green space	9/16/2019 2:34 PM
170	No more apartments	9/16/2019 2:33 PM
171	Yes, down payment assistance for those that do not meet low income quota but it high enough to afford 20% down.	9/16/2019 2:32 PM
172	public transportation to more communities, esp. those with low income	9/16/2019 2:31 PM
173	Lower cost housing	9/16/2019 2:29 PM
174	FIND CREATIVE WAYS TO WORK WITH BUILDERS AND DEVELOPERS TO MODIFY THE BUILDING AND DEV CODE TO ALLOW FOR LOWER COST HOUSING	9/16/2019 2:28 PM
175	Need more 1 story options with nearby parking, upscale	9/16/2019 2:27 PM
176	Affordable honest repair services	9/16/2019 2:27 PM

177	Neighborhood improvements in existing middle class neighborhoods.	9/16/2019 2:26 PM
178	First time homebuyers	9/16/2019 2:25 PM
179	Create more jobs	9/16/2019 2:08 PM
180	Grant money for home improvements	9/16/2019 2:00 PM
181	Improved water pressure	9/16/2019 1:47 PM
182	homeowner maintenance	9/16/2019 1:40 PM
183	preserving green spaces.	9/16/2019 1:38 PM
184	Provide Help/Transition/Assistance to Existing Citizens & not entice more to more in.	9/13/2019 9:46 AM
185	rental assistance	9/12/2019 9:47 AM

#	2	DATE
1	Housing proximity to public transportation.	12/1/2019 1:50 PM
2	Utility assistance for low to moderate income families	11/21/2019 10:52 PM
3	A mixed-use development with apartments and some retail to abate the dangerous commute across Renner & Shiloh Rd for seniors	11/16/2019 11:50 AM
4	Low traffic areas	11/15/2019 10:20 AM
5	Assistance for Seniors for upkeep of their homes /yards	11/15/2019 8:49 AM
6	Homeowner credit for installing surveillance cameras in all neighborhood entry spaces	11/12/2019 6:28 PM
7	Families who have just relocated to the area	11/11/2019 1:03 PM
8	fencing, lighting of yard	10/16/2019 1:25 PM
9	or just a single person who's also wanting a home	10/15/2019 4:14 PM
10	Veterans	10/9/2019 6:24 PM
11	Allocating water fairly in a shared community	10/2/2019 4:01 PM
12	Affordable Child Care for residents.	10/2/2019 12:32 PM
13	security	10/2/2019 11:52 AM
14	Proximity to transit	10/1/2019 4:16 PM
15	Education for housing needs	9/30/2019 11:49 AM
16	Decent boarding homes	9/26/2019 11:44 AM
17	Access to transportation	9/26/2019 11:36 AM
18	Young Adult housing	9/26/2019 10:30 AM
19	Informational class on how to build credit	9/26/2019 9:45 AM
20	DISCOURAGE "RENTAL PROPERTIES" BY FAIR PROPERTY TAXES AND REASONABLE, NOT INFLATED VALUATIONS	9/25/2019 10:37 PM
21	Having a housing trust fund to develop more affordable housing.	9/25/2019 8:09 AM
22	Homellessness	9/25/2019 7:02 AM
23	Cottage or tiny house "villages" for seniors	9/24/2019 9:32 AM
24	People with moderate incomes!	9/23/2019 9:38 AM
25	housing for those wanting to down size	9/22/2019 7:41 PM
26	Help from Plano.org to go to Senior Homes and help with small repairs (i.e. replace fixtures, drywall,etc.). This helps seniors and also helps the condition of the home which helps Plano.	9/22/2019 5:56 PM
27	Tax corporate and big business not how owners	9/22/2019 4:43 PM
28	Elder contractor advocates	9/22/2019 8:32 AM
29	Apartments in the \$600-\$800 price range	9/21/2019 10:25 PM
30	Undocumented families	9/21/2019 9:43 PM
31	Internet ability	9/21/2019 10:17 AM
32	Connecting housing areas with bike/walking trails	9/20/2019 4:48 PM
33	more affordable and livable housing. most places are infested with roaches, mice, fleas, bedbugs and rats!	9/20/2019 2:12 PM
34	Consider "group living" homes	9/20/2019 11:48 AM
35	high property/school taxes take away from home repairs	9/20/2019 10:00 AM

36	more wind power abatements for housing	9/20/2019 5:38 AM
37	Single FAMILY homes near schools	9/19/2019 9:03 PM
38	No more apartments - too much traffic	9/19/2019 11:36 AM
39	Help finding affordable housing	9/19/2019 11:33 AM
40	No pets allowed	9/19/2019 7:55 AM
41	more senior centers	9/18/2019 7:48 PM
42	better lighting at night as streets are too dark and safety for our children, a real concern	9/18/2019 12:44 PM
43	Fix transportation from housing to public transportation	9/18/2019 12:18 PM
44	Easy access to transportation	9/18/2019 12:16 PM
45	Rent Control	9/18/2019 10:58 AM
46	Tree Trimming	9/18/2019 7:00 AM
47	More single family homes!	9/18/2019 5:19 AM
48	Tax break for homeowners with combined income under \$100000k	9/17/2019 11:17 PM
49	Help with stabilizing values of homesteads	9/17/2019 8:02 PM
50	alley repairs	9/17/2019 5:44 PM
51	Reduce property taxes	9/17/2019 4:58 PM
52	acknowledging that veterans are always ignored due to overbidding	9/17/2019 4:43 PM
53	Recycling education and subsidies.	9/17/2019 3:00 PM
54	Seniors might benefit from education in selecting reputable contractors and avoiding scams for home repair work.	9/17/2019 2:56 PM
55	AFFORDABLE 55+ condos	9/17/2019 2:53 PM
56	more daytime street patrols to stop delivered package theft	9/17/2019 2:33 PM
57	School bus stops in more neighborhoods!	9/17/2019 2:32 PM
58	more memory care centers on the east side of the city	9/17/2019 2:31 PM
59	Panhandling at intersections they all claim to be homeless	9/17/2019 12:36 PM
60	Fix neighborhood streets and infrastructure	9/16/2019 11:23 PM
61	LOWER income residents brings MORE crime!	9/16/2019 8:48 PM
62	Lower cost housing across the city	9/16/2019 8:32 PM
63	help seniors maintain their homes	9/16/2019 8:20 PM
64	More public housing	9/16/2019 7:49 PM
65	Stop condos	9/16/2019 7:48 PM
66	landscaping on the east side	9/16/2019 7:32 PM
67	We have enough multi family housing	9/16/2019 6:17 PM
68	Singles, not married, some higher ed	9/16/2019 6:15 PM
69	Trees	9/16/2019 6:10 PM
70	ADD MORE STREETS LIGHTS & LIGHT UP Alleyways add Speed Bumps to STOP Neighborhood Speeding	9/16/2019 5:46 PM
71	The house next to us has assisted rental. Yard is unkept, No upkeep of window dressing, etc	9/16/2019 5:34 PM
72	Financial award for energy efficiency	9/16/2019 5:25 PM

73	Do overpass over Preston at Spring Creek as it was designed some 30+ years ago not like the fiasco at Preston and Plano Pkwy, or like the one at Legacy and Preston which had to be reworked, and other Spring Creek overpasses were eliminated at Custer and also at Independence.	9/16/2019 5:20 PM
74	NO MORE APARTMENTS	9/16/2019 5:10 PM
75	Traffic restrictions - too many people speeding through the neighborhoods	9/16/2019 4:57 PM
76	No more apartments	9/16/2019 4:36 PM
77	Assistance with homeowner housing repairs (simple financing, discount programs, rebates, grants, etc.) for ALL income levels not just low income - should be for anyone that needs help PERIOD. Income is only ONE factor and should not be the ONLY factor.	9/16/2019 4:08 PM
78	Immigrants	9/16/2019 4:07 PM
79	Retirees	9/16/2019 3:14 PM
80	Allocate more funds for screening walls	9/16/2019 3:03 PM
81	Transportation for disabled seniors - not housing but still needs to be addressed. I deal with it with seniors from church	9/16/2019 3:03 PM
82	Safety improvements	9/16/2019 2:56 PM
83	Senior Workout Facilities	9/16/2019 2:55 PM
84	Rental & Utility Assistance	9/16/2019 2:53 PM
85	Young people generally	9/16/2019 2:52 PM
86	More help in getting the east side as nice as the west	9/16/2019 2:49 PM
87	No section 8	9/16/2019 2:46 PM
88	No more condos	9/16/2019 2:33 PM
89	Finding homes that are within my income for affordability and. It going into debt	9/16/2019 2:32 PM
90	community awareness of homelessness/lack of affordable housing	9/16/2019 2:31 PM
91	Well planned high density	9/16/2019 2:29 PM
92	BIG PROBLEM IS THAT THE COST OF HOUSING IS PRICING MANY PEOPLE OUT OF THE MARKET. MY GUESS IS THAT INNOVATION IN TERMS OF CONSTRUCTION AND COMM DEVELOPMENT ARE NEEDED.	9/16/2019 2:28 PM
93	would like more green areas	9/16/2019 2:27 PM
94	People who will do small projects	9/16/2019 2:27 PM
95	Create viable entertainment/recreational areas	9/16/2019 2:08 PM
96	50 year old homes going into disrepair	9/16/2019 1:40 PM
97	creating MORE green spaces	9/16/2019 1:38 PM
98	Evenly balance low income living throughout the City, not target 1 area.	9/13/2019 9:46 AM
99	affordable home repair program for middle income households	9/12/2019 9:47 AM

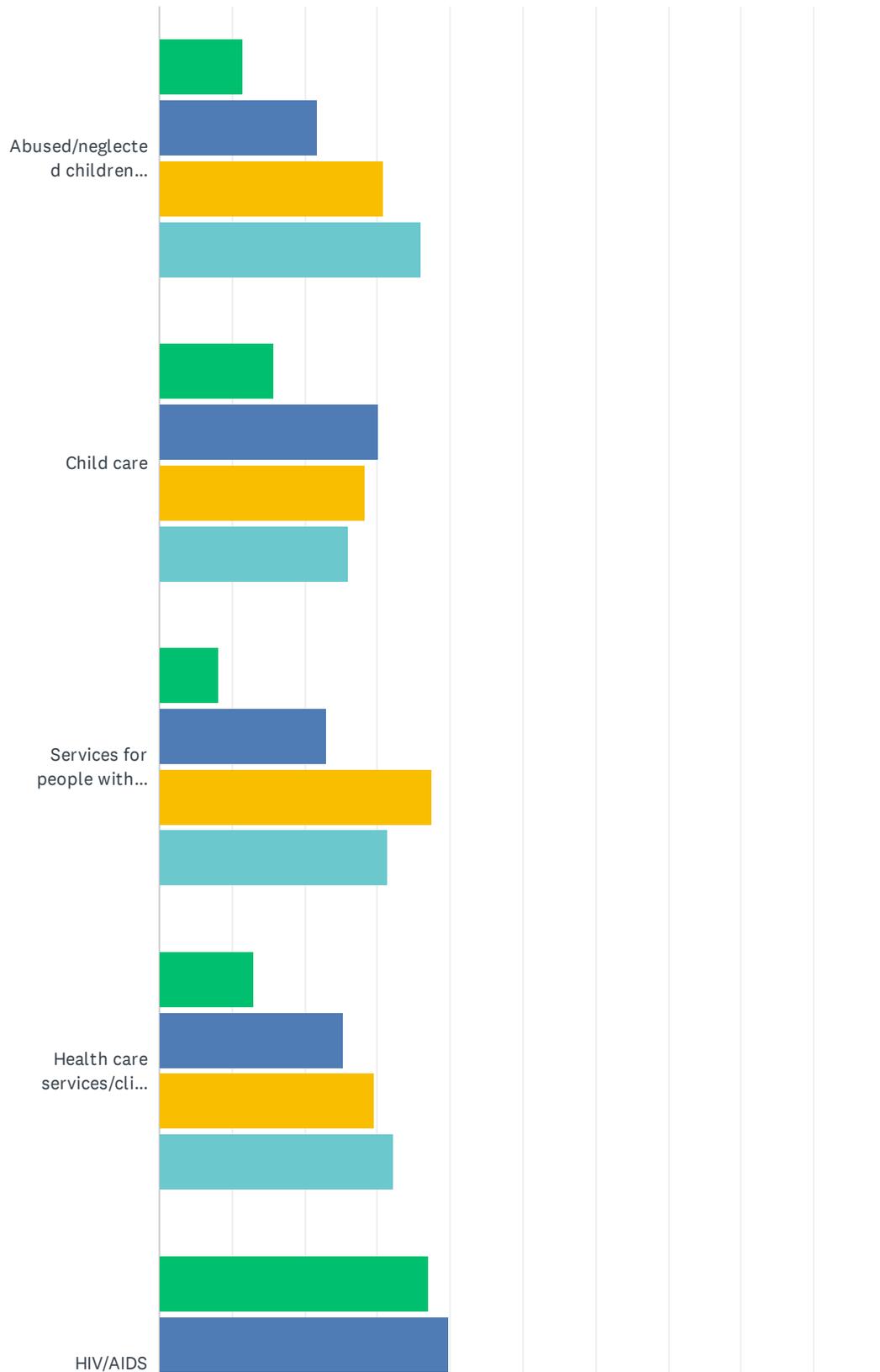
#	3	DATE
1	Several communities of rent to own tiny homes for seniors some being one level.	11/16/2019 11:50 AM
2	Maintenance of property	11/15/2019 10:20 AM
3	Update old Federal Pacific Panel boxes with Surge Protectors to ensure that when a storm/surge hits there are not extensive damages	11/12/2019 6:28 PM
4	Young adults to get into their first home	11/11/2019 1:03 PM
5	Technical Job Development	10/2/2019 12:32 PM
6	tax breaks	10/2/2019 11:52 AM
7	Proximity to necessities	10/1/2019 4:16 PM
8	Available grants, low interest loans	9/26/2019 11:36 AM
9	Informational class on renters insurance	9/26/2019 9:45 AM
10	TAX BREAKS FOR THE AVERAGE HOMEOWNER - PROPERTY VALUES IN PLANO ARE SO OVER-ASSESSED THEY ARE A JOKE	9/25/2019 10:37 PM
11	Having a community land trust fund to keep housing affordable.	9/25/2019 8:09 AM
12	Homelessness	9/25/2019 7:02 AM
13	housing for young professionals that is affordable	9/22/2019 7:41 PM
14	I can't afford putting more insulation in my attic. Would love to see some Government Funds be used to help Senior Homeowners.	9/22/2019 5:56 PM
15	Instruct corporate to change office time	9/22/2019 4:43 PM
16	Affordable home ownership vs rental	9/21/2019 9:43 PM
17	Food	9/21/2019 10:17 AM
18	affordable houses-no houses mostly apartments	9/20/2019 2:12 PM
19	Pet friendly too!	9/20/2019 11:48 AM
20	electrical based mass transit infrastructure access	9/20/2019 5:38 AM
21	Making HOME OWNERSHIP a priority	9/19/2019 9:03 PM
22	Temporary housing for homeless	9/19/2019 11:33 AM
23	Disabilites house people cam get in and out with a wheelchair	9/19/2019 7:55 AM
24	more transportation options for low income and elderly	9/18/2019 7:48 PM
25	Contract for AT& T to provide Internet services to the lower income East Side. How can a child pass is classes if he cant get internet with the growing times nor complete his assignments due?	9/18/2019 12:44 PM
26	Put lower cost housing in high income areas as this is where they may work	9/18/2019 12:18 PM
27	Assistance paying for a/c and heating	9/18/2019 12:16 PM
28	Rent Control	9/18/2019 10:58 AM
29	Bulky Item trash removal	9/18/2019 7:00 AM
30	More police driving through neighborhoods.	9/18/2019 5:19 AM
31	Affordable housing communities	9/17/2019 11:17 PM
32	Improve response time on sidewalk, alley repairs	9/17/2019 4:58 PM
33	giving veterans a first chance at a bid	9/17/2019 4:43 PM
34	AFFORDABLE 55+ apartments	9/17/2019 2:53 PM

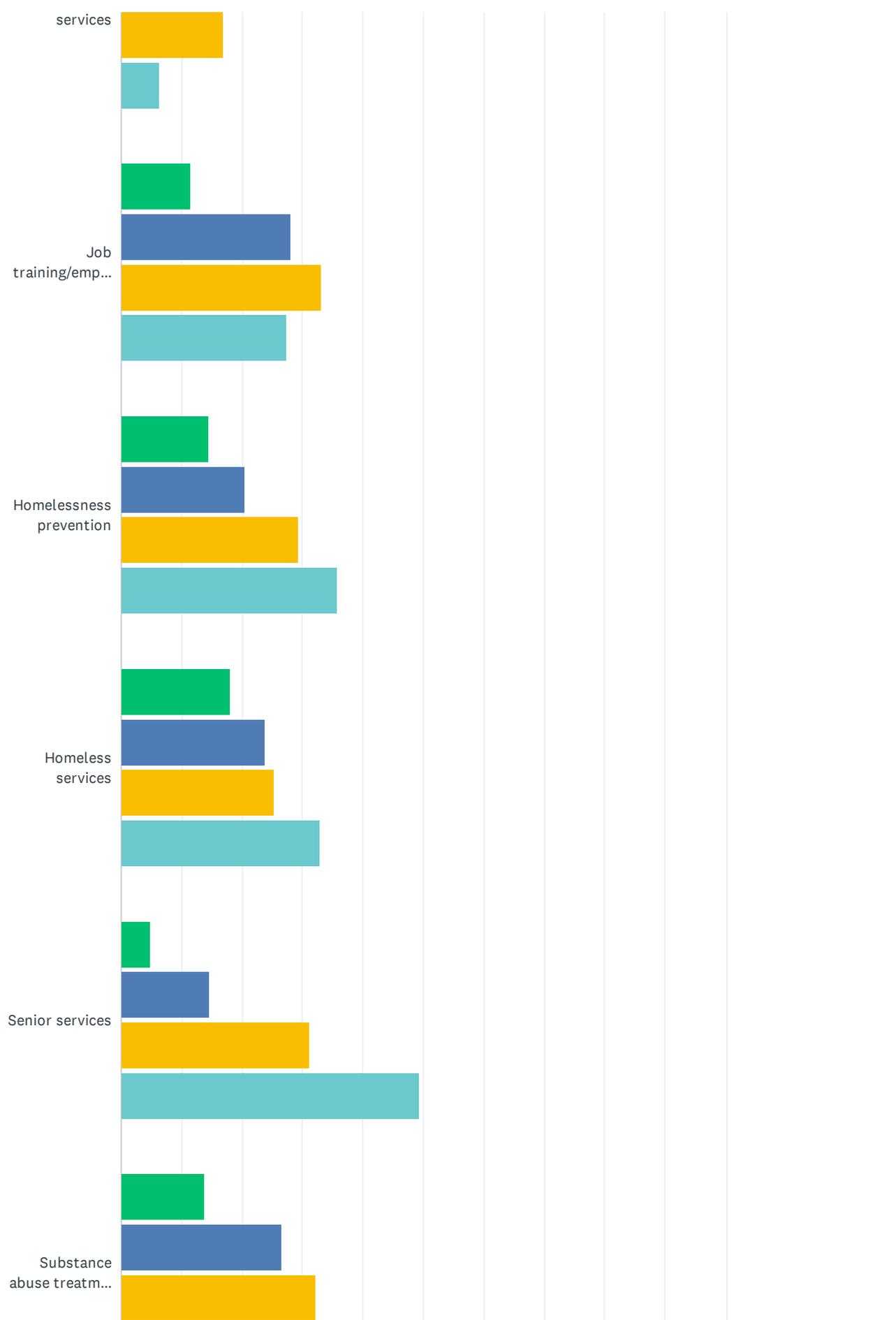
35	Renovate east Plano	9/16/2019 11:23 PM
36	General infrastructure improvements	9/16/2019 8:32 PM
37	affordable apartments	9/16/2019 8:20 PM
38	More parks	9/16/2019 7:48 PM
39	no more auto repair, title loans, pawn shops, and halfway houses on the east side	9/16/2019 7:32 PM
40	If we keep adding more housing then build and expand more roads first	9/16/2019 6:17 PM
41	Singles, not married, w/degree, w/college debt	9/16/2019 6:15 PM
42	Childrens play area	9/16/2019 6:10 PM
43	Down Payment Assistance Programs that assist ALL with a possible 10-20% &/or Closing Costs.	9/16/2019 5:46 PM
44	Neighbors who come from low income backgrounds and have worked a lifetime to live in a community with standards are frustrated and disappointed with. those who ignore community standards such as parking trucks with yard trailers, numerous cars & trucks parked in front of homes where multiple families live creating crowded road ways and downgraded neighborhoods. As standards decline, in Plano fewer middle class homeowners will find a Plano the place to invest in and will seek communities to invest in home ownership. Because we know how it is to be poor and are thankful that our frugal living and yard work has moved us beyond the poverty level, we know that being in poverty doesn't mean that low standards or no standards are acceptable!	9/16/2019 5:34 PM
45	Yard beautification assistances	9/16/2019 5:25 PM
46	Get the rates lower at the Rec centers for Seniors when the Carpenter Rec Center (C oit Rd) opened I believe it was \$19.00 annually then it eventually went to \$35.00 (and now way to high for seniors) and these rates were for non seniors back then, for residents or people who worked in Plano. I was a part of the committee who got the Rec Center on the Ballot for the citizens to vote on and was approved first go around..	9/16/2019 5:20 PM
47	NO MORE APARTMENTS	9/16/2019 5:10 PM
48	Bike path / lane along Parker or Park so there is a safe alternative to driving	9/16/2019 4:57 PM
49	No more apartments	9/16/2019 4:36 PM
50	Eliminate discrimination in property standards enforcement especially in East Plano. Offer assistance regardless of income level. Too many are alienated and cannot get help. You never know what someone else is experiencing and when assistance is needed, income should not be what keeps them from getting help. Income level over "poverty" doesn't mean someone doesn't need help.	9/16/2019 4:08 PM
51	Assist older strip malls update	9/16/2019 3:03 PM
52	Green space beautification	9/16/2019 2:56 PM
53	Food Pantries	9/16/2019 2:53 PM
54	Low Income	9/16/2019 2:52 PM
55	Don't build so many apartments without roads to support them	9/16/2019 2:49 PM
56	community awareness regarding solar cells and that HOAs cannot restrict them	9/16/2019 2:31 PM
57	More senior living	9/16/2019 2:27 PM
58	Education to teach people how to DIY	9/16/2019 2:27 PM
59	Promote pubic transportation options	9/16/2019 2:08 PM
60	stop jamming every vacant lot with apartments	9/16/2019 1:38 PM
61	Provide Better subsidies for elderly/disabilities so they do not economically loose the right to live here. Make one of those overpriced living areas for people of needs so things are convenient.	9/13/2019 9:46 AM

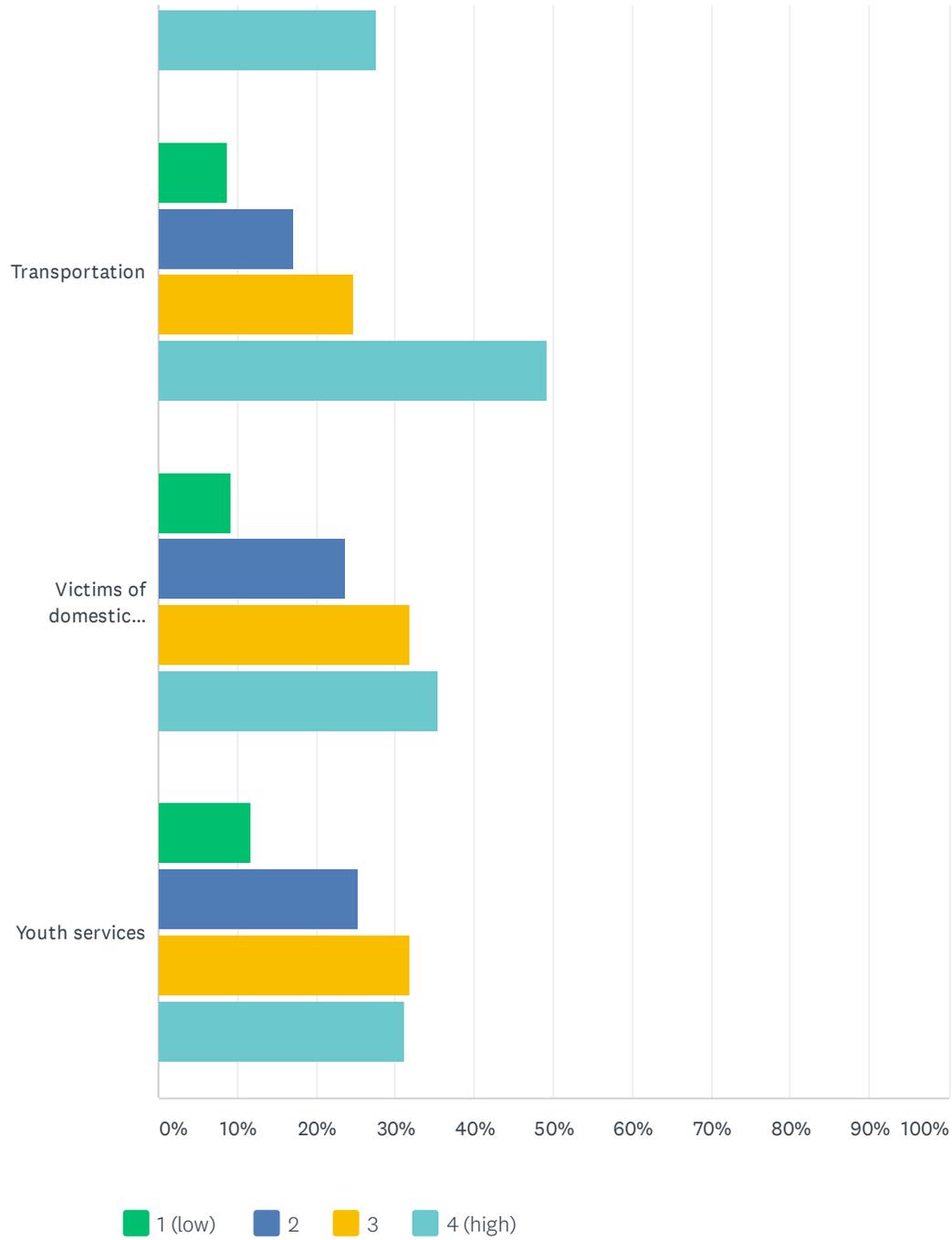


### Q4 What public services are most needed in your community? Rate the level of need, with 4 being the highest priority.

Answered: 694 Skipped: 39







	1 (LOW)	2	3	4 (HIGH)	TOTAL	WEIGHTED AVERAGE
Abused/neglected children services	11.60% 76	21.68% 142	30.69% 201	36.03% 236	655	2.91
Child care	15.69% 102	30.15% 196	28.15% 183	26.00% 169	650	2.64
Services for people with disabilities	8.10% 53	23.09% 151	37.46% 245	31.35% 205	654	2.92
Health care services/clinics	12.94% 85	25.27% 166	29.53% 194	32.27% 212	657	2.81
HIV/AIDS services	37.01% 235	39.84% 253	16.85% 107	6.30% 40	635	1.92
Job training/employment services	11.46% 76	28.05% 186	33.03% 219	27.45% 182	663	2.76
Homelessness prevention	14.41% 96	20.57% 137	29.28% 195	35.74% 238	666	2.86
Homeless services	17.99% 120	23.84% 159	25.34% 169	32.83% 219	667	2.73
Senior services	4.79% 32	14.67% 98	31.14% 208	49.40% 330	668	3.25
Substance abuse treatment and prevention	13.72% 90	26.52% 174	32.16% 211	27.59% 181	656	2.74
Transportation	8.70% 59	17.26% 117	24.78% 168	49.26% 334	678	3.15
Victims of domestic violence services	9.23% 61	23.60% 156	31.77% 210	35.40% 234	661	2.93
Youth services	11.63% 77	25.38% 168	31.87% 211	31.12% 206	662	2.82

## Q5 Are there other high priority public service needs in your community that are not listed above? (optional)

Answered: 89 Skipped: 644

ANSWER CHOICES	RESPONSES	
1	100.00%	89
2	48.31%	43
3	37.08%	33

#	1	DATE
1	Transportation of homeless to warming station with there animals	11/23/2019 10:49 AM
2	Utility assistance	11/21/2019 10:53 PM
3	My apartment building "Savannah@Gateway" is like living on a deserted island with no restaurants and no entertainment near. As I do not own a vehicle and am on a fixed income.	11/16/2019 12:04 PM
4	Easy, affordable SENIOR transportation	11/15/2019 12:41 PM
5	More public transportation	11/15/2019 10:23 AM
6	Mental health assistance for minors	11/13/2019 10:01 AM
7	Please look into the program 'Tools and Technology Trailblazers' that helps train and bridge the gap between the construction and technology industry that equips people to earn a good living by maintaining, preserving, renewing and repairing their own neighborhoods	11/12/2019 6:32 PM
8	Mental health/loneliness abatement	11/8/2019 10:40 PM
9	Playground, walking park	10/16/2019 1:31 PM
10	Financial Peace University	10/14/2019 2:48 PM
11	brick wall replacement	10/9/2019 9:58 PM
12	Redevelopment of shopping land to Senior Housing	10/9/2019 6:33 PM
13	services for adults with disabilities that is affordable, such as day programs	10/2/2019 11:54 AM
14	Mental health services	9/29/2019 1:54 PM
15	teen internship and workforce development	9/27/2019 5:44 PM
16	Supervised housing for those with severe mental illness and IDD	9/26/2019 12:03 PM
17	Affordable legal help / Notary	9/26/2019 11:41 AM
18	Affordable counseling services	9/26/2019 9:48 AM
19	BETTER ROADS - PUT MORE PEOPLE TO WORK	9/25/2019 10:41 PM
20	Inclement weather shelter.	9/25/2019 8:12 AM
21	Homelessness	9/25/2019 7:05 AM
22	Free Link service (Similar to south Padre)	9/22/2019 4:47 PM
23	Safety	9/22/2019 9:12 AM
24	After school programs for teens	9/22/2019 8:33 AM
25	Treatment for mental illness	9/21/2019 4:40 PM
26	Public Transportation further north and west	9/21/2019 11:58 AM
27	Mental health services	9/21/2019 11:41 AM
28	DMV services for elderly and/or disabled	9/21/2019 10:27 AM
29	Rape crisis	9/21/2019 10:22 AM
30	walk/bike trails	9/20/2019 4:50 PM
31	shelters for sexual assault victims and sex traffic victims, especially minors	9/20/2019 2:15 PM
32	services for single parents	9/20/2019 10:47 AM
33	public transportation geared towards seniors & persons with disability	9/20/2019 10:02 AM
34	Healthcare for low income	9/20/2019 8:36 AM
35	cultural diversity training and awareness	9/20/2019 5:40 AM

36	Quit focusing on FRINGE groups. Support Middle America hopes	9/19/2019 9:11 PM
37	Homelessness is not a housing issue, it's a mental health issue!	9/19/2019 6:09 PM
38	Veterans	9/19/2019 2:04 PM
39	Services for under 15-16 long term housing	9/19/2019 12:19 PM
40	Free or low cost transportation for seniors and low income. Particularly for medical services.	9/19/2019 11:39 AM
41	Traffic damage to streets and allies.	9/18/2019 4:56 PM
42	Condos need more convenient recycling. Stop closing locations and open more.	9/18/2019 12:25 PM
43	More law enforcement of traffic violations; texting!!!	9/18/2019 5:21 AM
44	Assistance to neighborhoods for improvement	9/18/2019 12:43 AM
45	After hours school program for kids i.e. vocational programs	9/17/2019 11:20 PM
46	Employment Education	9/17/2019 8:33 PM
47	Better tax breaks for 60+ residents because property tax is becoming so high- hard to continue to stay in Plano	9/17/2019 8:27 PM
48	Options for seniors that have not retired yet	9/17/2019 8:03 PM
49	another senior center. there are more seniors working out at carpenter, and the need will only grow. senior center with large workout area and indoor walking area	9/17/2019 6:50 PM
50	Veterans services	9/17/2019 5:45 PM
51	free {or inexpensive} pick-up for seniors to plano locations	9/17/2019 4:46 PM
52	Maybe education for those aged 50 and above to newer technology (especially those who have been laid off).	9/17/2019 2:58 PM
53	Competent road repair	9/17/2019 2:54 PM
54	Credit building and alternative loan programs (not payday/auto-title loans)	9/17/2019 1:49 PM
55	The public transportation system is not efficient.	9/17/2019 1:24 PM
56	Please put an end to panhandlers.	9/17/2019 1:32 AM
57	Intellectual disability kids aging out of high school	9/16/2019 11:36 PM
58	Infrastructure repairs	9/16/2019 11:31 PM
59	LOWER taxes, lower education costs to citizens.	9/16/2019 8:50 PM
60	Code enforcement	9/16/2019 7:33 PM
61	developmentally disabled young adult group homes, jobs, parent planning help	9/16/2019 6:20 PM
62	Our parks are outstanding - keep maintaining them and not letting them age	9/16/2019 6:20 PM
63	Mental Health	9/16/2019 6:17 PM
64	Home Maintenance assistance help for Seniors	9/16/2019 5:58 PM
65	Road repairs	9/16/2019 5:42 PM
66	Adoption / Foster Care services	9/16/2019 4:59 PM
67	Team with the Churches to leverage outcomes.	9/16/2019 4:48 PM
68	Roads are overcrowded	9/16/2019 4:37 PM
69	Senior Housing	9/16/2019 4:14 PM
70	Counseling	9/16/2019 4:08 PM
71	Build tiny houses for the homeless that are affordable.	9/16/2019 4:05 PM
72	SIDEWALKS	9/16/2019 3:46 PM

73	Seniors need their own facilities to play indoor Pickelball. When kids are off school our time is cut in half.	9/16/2019 3:21 PM
74	Improve older subdivisions	9/16/2019 3:06 PM
75	Transportation for disabled seniors	9/16/2019 3:05 PM
76	child care for single moms	9/16/2019 3:02 PM
77	Roads	9/16/2019 2:57 PM
78	Parks	9/16/2019 2:56 PM
79	Public Transit	9/16/2019 2:53 PM
80	affordable healthcare	9/16/2019 2:48 PM
81	Easy, affordable senior transportation	9/16/2019 2:48 PM
82	transportation to food bank and other low income resources	9/16/2019 2:38 PM
83	SAFETY IN TERMS OF INFLUENCING & TRAINING GUN OWNERS ON THE PROPER SAFE USE OF THEIR WEAPONS	9/16/2019 2:32 PM
84	Rising crime (burglaries, vandalism, etc)	9/16/2019 2:30 PM
85	a senoir center on the West side of Plano	9/16/2019 2:29 PM
86	low cost legal services (wills, insurance questions, etc.)	9/16/2019 2:29 PM
87	Helping youth be successful adults if their parents can't financially support them as they transition	9/16/2019 2:14 PM
88	Rent assistance	9/16/2019 1:59 PM
89	Consoling to get the people into the right locations & programs	9/13/2019 9:58 AM

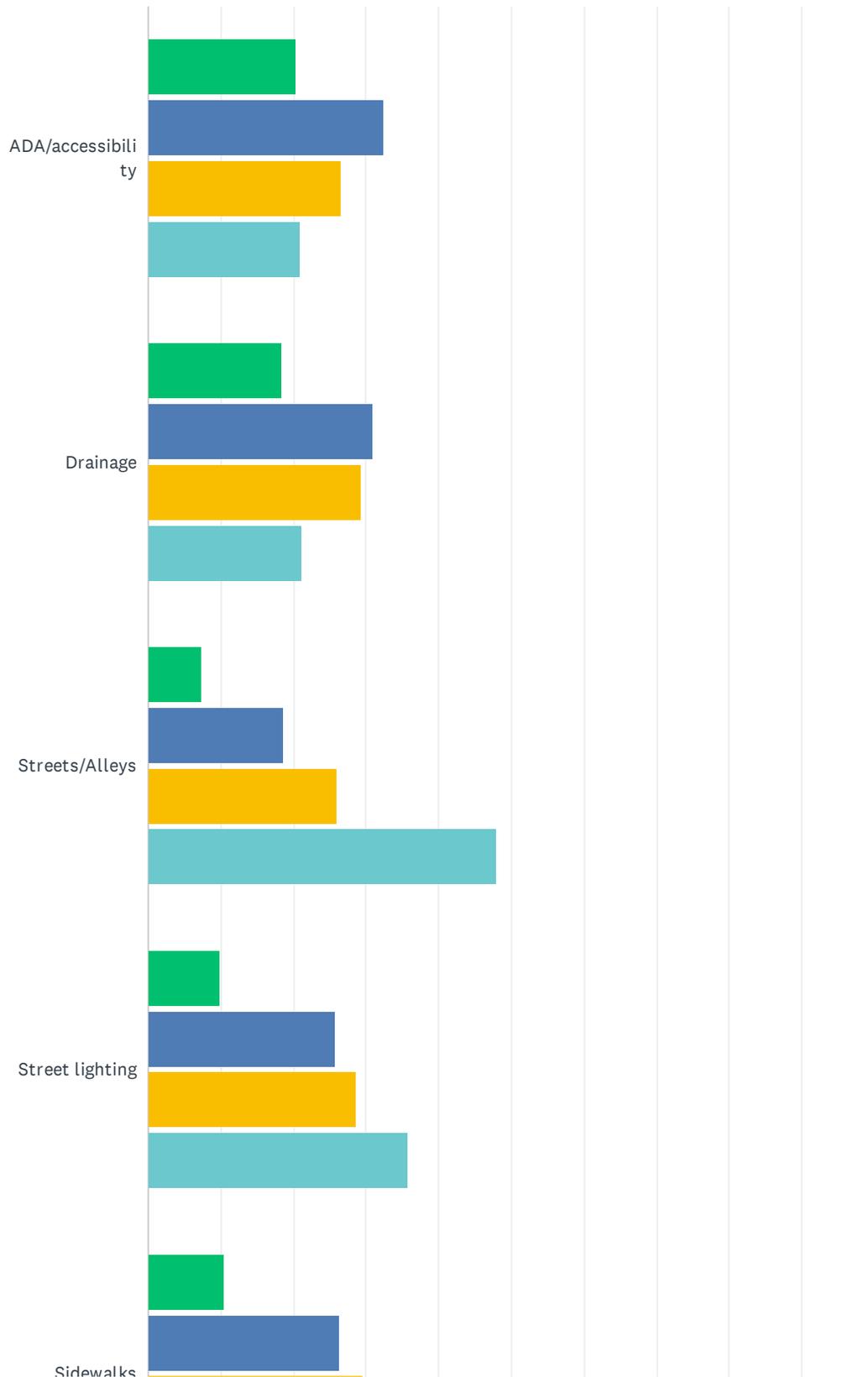
#	2	DATE
1	free animal health care for the seniors and homeless	11/23/2019 10:49 AM
2	A Raised cross over walking bridge for bikes and walking, at Plano parkway and Shiloh. Very dangerous to cross walk even when the light is green. They almost got me a couple of times up there.	11/16/2019 12:04 PM
3	Location to daily needs	11/15/2019 10:23 AM
4	Diversity and Inclusion roundtables and certifications for more local businesses to get access to training so that all people can be included	11/12/2019 6:32 PM
5	Partner with faith based volunteering for social services	10/9/2019 6:33 PM
6	Low cost Dental - May already be covered in health care above	9/26/2019 11:41 AM
7	Affordable services for youth in the Autism Spectrum under age 18	9/26/2019 9:48 AM
8	MORE LAW ENFORCEMENT TO PATROL NEIGHBORHOODS IN HIGH THEFT AREAS	9/25/2019 10:41 PM
9	Mental Health Treatment	9/25/2019 8:12 AM
10	Homelessness	9/25/2019 7:05 AM
11	More security rounds in Mall, night rounds	9/22/2019 4:47 PM
12	Women's healthcare	9/21/2019 10:22 AM
13	walkable communities and services (shops, banks, doctors, etc.) within close proximatey to those neighborhoods	9/20/2019 4:50 PM
14	mental health housing (apts.)-those suffering from mental health have no housing to go to or obtain	9/20/2019 2:15 PM
15	Defeat high density housing. Are houses no longer part of American dream??	9/19/2019 9:11 PM
16	Single Parents	9/19/2019 2:04 PM
17	Emergency Shelter for young adults 18-28	9/19/2019 12:19 PM
18	Link bicycle paths	9/18/2019 12:25 PM
19	More street cleaning; medians, trash on roadsides,	9/18/2019 5:21 AM
20	Assistance to HOA on high cost of rebuilding brick fences surrounding neighborhoods	9/18/2019 12:43 AM
21	Employment Services	9/17/2019 8:33 PM
22	stop the apartment buildings. enough traffic.	9/17/2019 4:46 PM
23	financial assistance	9/17/2019 1:49 PM
24	We have a need for more free activities teens can participate in instead of getting into trouble.	9/17/2019 1:24 PM
25	Please clean up East Plano along Ave.K. IT'S becoming more dangerous to shop in that area. Parker Rd. to Plano Parkway.	9/17/2019 1:32 AM
26	Build more parks instead of apartments	9/16/2019 11:31 PM
27	laws against loitering	9/16/2019 7:33 PM
28	Veterans	9/16/2019 6:17 PM
29	Perhaps a Youth Volunteer program that earns funds for paying for college classes Middle & High school Work to Earn funds for classes	9/16/2019 5:58 PM
30	Less density - overwhelming traffic!	9/16/2019 5:42 PM
31	Education / Life Skills classes	9/16/2019 4:59 PM
32	Fix the roads for Gosh sakes.	9/16/2019 4:48 PM
33	No more apartments	9/16/2019 4:37 PM

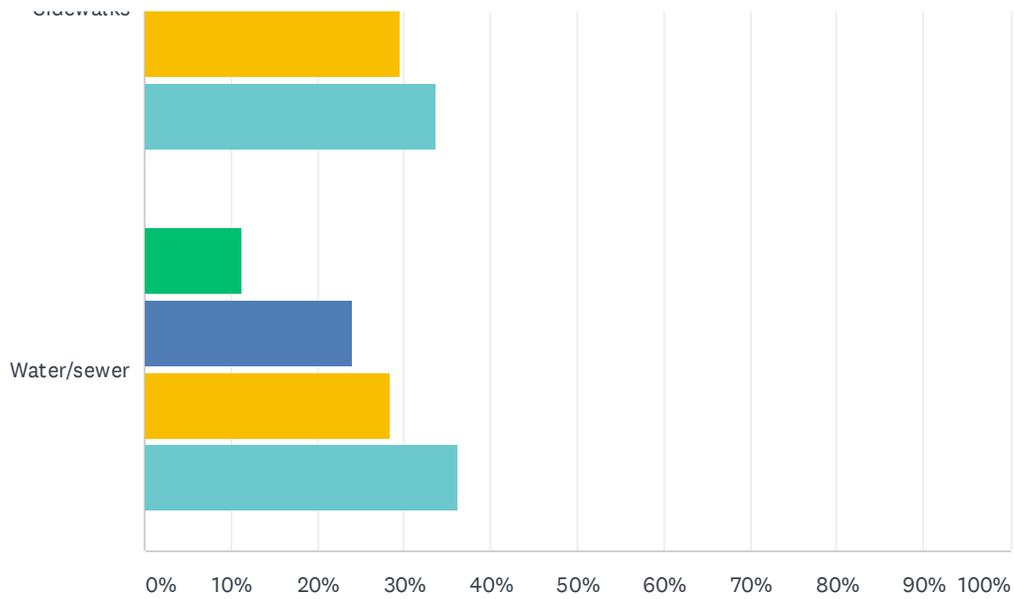
34	Legal Help	9/16/2019 4:08 PM
35	Educate low income how to care for lawns , trash - provide tools ( lawn mowers etc ) to assist with this	9/16/2019 3:06 PM
36	Safety	9/16/2019 2:57 PM
37	Roads	9/16/2019 2:56 PM
38	A coffee shop or bookstore or something	9/16/2019 2:53 PM
39	low priced after school care	9/16/2019 2:38 PM
40	IN GENERAL POOR DRIVING HABITS-- TAILGATING, HIT AND RUN, DRIVING TOO FAST, RUNNING LIGHTS, ETC.	9/16/2019 2:32 PM
41	Panhandling	9/16/2019 2:30 PM
42	Less children parks and more interest in Seniors needs	9/16/2019 2:29 PM
43	Any program that would remove cars from the road & get people to mass transit solutions.	9/13/2019 9:58 AM

#	3	DATE
1	SAFE housing for homeless children	11/23/2019 10:49 AM
2	With this area being dead as a doorknob, a few seasonal pop up sights for the college aged for projects to work on.	11/16/2019 12:04 PM
3	Maintenance andupkeep	11/15/2019 10:23 AM
4	Oversight committees for non-profits to ensure they are wiling to collaborate instead of reinventing the wheel	11/12/2019 6:32 PM
5	Use Neighborhood Services to on the clock weekly assist volunteer repairs	10/9/2019 6:33 PM
6	More services for youth in the Autism Spectrum after high school	9/26/2019 9:48 AM
7	LOWER UTILITY BILLS, PROPERTY TAXES, SCHOOL TAXES, CAP ON SKYROCKETING HOME VALUATIONS TO AVOID ANOTHER REAL ESTATE CRASH	9/25/2019 10:41 PM
8	Data collection and System Performance Information	9/25/2019 8:12 AM
9	Homelessness	9/25/2019 7:05 AM
10	More educational services thru library	9/22/2019 4:47 PM
11	Vaccinations	9/21/2019 10:22 AM
12	better public transportation	9/20/2019 4:50 PM
13	low income housing in general-the rents are ridiculous-you cant afford to live on your own!!!	9/20/2019 2:15 PM
14	What FUTURE is envisioned for Plano? Sounds like SLUM	9/19/2019 9:11 PM
15	Legal Aid	9/19/2019 2:04 PM
16	Youth Resource Center that offers all service to youth on a campus.	9/19/2019 12:19 PM
17	Stop building such elaborate schools and use the money to keep great teachers.	9/18/2019 12:25 PM
18	Moe street repairs in neighborhoods.	9/18/2019 5:21 AM
19	Assistance for neighborhood improvements	9/18/2019 12:43 AM
20	increase police presence.	9/17/2019 4:46 PM
21	Vehicle theft is a huge issue	9/17/2019 1:24 PM
22	Help seniors register to vote and assist getting them to poll locations	9/16/2019 11:31 PM
23	extend the dart rail	9/16/2019 7:33 PM
24	Undocumented immigrants	9/16/2019 6:17 PM
25	Enforcing residential standards on the books without depending on residents to report. When policeman cruise by violators, they should take the initiative to act on the violation!	9/16/2019 5:42 PM
26	Hunger solutions for kids	9/16/2019 4:59 PM
27	Get rid of motorcycle cops .. ridiculous.	9/16/2019 4:48 PM
28	Schools are overcrowded	9/16/2019 4:37 PM
29	Waterways	9/16/2019 2:56 PM
30	A library	9/16/2019 2:53 PM
31	job resources for students	9/16/2019 2:38 PM
32	EDUCATING ADULTS AND CHILDREN IN BEING OPEN MINDED AND ACCEPTING OF HETEROGENITY IN THE POPULATION (RACE, ETHNIC, RELIGIOUS, LBGTQ, ETC.	9/16/2019 2:32 PM
33	Homeless sleeping in view of public	9/16/2019 2:30 PM

### Q6 What infrastructure improvements are most needed in your community? Rate the level of need, with 4 being the highest priority.

Answered: 685 Skipped: 48





1 (low) 2 3 4 (high)

	1 (LOW)	2	3	4 (HIGH)	TOTAL	WEIGHTED AVERAGE
ADA/accessibility	20.21% 132	32.47% 212	26.49% 173	20.83% 136	653	2.48
Drainage	18.47% 121	30.99% 203	29.31% 192	21.22% 139	655	2.53
Streets/Alleys	7.32% 49	18.68% 125	26.01% 174	47.98% 321	669	3.15
Street lighting	9.79% 65	25.75% 171	28.61% 190	35.84% 238	664	2.91
Sidewalks	10.51% 70	26.43% 176	29.43% 196	33.63% 224	666	2.86
Water/sewer	11.23% 74	23.98% 158	28.53% 188	36.27% 239	659	2.90

## Q7 Are there other high priority infrastructure needs that are not listed above? (optional)

Answered: 97 Skipped: 636

ANSWER CHOICES	RESPONSES	
1	100.00%	97
2	42.27%	41
3	26.80%	26

#	1	DATE
1	Public transportation	12/1/2019 1:51 PM
2	Not to my knowledge is just focusing on the general area of where I live not the entire city of Plano.	11/16/2019 12:05 PM
3	Most of the above issues are well dealt with in my community	11/15/2019 12:42 PM
4	Traffic flow	11/15/2019 10:24 AM
5	Better timing for signal lights throughout our city	11/15/2019 9:03 AM
6	Lower speed limit in residential areas to 25mph like Murphy	11/13/2019 10:03 AM
7	Required building maintenance - removal of all Federal Pacific Boxes	11/12/2019 6:38 PM
8	Public transit accessibility (landscaping around stops)	11/8/2019 10:41 PM
9	Empty or almost empty strip shopping areas	11/5/2019 8:21 AM
10	Neighborhood walls along major streets beautified	10/9/2019 6:38 PM
11	Landscaping around sidewalks	10/1/2019 4:19 PM
12	Improved and increased public (free) parking especially in downtown and the shops at Legacy	9/30/2019 10:57 AM
13	Long term water supply	9/29/2019 1:58 PM
14	Better crosswalks	9/28/2019 9:43 PM
15	Tire damaging Pot holes on Shiloh Road	9/26/2019 9:52 AM
16	STREET REPAIR	9/25/2019 10:43 PM
17	Roads are in much need repair at all times!	9/23/2019 9:40 AM
18	Put utility lines underground	9/22/2019 7:12 PM
19	Roads are not good compared to condition in 2014. Lot of pot holes not properly filled	9/22/2019 4:48 PM
20	Water pressure - very low for a city	9/22/2019 4:22 PM
21	Potholes	9/22/2019 1:24 PM
22	Integrated water purification, the water here is black and terrible.	9/22/2019 8:34 AM
23	Street improvements	9/21/2019 5:26 PM
24	Enforcement of property codes	9/21/2019 4:42 PM
25	Pedestrian light warnings on major streets especially where cross the bike trails onto major roads.	9/21/2019 12:00 PM
26	Traffic signal coordination	9/21/2019 10:25 AM
27	Traffic flow !!!!	9/21/2019 10:23 AM
28	More and better sidewalks (not along collector roads) in walkable areas	9/20/2019 4:55 PM
29	streets have too many potholes	9/20/2019 2:18 PM
30	Alley pavement in disrepair	9/20/2019 10:03 AM
31	Streets can't handle volume of traffic	9/20/2019 8:36 AM
32	public solar panel and wind turbine installations	9/20/2019 5:41 AM
33	Infrastructure - all needs to be upgraded to current standards	9/19/2019 9:14 PM
34	Walkability	9/19/2019 2:06 PM
35	Flooding, south side of Bob Woodruff Park	9/19/2019 6:28 AM
36	Repair roads and don't spend 2 months on 1 pothole	9/18/2019 12:28 PM

37	Screening wall repairs	9/18/2019 11:55 AM
38	Potholes and cracked cement all over streets and sidewalks, crosswalks	9/18/2019 11:02 AM
39	Telephone pole repairs, updating.	9/18/2019 5:22 AM
40	Countless leaning utility poles. I've seen 2 fall, one onto Parker Rd. One on a house years ago.	9/18/2019 12:47 AM
41	Reflective median markings	9/17/2019 11:22 PM
42	Aging Gas lines replacement	9/17/2019 10:20 PM
43	More energy efficient utility options	9/17/2019 8:54 PM
44	Potholes on streets	9/17/2019 8:28 PM
45	Opportunities for seniors that have not retired yet	9/17/2019 8:04 PM
46	Mass transit that is efficient	9/17/2019 7:21 PM
47	lasting street repair, not patchwork fixes that don't last	9/17/2019 6:56 PM
48	Parks	9/17/2019 6:53 PM
49	gas and sewer line replacement	9/17/2019 5:46 PM
50	POT HOLES !!!!	9/17/2019 4:48 PM
51	bike lanes	9/17/2019 4:25 PM
52	The state of Texas needs to expand the electricity grid	9/17/2019 2:45 PM
53	Please fix the pot holes in Plano	9/17/2019 2:34 PM
54	The potholes are horrendous in the city as a whole.	9/17/2019 2:33 PM
55	streets are in desperate need of repair	9/17/2019 1:27 PM
56	Road repair	9/17/2019 10:56 AM
57	Roads	9/17/2019 2:57 AM
58	Convert spring creek parkway to proper east west nonstop bridges over main crossings and remove streetlights	9/16/2019 11:37 PM
59	Fix the low quality tap water	9/16/2019 11:33 PM
60	speed up and space out the endless road construction	9/16/2019 10:17 PM
61	Improved bicycle trails and intercity trail connectivity amd connectivityto outlyingcities lije Allen, Murphy, Wylie..	9/16/2019 8:53 PM
62	Street repair	9/16/2019 8:33 PM
63	Bus service	9/16/2019 7:51 PM
64	We have orange lighting on wooden posts still	9/16/2019 7:37 PM
65	Gas lines	9/16/2019 7:26 PM
66	Unused buildings (stop building!) Save the grass & trees!	9/16/2019 6:26 PM
67	keeping old apts safer and environmentally better (updated windows,new fire and co2 alarms, recycling offered, new appliances.	9/16/2019 6:23 PM
68	STREET LIGHTS added to neighborhood streets & Alleys.	9/16/2019 6:06 PM
69	Traffic density is causing early street erosion so constant repairs need to be on schedule	9/16/2019 5:45 PM
70	Get signal lights in a more uniform operation	9/16/2019 5:23 PM
71	LESS traffic!!	9/16/2019 5:15 PM
72	Widen roads - traffic abatement	9/16/2019 5:00 PM
73	Fix the roads ... thump thump thump	9/16/2019 4:50 PM

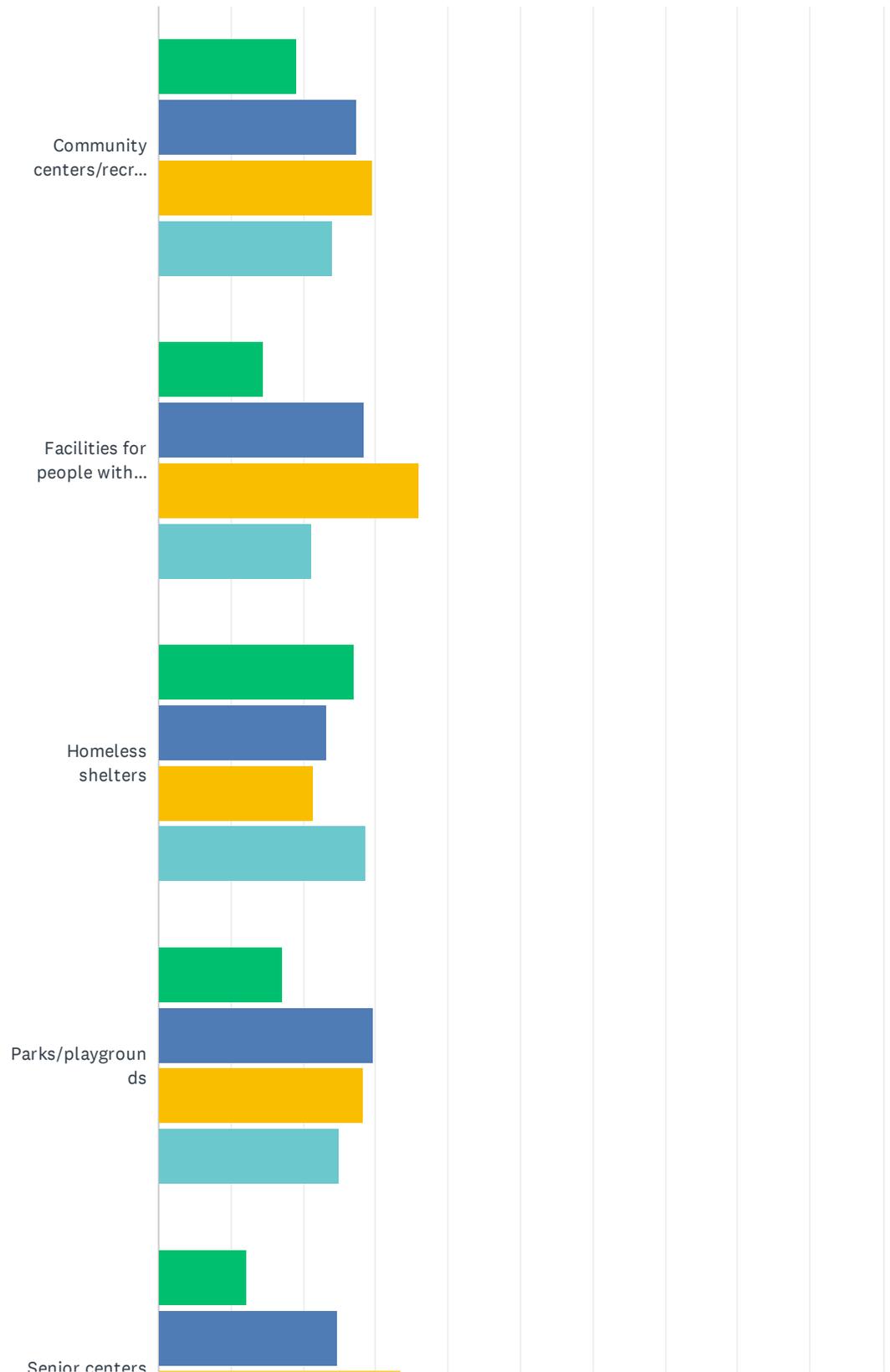
74	if relieving congestion on the roads fits here then I would add that as the top priority	9/16/2019 4:46 PM
75	Roads are dilapidated	9/16/2019 4:38 PM
76	Improvement of power system	9/16/2019 4:35 PM
77	Streets terrible and causing vehicle damage	9/16/2019 4:30 PM
78	So much growth is causing serious traffic congestion. Wider roads or more lanes are not the answer. Stop promoting/supporting/encouraging high-density populations over every inch of Plano.	9/16/2019 4:26 PM
79	SIDEWALKS	9/16/2019 3:47 PM
80	Reduce water/sewer costs; they are outrageous and getting worse every year	9/16/2019 3:26 PM
81	Obsolete equipment in the neighborhoods like cable boxes etc need attention	9/16/2019 3:25 PM
82	Removing old large trees that grow into power lines	9/16/2019 3:18 PM
83	Streets in older neighborhoods need repair	9/16/2019 3:07 PM
84	constant major streets shifting- why no warranty on prior construction	9/16/2019 3:05 PM
85	Roads	9/16/2019 2:58 PM
86	Parks and Wild Areas	9/16/2019 2:57 PM
87	Fix It Plano needs to really fix things you send them. No shortcuts.	9/16/2019 2:56 PM
88	Traffic calming	9/16/2019 2:54 PM
89	NEED TO PUT RED LIGHT CAMERAS BACK IN OPERATION AND TELL THE STATE LEGISLATURE TO BUTT OUT	9/16/2019 2:33 PM
90	Making the city more walking and bike friendly	9/16/2019 2:30 PM
91	Streets need proper cleaning (more debris in road)	9/16/2019 2:30 PM
92	Repairing walls on Legacy drive	9/16/2019 2:27 PM
93	Traffic management	9/16/2019 2:11 PM
94	Public transportation	9/16/2019 2:10 PM
95	litter, runoff	9/16/2019 1:41 PM
96	Fix the damn potholes!	9/16/2019 1:39 PM
97	Removal/rethink of how to get rid of unsightly alley cable/communication junction boxes	9/13/2019 10:02 AM

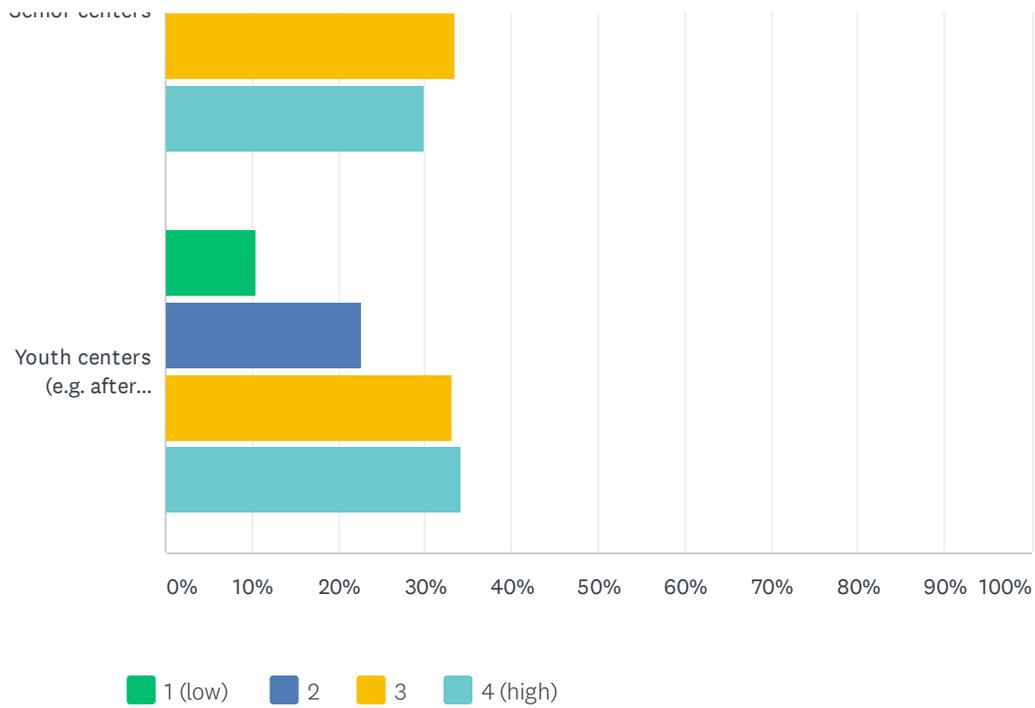
#	2	DATE
1	Repairs of old concrete/roads in shopping centers throughout	11/15/2019 9:03 AM
2	Improve access to Plano East High School! Too much traffic and kids speeding and cutting through neighborhood	11/13/2019 10:03 AM
3	Required building maintenance - required upgrade of all R22 dependent HVAC systems so that we aren't damaging the ozone.	11/12/2019 6:38 PM
4	Decrease Neighborhood street speed to 20 MPH	10/9/2019 6:38 PM
5	Shading for pedestrians	10/1/2019 4:19 PM
6	Express lanes for rush hour traffic crossing Plano (neither originating nor terminating in Plano)	9/29/2019 1:58 PM
7	Stop light needed at Parker and Coldwater Creek	9/26/2019 9:52 AM
8	SIDEWALK REPAIRS	9/25/2019 10:43 PM
9	Too many school zones	9/23/2019 9:40 AM
10	HOA guidelines being followed	9/21/2019 5:26 PM
11	Encourage red light timing to move traffic thru more efficiently	9/21/2019 12:00 PM
12	Traffic lights!!!!	9/21/2019 10:23 AM
13	Painted bike lanes to encourage safe bicycling along roadways	9/20/2019 4:55 PM
14	lighting is almost non existent in certain areas	9/20/2019 2:18 PM
15	Dirty creeks	9/20/2019 10:03 AM
16	localized electrical trolley/trams for mass transit	9/20/2019 5:41 AM
17	Hi praise for garbage & yard debris pickup AWESOME people and great job performance.	9/19/2019 9:14 PM
18	Connectivity	9/19/2019 2:06 PM
19	Link bike paths. Bike racks	9/18/2019 12:28 PM
20	Power line repairs, updating.	9/18/2019 5:22 AM
21	Bury utility poles.	9/18/2019 12:47 AM
22	Pot hole repairs,	9/17/2019 11:22 PM
23	leaning power poles all over city	9/17/2019 5:46 PM
24	Start with crossbend between independence & custer	9/17/2019 4:48 PM
25	Water is an increasing concern as the population expands	9/17/2019 2:45 PM
26	my street sign (Chinaberry Trail) is so faded a person cannot read the sign at night.	9/17/2019 1:27 PM
27	Crime prevention in low income areas	9/16/2019 11:33 PM
28	Lighting	9/16/2019 8:33 PM
29	we need multi car limits on residential streets	9/16/2019 7:37 PM
30	Safety & security @ the schools. PISD isn't doing enough!	9/16/2019 6:26 PM
31	Program for H-Owners & Renters to receive free retaining walls to be built in between homes as this is causing issues as homes are built WAY to close to each other	9/16/2019 6:06 PM
32	Not patch work the sidewalks and streets but full replacement	9/16/2019 5:45 PM
33	Better light timing	9/16/2019 5:15 PM
34	Stop lying about no tax increases.	9/16/2019 4:50 PM
35	Roads are overcrowded	9/16/2019 4:38 PM

36	Please work on the timing and sync of red lights.	9/16/2019 4:26 PM
37	Removal of trees and bushes whose roots disrupt sidewalks.	9/16/2019 3:18 PM
38	large pot holes in major streets	9/16/2019 3:05 PM
39	Bike lanes	9/16/2019 2:54 PM
40	Walkable areas	9/16/2019 2:10 PM
41	traffic management	9/16/2019 1:41 PM
<b>#</b>	<b>3</b>	<b>DATE</b>
1	4 corner shopping centers need new signage codes for stores. The increased 'flashing light Vegas style' signs are unattractive, distracting and make these shopping centers look uninviting. We need new codes enforced which represent the high quality city we live in.	11/15/2019 9:03 AM
2	Require shielded twisted pair CAT6 in all new homes, in addition to PLENUM for all HDMI cabling	11/12/2019 6:38 PM
3	Neighborhood lighting	10/9/2019 6:38 PM
4	Bicycle/scooter infrastructure	10/1/2019 4:19 PM
5	Stop light needed on Parker in front of Barron Elementary side entrance	9/26/2019 9:52 AM
6	LIGHTING FOR DARK STREETS AND SECURITY PURPOSES	9/25/2019 10:43 PM
7	Safe Bike/Pedestrian walkways, crosswalks	9/21/2019 12:00 PM
8	dedicated bike trails that actually connect housing to services	9/20/2019 4:55 PM
9	too many accidents and too much traffic	9/20/2019 2:18 PM
10	buckling sidewalks	9/20/2019 10:03 AM
11	Environmental Design	9/19/2019 2:06 PM
12	Scooter and bike rental locations. Pass laws for NO loose bikes or scooters	9/18/2019 12:28 PM
13	Traffic light coordination at peak rush hours	9/18/2019 5:22 AM
14	Cut down select trees on Alma that almost touch edge of street. They are hazardous.	9/18/2019 12:47 AM
15	require FREE "plano resident" sticker to access DART parking. let Allen get their own.	9/17/2019 4:48 PM
16	Stop panhandlers	9/16/2019 11:33 PM
17	Parks	9/16/2019 8:33 PM
18	We need to crack down on home-based landscaping companies using city servuces	9/16/2019 7:37 PM
19	Cyber Threats	9/16/2019 6:26 PM
20	PROGRAM TO APPLY FOR TREES & Solar Screens (a few NATIVE TREES per address (plus if assistance is needed to plant for Seniors use Youth Volunteer Earning program to dig & plant)	9/16/2019 6:06 PM
21	Timely mowing, planting, and watering of right of ways	9/16/2019 5:45 PM
22	Disclose all developer lobbying.	9/16/2019 4:50 PM
23	Too many apartments	9/16/2019 4:38 PM
24	update old gas lines/water lines.	9/16/2019 3:18 PM
25	better traffic light coordination > ability to get out neighborhoods	9/16/2019 3:05 PM
26	Public Transit	9/16/2019 2:54 PM

### Q8 What public facilities are needed in your community? Rate the level of need, with 4 being the highest priority.

Answered: 679 Skipped: 54





	1 (LOW)	2	3	4 (HIGH)	TOTAL	WEIGHTED AVERAGE
Community centers/recreational facilities	19.08% 125	27.33% 179	29.47% 193	24.12% 158	655	2.59
Facilities for people with disabilities	14.48% 95	28.51% 187	35.98% 236	21.04% 138	656	2.64
Homeless shelters	26.94% 177	23.14% 152	21.31% 140	28.61% 188	657	2.52
Parks/playgrounds	17.13% 111	29.78% 193	28.24% 183	24.85% 161	648	2.61
Senior centers	12.10% 79	24.66% 161	33.38% 218	29.86% 195	653	2.81
Youth centers (e.g. after school and summer programs)	10.41% 68	22.51% 147	33.08% 216	34.00% 222	653	2.91

### Q9 Are there other high priority public facility needs in your community that are not listed above? (optional)

Answered: 59 Skipped: 674

ANSWER CHOICES	RESPONSES	
1	100.00%	59
2	45.76%	27
3	27.12%	16

#	1	DATE
1	Continued support & development of Public Libraries	11/17/2019 12:44 AM
2	Tornado shelters for people in apartment buildings such as myself who live on the fourth floor	11/16/2019 12:07 PM
3	Most of these are well represented in my community	11/15/2019 12:43 PM
4	Shelters for families impacted by domestic violence.	11/15/2019 12:05 PM
5	Domestic Violence Housing and Services	11/15/2019 10:01 AM
6	Community Gardens	11/12/2019 6:40 PM
7	"3rd space" where people don't need to spend money away from work/school and home	11/8/2019 10:42 PM
8	Could use two Senior Rec Centers for our population	11/5/2019 8:22 AM
9	homeless center with pet facilities	10/14/2019 4:28 PM
10	Provide YMCA land and development	10/9/2019 6:43 PM
11	Rather than "Facilities for people with disabilities", factor in "accommodations for all disabilities" to all existing/new facilities. Having separate facilities for PWDs & non-PWDs is not inclusive.	10/6/2019 1:17 PM
12	Transit centers	10/1/2019 4:20 PM
13	In addition to disabilities, we should be looking at varying abilities such as autism	9/28/2019 9:45 PM
14	One-Stop assistance for Documents needed for financial assistance	9/26/2019 9:58 AM
15	KEEP THE PARKS CLEAN	9/25/2019 10:46 PM
16	Homelessness	9/25/2019 7:07 AM
17	All the above are already available. Thank you.	9/24/2019 9:35 AM
18	Please stop spending tax payer dollars on things that should be handled by the private sector	9/21/2019 4:11 PM
19	Medical Equipment, home repair scholarships for Seniors/Disabled as those are very expensive to purchase	9/21/2019 12:03 PM
20	Entertainment - everything costs to much	9/21/2019 10:28 AM
21	A pleasant place to walk indoors (now that Collin Creek Mall is closed)	9/20/2019 4:55 PM
22	community/recreational centers are not affordable	9/20/2019 10:06 AM
23	Senior Center- home of highest cost programs!! Why?	9/19/2019 9:17 PM
24	Expanded hours day care centers	9/19/2019 11:38 AM
25	LGBT Center!!!	9/19/2019 11:32 AM
26	Homeless shelters should be working centers.	9/18/2019 12:31 PM
27	Arts Facilities	9/18/2019 9:41 AM
28	Driver education - this is Texas	9/18/2019 7:54 AM
29	Improved hike and bike trails	9/18/2019 5:23 AM
30	Expand PSA summer programs and day camps for kids	9/18/2019 12:52 AM
31	Libraries	9/17/2019 8:54 PM
32	Opportunities for seniors that have not retired yet	9/17/2019 8:05 PM
33	Public Libraries	9/17/2019 7:45 PM
34	Shaded walking trails for seniors	9/17/2019 7:22 PM
35	we actually need soccer and baseball fields that kids can play on, that have good ground where you don't get a sprained ankle when playing. most fields are off limits. public parks should not be off limits for residents.	9/17/2019 6:59 PM

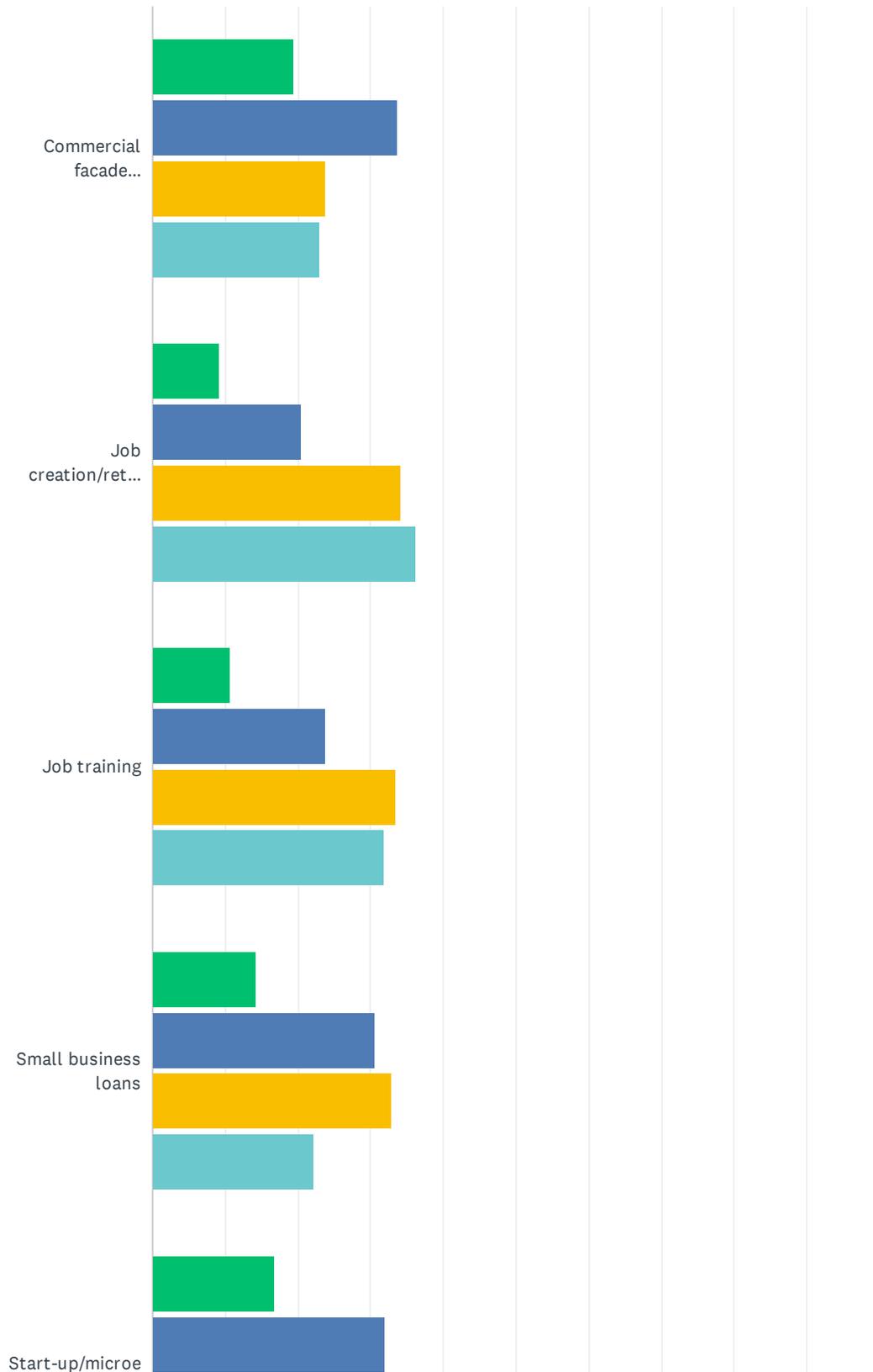
36	plano is NOT the place for homeless.	9/17/2019 4:50 PM
37	There needs to be an additional senior center on the West side of the City	9/17/2019 2:46 PM
38	Please add school bus stops to more neighborhoods for working parents	9/17/2019 2:35 PM
39	Homelessness is rampant especially on the east side of town. This is a major city and the closest shelter I know of is in McKinney? The city needs to allocate funds to help shelter and feed these folks.	9/17/2019 2:35 PM
40	Free pre-k for all	9/17/2019 2:57 AM
41	Expansion of food court and apartments around Collin college	9/16/2019 11:38 PM
42	Clean the rec centers	9/16/2019 11:36 PM
43	Subsidize Recreation Centers to Plano residents	9/16/2019 9:40 PM
44	More summer programs for the disabled teens	9/16/2019 8:12 PM
45	Low cost clinics (prima care/urgent care are rip-off)	9/16/2019 6:28 PM
46	branch libraries in underserved areas of the city	9/16/2019 6:25 PM
47	Facilities for Plano parks are exceptional!	9/16/2019 5:46 PM
48	No more apts .. creative housing for 1st time buyers!	9/16/2019 4:53 PM
49	Too many apartments	9/16/2019 4:39 PM
50	Museum	9/16/2019 3:41 PM
51	Plano has a growing senior population, yet one of the smallest senior center in the area.	9/16/2019 3:24 PM
52	Sidewalk for walking/biking students to school	9/16/2019 3:10 PM
53	picnic / covered pavilions	9/16/2019 3:07 PM
54	Wooded Areas	9/16/2019 2:58 PM
55	A library for East Plano	9/16/2019 2:55 PM
56	Need a Senior Center on West side	9/16/2019 2:31 PM
57	Libraries	9/16/2019 2:15 PM
58	Teen spaces	9/16/2019 1:42 PM
59	Instead of centers all over the place, consolidate some of them to share parking areas	9/13/2019 10:04 AM

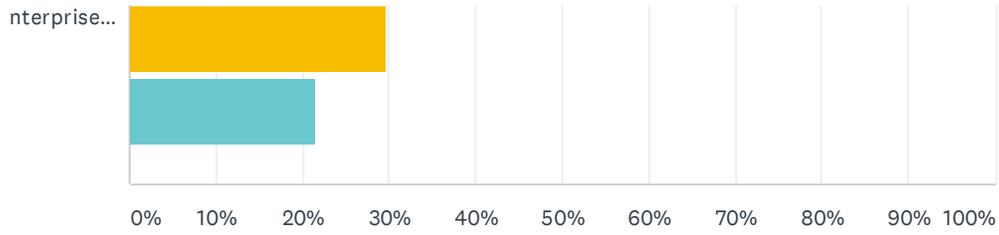
#	2	DATE
1	Recycle Stations > Like NYC > People get paid to recycle	11/12/2019 6:40 PM
2	Transportation to access these facilities	11/8/2019 10:42 PM
3	Senior Center open Saturday later	10/9/2019 6:43 PM
4	Bike repair stations	10/1/2019 4:20 PM
5	ESL Facility	9/26/2019 9:58 AM
6	INCENTIVES FOR HOME IMPROVEMENTS AND UPGRADES COMPLETED	9/25/2019 10:46 PM
7	Homelessness	9/25/2019 7:07 AM
8	Natural environment parks and learning centers for all like the HOLifield learning center.	9/21/2019 12:03 PM
9	Outdoor Ping-pong tables in parks and public spaces	9/20/2019 4:55 PM
10	difficult to access senior center as distance is far for many	9/20/2019 10:06 AM
11	Rec Center programs all ages - very expensive	9/19/2019 9:17 PM
12	Day care for sick children who cannot attend other centers	9/19/2019 11:38 AM
13	Low housing where they work. Where is low cost housing in Legacy??? Stop making people drive.	9/18/2019 12:31 PM
14	Event Spaces	9/18/2019 9:41 AM
15	Self enforcement of kindness	9/18/2019 7:54 AM
16	Updating of public playground equipment	9/18/2019 5:23 AM
17	Maker Spaces	9/17/2019 7:45 PM
18	NO money spent on homeless shelters. you don't spend enough on streets or taxpayers.	9/17/2019 4:50 PM
19	Pickup litter in parks and creeks	9/16/2019 11:36 PM
20	Well Woman Clinics w/female doctors & nurses	9/16/2019 6:28 PM
21	a poor persons hospital or higher payments to the dallas hospital	9/16/2019 6:25 PM
22	Disclose all city budgets .. quarterly with full transparency.	9/16/2019 4:53 PM
23	Too much new construction	9/16/2019 4:39 PM
24	Theater	9/16/2019 3:41 PM
25	night lighting. Police patrols . Kids having sex in parks at night	9/16/2019 3:07 PM
26	Water Areas	9/16/2019 2:58 PM
27	Add more Senior classes to current rec centers until a new	9/16/2019 2:31 PM

#	3	DATE
1	Outdoor art exhibit space for urban art (like Berlin and Brazil) - stunning local street art that is rotated every season	11/12/2019 6:40 PM
2	Double efforts with Nonprofits to provide facilities for needy	10/9/2019 6:43 PM
3	KEEP PARK MAINTAINED - DO NOT ALLOW SECTION 8 HOUSING BY A DARK PARK AREA FOR SAFETY REASONS	9/25/2019 10:46 PM
4	Homelessness	9/25/2019 7:07 AM
5	Our Pet Shelter needs more space,more help and humane handling of animals	9/21/2019 12:03 PM
6	cost to rent out rooms in recreational facilities is prohibitive	9/20/2019 10:06 AM
7	Pool for seniors only. All pools have small children.	9/18/2019 12:31 PM
8	Assimilation 101	9/18/2019 7:54 AM
9	more bus routes all around plano. to DART station	9/17/2019 4:50 PM
10	Remove section 8 housing	9/16/2019 11:36 PM
11	LGBTQ Resorce Center (see Dallas' Resource Center)	9/16/2019 6:28 PM
12	a public university	9/16/2019 6:25 PM
13	Fix the roads!!!	9/16/2019 4:53 PM
14	Arts diatrich	9/16/2019 3:41 PM
15	tennis at local parks	9/16/2019 3:07 PM
16	Center is built.	9/16/2019 2:31 PM

### Q10 What are the highest priority economic development needs in your community? Rate the level of need, with 4 being the highest priority.

Answered: 668 Skipped: 65





■ 1 (low)  
 ■ 2  
 ■ 3  
 ■ 4 (high)

	1 (LOW)	2	3	4 (HIGH)	TOTAL	WEIGHTED AVERAGE
Commercial facade renovations and improvements	19.41% 126	33.59% 218	23.88% 155	23.11% 150	649	2.51
Job creation/retention	9.15% 60	20.58% 135	34.15% 224	36.13% 237	656	2.97
Job training	10.77% 70	23.85% 155	33.54% 218	31.85% 207	650	2.86
Small business loans	14.22% 92	30.60% 198	32.92% 213	22.26% 144	647	2.63
Start-up/microenterprise assistance	16.74% 109	31.95% 208	29.80% 194	21.51% 140	651	2.56

## Q11 Are there other high priority economic development needs in your community that are not listed above? (optional)

Answered: 45 Skipped: 688

ANSWER CHOICES	RESPONSES	
1	97.78%	44
2	44.44%	20
3	28.89%	13

#	1	DATE
1	Evening Night Care (for mom's working nights)	11/18/2019 10:51 AM
2	Couple programs to help people get off disability and or social security who are on it early to become business owners and make a decent living and serve the community.	11/16/2019 12:11 PM
3	where are the jobs for senior citizens & the disabled?	11/15/2019 4:29 PM
4	Store frontage signs as well as shopping center signage for the entire centers need new codes and enforcement	11/15/2019 9:12 AM
5	Focus on the construction and home service trades and trade education	11/12/2019 6:43 PM
6	Nonprofit startup assistance	11/8/2019 10:42 PM
7	Assist with those experiencing slab/plumbing breaks	10/9/2019 6:49 PM
8	IConsider partnering with community services that offer "supported employment" with "Job training".	10/6/2019 1:22 PM
9	employing people with disabilities	10/2/2019 11:56 AM
10	Nonprofit startup assistance	10/1/2019 4:21 PM
11	KEEP US FROM GOING BROKE IN PROPERTY TAXES	9/25/2019 10:47 PM
12	Stop the building of the BIG tall buildings. Plano is no longer a suburb. It is urban. It is too crowded. Downtown Plano feels like it is all squished together. Like living on top of each other. It's too dense.	9/21/2019 4:21 PM
13	Job training and volunteer opportunities for all special needs, disabled and retired people to become useful members of our community without income restrictions. Don't take from their retirement of SS to give them the opportunity to work or volunteer	9/21/2019 12:07 PM
14	Veteran assistance	9/21/2019 10:31 AM
15	Stop bringing so many businesses and people!	9/21/2019 10:30 AM
16	Parking lot improvements for older shopping centers (are a few trees among acres of concrete too much to ask for?)	9/20/2019 4:57 PM
17	small shopping center parking pavements in disrepair	9/20/2019 10:08 AM
18	Update older strip shopping centers	9/20/2019 8:39 AM
19	Collin Creek Mall Hallmark of future. Make it happen, or huge blot on Plano .	9/19/2019 9:21 PM
20	New businesses should be diverse from existing businesses to some extent	9/18/2019 12:32 PM
21	Life Coaching	9/18/2019 7:57 AM
22	Less strip malls.	9/18/2019 5:24 AM
23	Put more money into improving existing neighborhoods	9/18/2019 12:55 AM
24	Regional economic development	9/17/2019 8:55 PM
25	Opportunities for seniors that have not retired yet	9/17/2019 8:05 PM
26	Empty buildings leased	9/17/2019 7:23 PM
27	Transportation needs to be more accessible	9/17/2019 2:35 PM
28	Free live music	9/17/2019 1:58 PM
29	small dollar loan products (not payday/auto-title loans)	9/17/2019 1:52 PM
30	Showers for the homeless	9/17/2019 12:25 AM
31	Nope	9/16/2019 11:38 PM
32	Free market. Why do we need government funds here!?!?	9/16/2019 8:55 PM

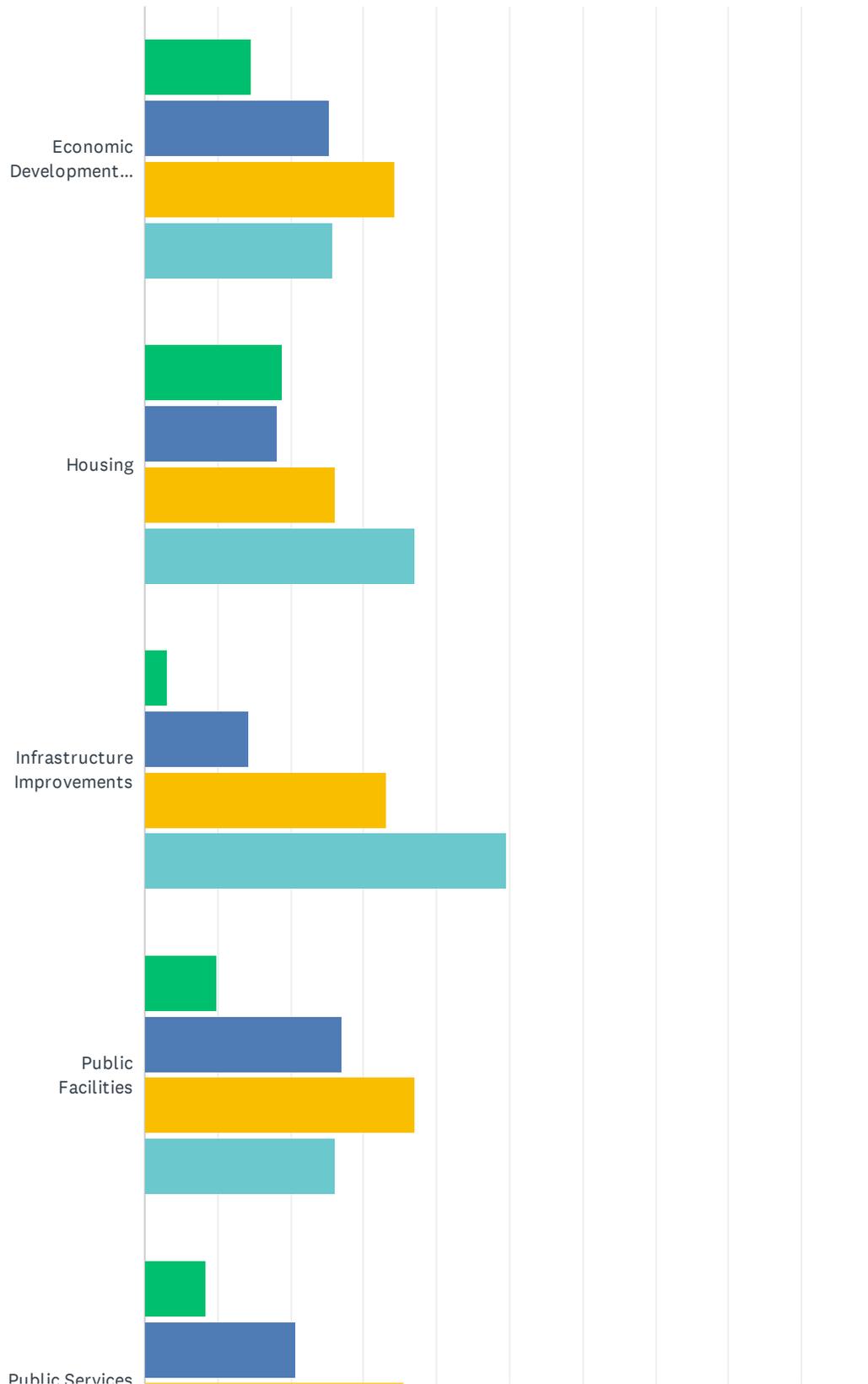
33	Tear down ALL fake brick retention walls as seen on Jupiter between park and parker	9/16/2019 7:39 PM
34	making landlords update properties	9/16/2019 6:28 PM
35	Reduce the size of government	9/16/2019 4:55 PM
36	Schools are overcrowded	9/16/2019 4:39 PM
37	Transportation for elderly	9/16/2019 4:33 PM
38	Improve what's already here	9/16/2019 3:09 PM
39	No more apartments!!	9/16/2019 3:09 PM
40	14th between K and Los Rios is really unattractive	9/16/2019 2:57 PM
41	Help employ the homeless	9/16/2019 2:50 PM
42	Too much traffics will keep people away	9/16/2019 2:16 PM
43	shopping center trash/upkeep	9/16/2019 1:42 PM
44	Making people more self-sufficient does not make them stay, these are lost assets. Try on the job training with employee/employer retention goals & incentives.	9/13/2019 10:15 AM

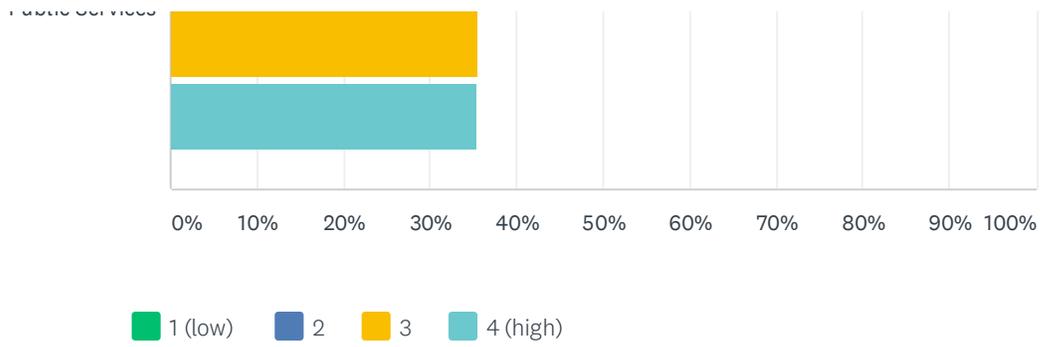
#	2	DATE
1	Partnership program for first time business owners	11/16/2019 12:11 PM
2	Training programs for soft skill training by amplifying the efforts of local groups that are experts at teaching this skill	11/12/2019 6:43 PM
3	Nonprofit loans	11/8/2019 10:42 PM
4	Increase incentive for commercial/residential improvement	10/9/2019 6:49 PM
5	MANAGE PUBLIC FUNDS BETTER TO NOT RUN OUT OF \$ AND UP THE BURDEN ON TAXPAYERS	9/25/2019 10:47 PM
6	Healthcare and property taxes education -- maybe consultant to help people be able to stay in Plano rather than lose their homes or move because they can't afford to maintain what they have worked so hard for	9/21/2019 12:07 PM
7	Stop building !	9/21/2019 10:30 AM
8	Landscaping in lower income areas to beautify areas	9/20/2019 8:39 AM
9	Downtown Plano lacks busienss vitality. Why? Lots of patterns out their like Grapevine.	9/19/2019 9:21 PM
10	Golden Rule Education	9/18/2019 7:57 AM
11	Improve strip malls that already exist	9/18/2019 5:24 AM
12	Stop building new. Rehab older areas to increase value and help maintain value in other neighborhoods	9/18/2019 12:55 AM
13	Free festivals	9/17/2019 1:58 PM
14	Make oncor bury power lines. Butchering trees on main byways like Park and Parker is not only hideous, it hurts the property values and hurts efforts by trees to curb pollution. Frisco does not look like our butchered landscaping.	9/16/2019 6:28 PM
15	Stop the constant regulation.	9/16/2019 4:55 PM
16	Too many apartments	9/16/2019 4:39 PM
17	Healthy food restaurants	9/16/2019 3:09 PM
18	The wastewater plant at 14th and Los Rios smells gross	9/16/2019 2:57 PM
19	empty stores	9/16/2019 1:42 PM
20	Penalties and fines for business/retail for building upkeep. There are too many lessors that are not forced to upgrade buildings after x time. It should not mean that a building is leased, and the lessor does not make improvements. Just look at the long-gone Albertsons at Custer & 15th. Make money here, don't spend more money.	9/13/2019 10:15 AM

#	3	DATE
1	Job Shadowing program for women entering the construction field	11/12/2019 6:43 PM
2	Nonprofit roundtables	11/8/2019 10:42 PM
3	Opening up section 8 housing	9/30/2019 10:48 AM
4	CUT WASTE IN CITY SPENDING	9/25/2019 10:47 PM
5	Please keep up the police dept. needs. We are seeing so much more crime in our neighborhoods we have to keep our outstanding officers and discourage all the theft crime going on in our area because of our overgrowth and reputation of good neighborhoods	9/21/2019 12:07 PM
6	Less dense apartments	9/20/2019 8:39 AM
7	Plano Center as an ongoing open JOB market in downtime.	9/19/2019 9:21 PM
8	Repurpose the empty strip malls	9/17/2019 1:58 PM
9	Plano has not been honest about taxes & spending.	9/16/2019 4:55 PM
10	Roads are overcrowded	9/16/2019 4:39 PM
11	More employment for retired that pays decent	9/16/2019 3:09 PM
12	Too much paved surfaces and payday loan places. yuck!	9/16/2019 2:57 PM
13	Instead of start up help/job training, extend aid to CCCC to house those programs.	9/13/2019 10:15 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: 670 Skipped: 63





	1 (LOW)	2	3	4 (HIGH)	TOTAL	WEIGHTED AVERAGE
Economic Development (jobs/businesses)	14.66% 95	25.31% 164	34.26% 222	25.77% 167	648	2.71
Housing	18.74% 122	18.13% 118	26.11% 170	37.02% 241	651	2.81
Infrastructure Improvements	3.19% 21	14.29% 94	32.98% 217	49.54% 326	658	3.29
Public Facilities	9.83% 64	27.04% 176	37.02% 241	26.11% 170	651	2.79
Public Services	8.38% 55	20.73% 136	35.52% 233	35.37% 232	656	2.98

**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: 161 Skipped: 572

#	RESPONSES	DATE
1	There is a definite need for a homeless shelter near downtown Plano. Several homeless folks spend time at Harrington Library and other nearby businesses who need a reliable place to sleep and bathe.	11/22/2019 7:07 PM
2	Libraries are a huge city asset. Be open Fri. nites. Support them and do not cut their services. Stop the city council from being "anti-apartments" and prejudiced against apartment families.	11/22/2019 9:51 AM
3	It would be great if the police could find avenues for increase revenue by adopting creative methods other than writing a raft of citations daily many of which are fraudulent.	11/22/2019 9:38 AM
4	reduced - cost parks & rec classes for seniors - too expensive & seniors on a fixed income want to participate but can't afford	11/22/2019 9:26 AM
5	Plano African American Meseum - handicap lift	11/20/2019 3:08 PM
6	Cages on rain sewers, so pets don't get lost in there	11/20/2019 3:04 PM
7	Need Mayor support for the Plano Community Band Need additional funds for the Plano Community Band Need city's support thru advertisements for the Plano Community Band	11/20/2019 2:54 PM
8	H2O replacement :(	11/20/2019 2:23 PM
9	Services for domestic violence victims are desperately needed.	11/15/2019 5:24 PM
10	I don't like the way these questions are worded. If I don't choose 4 then it seems like I don't care about that particular need which isn't true. The questions are worded in a very biased way. Shame on you!!	11/15/2019 4:31 PM
11	Affordable housing does not exist in Plano. Quit building such expensive housing and build something that the average Target employee or food service worker can afford.	11/15/2019 12:46 PM
12	So many of our older neighborhood shopping centers both in East Plano and Central Plano (east of Preston Road) are becoming run down..unattractive..and appear to have no codes which make them look terrible. Signage and frontage throughout these should have much higher standards and this would attract customers as well as better retail establishments to these older centers. I would suggest that Plano officials visit other communities such as CincoRanch in Texas to see the difference of how shopping centers look when codes and standards are higher. A perfect example of a shopping corner that looks terrible in Plano is the southwest corner of Parker and Independence with flashing signs at night which looks like a shabby part of Las Vegas. And, if you ride through this strip center watch out for the potholes and torn up concrete. This is just one example of a shopping center which is an embarrassment to Plano. I do not think these centers need to be turned into apartments, etc. as most of our older Plano population live in these areas and are dependent on the stores and services that are offered close by their homes. We just need to 'clean them up' and begin a new trend of requiring the owners of these centers to meet new codes. This could be done as leases come up for renewals.	11/15/2019 9:30 AM
13	Food and healthy delivery to seniors that make too much money but starve as they cant fix themselves food in their homes	11/14/2019 8:53 PM
14	The City does a great job of providing parks, recreational facilities, etc. Affordable housing for lower income workers should be addressed.	11/12/2019 10:22 AM
15	Central Plano needs more attention to update older homes and provide affordable homes for young families and seniors who want to downsize	11/11/2019 1:06 PM
16	A homeless shelter should be the top priority for Plano. And services to help our homeless citizens. And all of the areas listed are needed!	11/11/2019 10:32 AM
17	Plano needs to be less car-dependent and try to foster a sense of community. The El Paso shooter went to Plano Senior High. As a Plano native, this bothers me to my very core. Why are we allowing this sort of isolation that leads to these reprehensible actions?	11/8/2019 10:44 PM
18	Stop building more apartments; improve traffic flow	10/25/2019 4:18 PM
19	Transportation for the southwestern part of the school district	10/17/2019 2:00 PM
20	Street Lights. On Archgate Dr after crossing jasper high school and when the road turns into	10/15/2019 10:46 AM

	Tennyson pkwy the road is nearly pitch-black. There might also be other places like this so I think street lights should be added. In addition to that it would be wonderful if the streetlights in plano were white compared to the current yellow lights. Lastly new housing. There are not many oportunities to buy brand new houses in brand new neighborhoods.	
21	Shelter in Plano that allows animals. Flexible transportation. Transitional shelter. More funds to homeless prevention - to not escalate homelessness.	10/14/2019 4:47 PM
22	Homelessness needs to be addressed. A stand-alone facility.	10/14/2019 4:45 PM
23	There are currently virtually NO housing facilities for individuals diagnosed with severe mental illness. Group homes only exist in South Dallas. Emphasis and priority needs to be made on accommodating these individuals who often end up homeless and on the streets. If we could offer these individuals something BEFORE they become homeless, it would have a tremendous positive impact! Also, Plano needs a homeless shelter.	10/14/2019 4:33 PM
24	I know many people with disabilities who are unable to afford housing and are losing their homes. Rental Assistance. Small group home for disabled w/ mental illness.	10/14/2019 4:24 PM
25	Affordable houses for first time home buyers on the west side of Plano.	10/14/2019 2:50 PM
26	Continued commitment to recreation center activities that include art and other creative activities for ever-growing senior population.	10/13/2019 10:38 AM
27	Plano needs AFFORDABLE housing especially for seniors. The housing costs in Plano are out of control. This includes apt rent. I have lived in Plano since 1973 and I am getting to the point of moving out due to the overdevelopment and cost of living.	10/10/2019 1:16 AM
28	No more apartment projects. Senior Housing is to be developed or helped to stay in their own homes or more homes renovated with tax abatement for parents to move in home or back house	10/9/2019 6:54 PM
29	My concern are the high density housing buildings apartments. Would like to see smaller single family homes which are affordable. Overloaded with large 2 story homes. Would like to see a better downtown Plano. Doesn't compare to others in Collin county. Lower home taxes too. Out of control with huge loopholes for the businesses and tax breaks.	10/9/2019 6:15 PM
30	Motor Vehicle Department needs many more workers. Very inefficient here in the city of Plano.	10/9/2019 5:42 PM
31	More arts activities like classical music, concerts , art museum	10/9/2019 5:24 PM
32	Stop high density housing -- provide areas for homes and even some town homes, but not prison like apartments.	10/7/2019 8:21 PM
33	Be sure to include people with various disabilities (mobility; blind/low vision; deaf/hard of hearing; inrrelectual & developmental disabilities) ) in your thinking, planning & actions. 12.Economic Development (jobs/businesses) Consider a statement that would give priority/incentive to businesses that offer "supported employment" services to people with disabilities.	10/6/2019 1:29 PM
34	Something needs to be done about the homeless population that has increase over the past couple of years. Businesses in and around the East Plano area are suffering because of these folks; either by theft or because patrons don't want to be approached by them as they loiter outside restaurants and other business establishments. The PD can run them off, but they always return. Panhandling has also become a problem even though we have an ordinance against it. Again, PD can remove them from one corner but they just go to another one.	10/4/2019 8:26 AM
35	There are no affordable housing options available for the thousands of adults born with disabilities. This must be addressed, and housing options developed.	10/2/2019 11:56 AM
36	Make the city livable for those who cannot or choose not to drive. Keep rents low enough for young professionals and families. Everything west of 75 (even legacy) is hostile to those who wish to live close to work, entertainment, and necessities like groceries.	10/1/2019 4:24 PM
37	I think the City of Plano has done a good job with public facilities and infrastructure. There needs to be more done with redevelopment of retail centers, assisting seniors, and looking at a diverse mix of housing types and availability for all income levels.	9/30/2019 11:56 AM
38	I think the city and tax payers would be better served by using the funds to offset the cost of a developed lot going to a builder of affordable housing rather than funding \$200k+ to a single	9/30/2019 11:05 AM

	older home as assistance to rehab and resale.	
39	more section 8 housing. I just relinquished my voucher and am sorry. I moved in with my daughter and we're not getting along. We're in therapy. Seniors need a place to call "home", even if it's just a hole-in-the-wall apartment. Dignity. That's what you lose.	9/30/2019 11:02 AM
40	I would like to see section 8 housing open again. I know several who need on the list. Thank you.	9/30/2019 10:49 AM
41	We have jobs, parks, good schools, etc. The most pressing need here and elsewhere revolves around affordable housing. We also need to provide some kind of shelter (like Samaritan Inn) as I see more and more people on the streets.	9/29/2019 9:35 AM
42	We need a better system of public transportation.	9/28/2019 9:49 PM
43	Homeless Shelter needed but we can start with a day center for homeless and jobless. This could be a "one stop shop" where resources are available (maybe an expansion of the Assistance Center).	9/28/2019 2:26 PM
44	Need affordable housing, low cost medical clinics for those who cannot qualify for or afford insurance. Need a county hospital.	9/26/2019 12:22 PM
45	Keep up the good work!!	9/26/2019 10:32 AM
46	SECTION 8 HOUSING ATTRACTS THE WRONG ENVIRONMENT FOR COMMUNITY AREAS WITH OLDER, ESTABLISHED RESIDENTS. THEFT IS GETTING MORE PREVALENT. KNOWN "HIGH THEFT" AREAS NEED TO HAVE MORE PATROL STAFF ASSIGNED TO FIGHTING AN INCREASING LOW LEVEL CRIME RATE. ATTRACT FEWER INVESTORS AND GIVE HOUSING INCENTIVES TO ACTUAL "BUYERS-OWNERS" TO DISCOURAGE NEIGHBORHOODS FROM BECOMING PROBLEMATIC RENTAL HOUSE AREAS.	9/25/2019 10:52 PM
47	Please use a majority of funding to address homelessness in our city, before it gets totally out of control.	9/25/2019 7:11 AM
48	Critical need for affordable, smaller senior housing. More tax credit apartments based on income. Years-long wait lists. What new developments, such as proposed Collin Creek area call "affordable" housing is laughable. Cottage or tiny house options must be made available somehow. +\$1K per mo. is not "affordable." To my knowledge, there are only TWO tax credit apartments options in Plano. (Close to homeless situation. I pray no one reading this is ever in this boat. There must be a better way.)	9/24/2019 9:53 AM
49	Most people that have lived in this community for a while don't want more high density apartments. Plano is already too dense when it comes to population as it is, adding more people in this city will make it a worse place to live rather than a better place to live. Many people are complaining about too much traffic. When I am traveling during rush hour, the stop lights are literally backed up with 30-50 cars just stopped at red lights. The cars are not moving, how can you call that progressive when the cars are just stagnant at red lights? That seems like regression rather than progression. Just to drive from point A to point B in the city of Plano has become frustrating. Also, all of our public recreation centers are too overcrowded, it is hard to get in classes at the rec centers and the pools are too over crowded. Also, the public schools have been affected as well, Plano's Public Schools used to have the top ratings as compared to other cities, not anymore. Also, Plano's crime statistics are increasing. All of the public resources are being overburdened by too many people living here. High population=more crime, more traffic and more pollution. People that have lived in Plano for decades will start to consider moving elsewhere, the leaders don't have the people's best interest when it comes to decision making anymore. All of the reasons stated above are why most people choose to buy a home in the suburbs rather than a city. Plano wants to urbanize with no resources to effectively urbanize. We are not a city, we are a suburb to the city of Dallas. I think the leaders have never learned the differences regarding urban and suburban in school and want to push urban lifestyles on suburban type of people.	9/24/2019 6:57 AM
50	Pls do not raise property tax, instead collect relevant tax from corporate. Most of the pot holes in the roads are not properly filled(example, coit -parker, near by church) this pot hole, un even surface been like that for more than 2 years	9/22/2019 4:52 PM
51	Stick to the role of government.	9/22/2019 10:01 AM
52	Stop building new apartments and focus on how to improve safety and quality of existing	9/21/2019 9:48 PM

	neighborhoods.	
53	Infrastructure that will allow the higher density areas that are required to keep our tax base down and continue to grow the community to function more smoothly with the rest of the city	9/21/2019 5:37 PM
54	Attract Start-up and National and International HQ's.	9/21/2019 5:17 PM
55	I am concerned about the glut of expensive apartments that all look the same. We are forcing lower paid Plano workers to cheaper cities. They would probably prefer to live closer to their work. I'm also concerned about the increasing number of rent houses that are not maintained. They bring down the values of the neighborhood. Plano is a well run city that has managed growth in an orderly manner. Too high density and pockets of poorly maintained areas tarnish our great city. I look forward to the redevelopment of Collin Creek mall property. It appears to be well thought out and a true cooperation between developer, the City and surrounding neighbors.	9/21/2019 4:55 PM
56	Plano is fast becoming very densely built. There is no suburban feel to Plano anymore. Traffic is a pain. Traffic lights are in dire need of retiming. But you have to do a survey first to figure that out? Sounds like someone is out to make an extra buck. You ask these questions wrong. You are asking people to choose abused children over the disabled. Both of these groups have their own set of needs. You make it sound like if abused children are not put first that people don't care about abused children. That's a false comparison.	9/21/2019 4:23 PM
57	Provide funds for creek remediation along Independence Pkwy. Spruce up area from 190 to Plano Pkwy. Develop public/private partnership with businesses that encourages improvements.	9/21/2019 3:16 PM
58	Thank you. Our overgrowth is good for business but super hard on our infrastructure. We need to keep up our Police and Fire Departments to protect our community first. Then we need to help those that have been part of our community opportunities to enjoy and continue to have meaningful lives in our community , i.e., Seniors and Disabled. Please no more apartments -- over saturation will be a huge problem in a few years. many Tenants don't own so they don't care so they don't take care of the places and when growth is happening all around us eventually many apartment buildings will be vacant and we won't know what to do with those buildings and they deteriorate the value of homes around them. The many small business being closed because of economic reasons leaves al to of empty buildings that deteriorate and are no longer useful. So we need to try to keep up the areas we have so we remain the safe, beautiful Plano we all love. Thank you for this opportunity. Good luck....many to please...hard to do it all.	9/21/2019 12:12 PM
59	More police presence in Plano. We have higher crime now that we have allowed lower income / Katrina / refugees people in the community.	9/21/2019 12:00 PM
60	Need more assisted livings that take Medicaid community based benefits.	9/21/2019 11:44 AM
61	Just fix the infrastructure. We don't need a bunch more apartments, community centers, etc.	9/21/2019 10:49 AM
62	Can funds be used for partial rent vouchers, like Section 8? Rental assistance is badly needed!	9/21/2019 10:40 AM
63	Reduce or eliminate toll roads, or provide reduced access rates for seniors, the disabled and veterans	9/21/2019 10:35 AM
64	Fewer ugly 2/3 story lock and go houses built 4 feet apart with NO green space. Fewer apartment complexes, especially the ones that have NO aesthetic appeal and look like soviet concrete block buildings!	9/21/2019 10:32 AM
65	People make fun of Plano because the town is so snobby. Only wealthy people can afford to live here. They is a huge lack of real diversity in the city.	9/21/2019 10:32 AM
66	Continue road improvement and traffic management	9/20/2019 5:16 PM
67	Smaller, more affordable single-family homes.	9/20/2019 4:58 PM
68	assistance for start-up businesses	9/20/2019 10:49 AM
69	More corporate movements are not necessary. They have created sufficient jobs, and simultaneously overcrowding and increased housing cost. We need to fix what we have.	9/20/2019 10:10 AM
70	Great disappointment in recent housing decisions favoring high density apartments. Many of challenging demographic issues now faced may have been avoided. Sorry our schools, police, and city services shoulder the brunt of bad decisions made by current Mayor.	9/19/2019 9:26 PM

71	The infrastructure in the city is in bad shape when the focus with the city has been on development, the traffic congestion and roads are getting worst every year	9/19/2019 8:46 PM
72	The needs of the homeless, particularly unaccompanied homeless youth.	9/19/2019 4:28 PM
73	Please reduce the property taxes. traffic is a big issue - lights are not in sync (going to Dallas) causing more traffic	9/19/2019 3:36 PM
74	No more condos or apartments. Too much traffic and crowding.	9/19/2019 11:40 AM
75	There are a decent amount of homeless youth and not much help for them.	9/19/2019 11:32 AM
76	Assist Seniors with further property tax relief; they are being taxed out of their homes.	9/19/2019 12:40 AM
77	Continue replacing old brick border walls of subdivisions. It makes a huge difference in the looks of a city. There's nothing worse than looking at people's allies, trash receptacles and dilapidated fences.	9/18/2019 5:07 PM
78	Redevelopment of the old mall in the Spring Creek/Avenue K area of town. Also extending the Dart Rail to the Spring Creek/Legacy drive area.	9/18/2019 2:53 PM
79	BETTER PUBLIC TRANSPORTATION	9/18/2019 2:14 PM
80	Stop building apartments!!!	9/18/2019 12:24 PM
81	When it comes to homelessness remember that giving something for free (housing, food, services etc) that people will never strive to be better. Self esteem and pride comes from hard work and taking ownership of your own life. Don't be LA, you help I one.	9/18/2019 12:00 PM
82	Plano needs to have rent control and more nice, affordable apartments. Many single-income adults that work in Plano make lower salaries and can't afford nice apartments or annual rent increases. There needs to be stricter rules for rent prices, especially for single, low-income renters. Also, apartments should be banned from charging monthly "pet rent." They already charge non-refundable fees and deposits for pets. The monthly pet rent is a total rip-off for nothing. Thank you.	9/18/2019 11:14 AM
83	Senior housing	9/18/2019 9:28 AM
84	The patching currently being done on the roads is a terrible short-term fix and will cost more to fix again in a very short time. Many of these patches are already cracked and falling apart. Fix it right the first time.	9/18/2019 8:27 AM
85	Standardizing Code Enforcement	9/18/2019 7:58 AM
86	Limit the number of apartments. It only means more transient population, traffic and crime. Forget trying to turn Plano into New York City, Mr. Mayor!	9/18/2019 5:26 AM
87	Plano drivers license bureau is in really bad shape. Renovation is needed in crumbling areas to keep people and support local business and property values	9/18/2019 12:57 AM
88	Create Airbnb database and limit numbers in neighborhood s, update street lights to LED	9/17/2019 11:29 PM
89	I am tired of all development seems to be aimed at young families and ignoring the people who have lived and stayed in Plano. The skatepark in Carpenter was a complete waste of money. Poor planning- sound (clanking) echos through adjacent neighborhoods when used. Our peace and quiet has been changed to please the few people who seem to use it. Should have been built farther north where the young families are, not where the 50+ year old people (with no kids or grown kids) live. Again, all emphasis seems to be on people who haven't paid taxes or lived in Plano for decades.	9/17/2019 8:36 PM
90	Opportunities for seniors that have not retired yet other than giving them a couple of slots at 9 a.m. in the morning for a community facilities. What are you doing to keep your long-term homeowners?	9/17/2019 8:07 PM
91	We need smaller living spaces and lower cost for housing. Don't build any more homes with over 2000 sq. ft. Bring in housing that people making less than \$35,000 can afford.	9/17/2019 7:56 PM
92	obviously \$10 M over 5 years won't go very far. thank you for asking for resident's opinions	9/17/2019 7:01 PM
93	Help update older homes with AC duct work and energy efficient windows.	9/17/2019 5:01 PM

94	NO MORE APARTMENT BUILDINGS!!! There is NO room for them. Running out of water. Why build buildings that will encourage another 50K - 100K apartment residents? we do NOT need them. nor WANT them!	9/17/2019 4:52 PM
95	This concerns me. I've lived in Plano all my life own a home but as I near retirement I don't want the upkeep of an older home but where do I go with the high price of housing on a fixed income? I'm not poor enough for assistant but not well off that I can afford the high price of housing. This concerns me alot.	9/17/2019 4:45 PM
96	community improvements including screening walls not maintained by a mandatory HOA; education	9/17/2019 4:30 PM
97	Stop accepting fed \$, when they are trillions in debt & have no &. MOs items in your survey are individual, city or state responsibilities.	9/17/2019 3:08 PM
98	Please, no new apartments. If apartments are needed, update or revise the footprint of old complexes. More green space for outdoor recreation.	9/17/2019 3:03 PM
99	More banks in East Plano. DART in East Plano. Chick-fil-A or Firehouse subs in East Plano.	9/17/2019 2:58 PM
100	Is there a way to provide more section 8 housing/subsidize apartments for low income people? Affordable housing should be the number one priority of this city.	9/17/2019 2:37 PM
101	Low cost housing	9/17/2019 2:27 PM
102	We look so dingy compared with the cities up north. It's time to develop a comprehensive cohesive public arts program that befits a city of excellence. 75 is a horrible gateway! And those steel sculptures in downtown are so out of place with the historic vibe. We HAVE to present ourselves better.	9/17/2019 2:01 PM
103	Please build more affordable housing units with mixed income. People that work in Plano need to be able to live in Plano otherwise employers are going to have difficulty finding employees to fill jobs that we all benefit from or interact with.	9/17/2019 1:53 PM
104	too many apartments are being built	9/17/2019 11:44 AM
105	More needs to be available for the homeless. I see more and more every day around Park and Ave. K. There has to be some sort of housing available to them. It breaks my heart to see women with loaded carts, sitting in this heat, on sidewalks and on sides of buildings.	9/17/2019 11:04 AM
106	Need more low-income, affordable housing units	9/17/2019 10:19 AM
107	Better public transportation services. Busses once an hour is unacceptable. New North - South routes need to be added. Tollway & 75 are horrible! Take out the express lanes - add to overall traffic use.	9/17/2019 8:33 AM
108	Fix the roads, have more roads. Have free pre-k. Lower taxes and house values. Have way more city employees in the DMV. Waiting for over an hour is stupid. Waiting for nearly four hours is pathetic.	9/17/2019 3:01 AM
109	Plano has attracted far too many homeless and low income individuals. We can't handle more people and cars that more apartments will bring. It has become difficult to exit my community due to the increase in traffic. ENOUGH ! We don't want Plano to become DALLAS !	9/17/2019 1:41 AM
110	Please save what remains of unoccupied green land We moved to a wonderful suburban area. We don't want the continued urbanization and growth and increased crime. Serve the disabled and seniors bring busing further north not just in the Toyota area. Invest in the community we have Don't bring more apartments Today they may appear nice but In a decade those will be empty and run down then we have a new problem stop competing to build and bring in new business Our traffic is horrible and we miss our friendly Plano days Keep Plano safe and beautiful Thank you for asking and God bless you and guide you in decisions that affect so many people	9/17/2019 1:29 AM
111	We have homeless, people sleeping in their cars and hidden areas all around this city. They are not going anywhere. I feed them so I know where they hide. To keep them from digging in restaurants trash I feed them. Just found out I could get a fine. This is sad. There are no shelters in the city that I love so much. I'm desperately trying to open a transition center to get the people off the street but no help from plano. You guys want to count them every year and do what with the data? Nothing! Plano is a BEAUTIFUL place let's have a place for people that are in transition to live. Temporary housing, a transition house. This house would also be for	9/17/2019 12:34 AM

people with mental illness and the elderly. COME ON PLANO LET'S STOP PRETENDING THEY ARE NOT HERE AND REALLY ADDRESS THEM AS IF YOU WERE IN THIS SITUATION. KAREN SHANNON NEAL

112	Stop building low income housing and apartments. Start fixing the infrastructure and our low quality public water systems	9/16/2019 11:38 PM
113	1/ We need to assist Plano residents with rebates when performing updates houses of 20 years and older instead of houses of 30 years and older. 2/ Plano kids should have access to recreation center free of charge as a motivate to exercise. 3/ update existing outdoor parks	9/16/2019 9:56 PM
114	No more low income, 'affordable' housing!! It breeds a cancer which destroys your city. We have no more boundaries for expansion, TOO MUCH population density already making this city miserable to live in, and I've lived here since 1992. Enough is enough, use the funds for INFRASTRUCTURE before the streets, houses, and gas lines explode.	9/16/2019 9:01 PM
115	Lots of new apartments none of which are affordable to most people. Lack of affordable senior housing in Plano. Compared to cities in the North East, Plano has few housing options for low income or seniors. Seniors can not afford to move to apartments and cant afford to maintain their homes due to high construction costs. Homes that are not well maintained decrease property values for all. Think about it: Where would your Mom go if she could no longer afford to stay in her house? Would you want her in a \$1800 per month 700 sq. ft. apt in Plano?	9/16/2019 8:36 PM
116	Please invest more on the East side of town. We all pay taxes but it seems that more money gets spent on the west side than the east	9/16/2019 8:06 PM
117	Stop pumping money into the legacy corridor and focus on the east side	9/16/2019 7:40 PM
118	I would like to owners of rental houses made to keep their properties in a high standard of condition so that the neighbors don't even know it's a rental property. Their lack of maintenance runs down the entire street.	9/16/2019 6:28 PM
119	Down Payment Assistance programs are a real need in Plano, as everyone loves values to go up when selling their home most homes are seriously out dated & need home maintenance. For growth to happen as less need for Apartments or Condos Affordable housing is needed. Sadly lots of homes are falling apart but still listed over \$300k-well into 500k&700k... would be nice to be able to apply for city assistance funds in fixing drainage issues or add gutters with guards or new fences & Energy efficiency updates. This helps possible New Home Buyers be able to buy & fix up plano & relieve the need for more apartments as they are cycling into homes.	9/16/2019 6:24 PM
120	affordable apartments	9/16/2019 6:02 PM
121	Keep the police and fire departments happy!!	9/16/2019 5:57 PM
122	Middle income & lower income neighborhoods need to havePlano standards ENFORCED!! It's nice to have community codes but those who work long hours to pay for the amenities that the community do not have the time to police the neighbors who are downgrading the community with neglected rentals or HUD housing residents!!!	9/16/2019 5:52 PM
123	Under housing; single family, duplex, fourplex, or two story condos, ZERO APARTMENTS.	9/16/2019 5:27 PM
124	Quit building so many apartments and condominiums. The school system is already struggling!!! Lower our taxes as you are driving me out of Collin County with your high taxes and low benefits!!!	9/16/2019 5:20 PM
125	Since I'm told alot of our traffic is coming thru traffic going to and coming from Frisco, finding ways to alleviate that would help.	9/16/2019 4:59 PM
126	Listen to Shelby Williams .. he's honest & is not funded by the snake oil developers.	9/16/2019 4:57 PM
127	Align traffic signals with neighboring cites and improve signal intelligence. It amazes me how many times 1 car forces 50 to stop because it triggers the light to change. Add more double left turn lanes and look at expanding the thin set overlay on roads. (if it proves out reliable). Adjust inlets/outlets into corner shopping centers to reduce back up at lights.	9/16/2019 4:52 PM
128	Enough with the apartments and low income housing already. It has ruined this community	9/16/2019 4:40 PM
129	stop building apartments everywhere	9/16/2019 4:38 PM
130	Too much high-density housing. Stop building apartments on every square inch of the	9/16/2019 4:35 PM

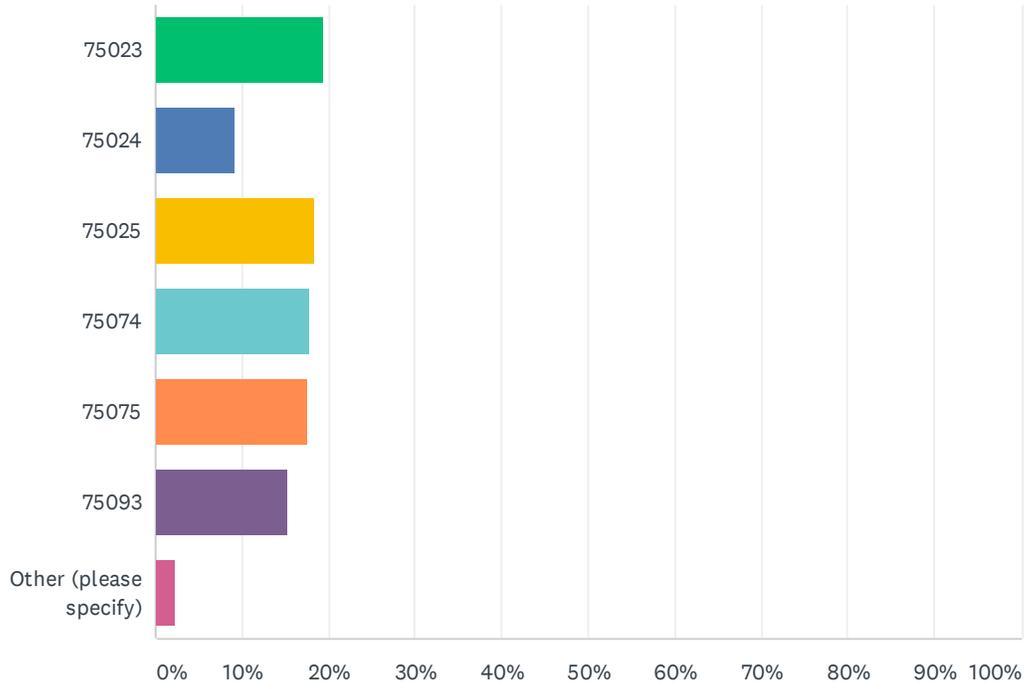
	minuscule amount of land left in Plano. Work on carving out affordable housing in what we have available instead of building more high priced apartments.	
131	Small, affordable, walkable senior houses with disability access	9/16/2019 3:53 PM
132	This isn't super related, but as Plano becomes more urban I'd love to see it become more walkable! Also, probably not something that could be fixed with funding but I'm a little bummed that the shopping center near me in central Plano now contains a condom store and vape store. It's a little weird for a spot that's surrounded by neighborhoods...	9/16/2019 3:31 PM
133	I don't believe low income housing should be built around expensive homes/neighborhoods. It lowers property values, while at the same time the county is raising our property taxes.	9/16/2019 3:31 PM
134	upkeep of our streets and in fracture. the city is only as good as its oldest parts. high neighborhood standards, alleys and fences etc should be kept in repair	9/16/2019 3:28 PM
135	Keep large green areas within development to go against global warming. Create more walkable city. Our kid has to walk home from school since we are <2-mile radius. However, there's a section that doesn't have sidewalk.	9/16/2019 3:23 PM
136	assistance with home repairs for people with disabilities or seniors, or low-income residents. (this may have been covered another place in the survey)	9/16/2019 3:21 PM
137	Please stop allowing "apartment cities" to be built in Plano. They are too expensive! Use vacant land for AFFORDABLE housing, for parks for our children, for Senior services. These apartments are not family friendly.	9/16/2019 3:20 PM
138	Less apartments!	9/16/2019 3:18 PM
139	Have building regs include better specifications for stabile brick mailboxes that are tipping over all over town. Have inspectors ensure soffit vents around perimeter of homes. New homes to have drought tolerant landscaping. Better maintenance of fencing around yards that are an eyesore in many parts of Plano. More thorough building inspections of new homes - MEP'S	9/16/2019 3:15 PM
140	More park lighting, police, jobs for seniors . More decent teen activities .	9/16/2019 3:11 PM
141	The ranting of the racist angry crowd notwithstanding, multi-use is the future of our urbanizing city. More density, more efficiency, more public transit. The angry crowd will fade away eventually, but the decisions we make about our city now will last generations.	9/16/2019 3:04 PM
142	I'm in favor of more assistance for low income housing in all new developments	9/16/2019 3:02 PM
143	Too many apartments...stop the growth.	9/16/2019 2:58 PM
144	Affordable housing is a huge issue. Any housing that is being built currently, whether it's apartments, townhomes or single family, the average person with a moderate income cannot afford.	9/16/2019 2:52 PM
145	Please use the 10 million dollars and lower our taxes. Thank you.	9/16/2019 2:49 PM
146	No more high density housing	9/16/2019 2:48 PM
147	Thanks for the opportunity to participate in this! Plano does an excellent job for its citizens.	9/16/2019 2:48 PM
148	Too many apartments, no more please!	9/16/2019 2:47 PM
149	We DON'T need any more apartments! Traffic is already a major problem. We need to use less concrete and save foliage.	9/16/2019 2:37 PM
150	MAINTENANCE OF INFRASTRUCTURE AND SERVICES QUALITY IS IMPORTANT TO SUSTAIN PROPERTY VALUES AND KEEP HIGH PAYING JOBS LOCATED IN PLANO.	9/16/2019 2:36 PM
151	More Senior facilities and rec center classes. Also, promote current and future transportation services offered for Seniors. That part of the population is quickly growing and needs not met. Seniors have also helped finance and built much of Plano. Time to recognize them and not so much the children.	9/16/2019 2:35 PM
152	Lower tax percentages would be beneficial to all of the community. It would free a financial burden that could allow more people to put money back into the local economy.	9/16/2019 2:34 PM
153	Stop taking HUD money. It's peanuts compares to tax income for the city and comes with too many string attached. HUD rules are out of touch with what the majority of Plano Homeowners	9/16/2019 2:34 PM

want. This survey also goes into city funding beyond HUD (affordable housing and addressing homelessness). What plan is being created?

154	Transportation needs are great. Fewer seniors are comfortable continuing to drive as the traffic increases. Alternatives to individual cars are needed.	9/16/2019 2:34 PM
155	Plano should emphasize home ownership instead of tenancy. Possibly fund programs which allow tenants to move to owners. Also, NO HOMELESS SHELTERS. This isn't Dallas!	9/16/2019 2:34 PM
156	Stop bringing low income housing into the community- help the disabled & fix the roads. Anything else is a waste of \$	9/16/2019 2:25 PM
157	Please solve traffic problems before building new apartments and allowing so many large headquarters to move here. You are creating a large city and a lot of us moved to Plano looking to avoid that.	9/16/2019 2:19 PM
158	quality road no pot hole	9/16/2019 1:55 PM
159	improve neighborhoods, less apartments	9/16/2019 1:43 PM
160	Traffic sucks around here & adding a boat-load of apartments & tall business buildings is not going to help. The city is over congested & at some point something has to give. Too many people cut through Plano because there are more lanes or they don't want to pay tolls. No more toll roads. You better not turn 75 into a toll road. I would trade all the programs to get a toll-free loop or dart like light rail system to get around in Plano. To you guys this is a grand plan, to me it is my nightmare. Enough is enough.	9/13/2019 10:25 AM
161	services should extend to working families with income from 80% AMI- 100%AMI.	9/12/2019 9:53 AM

### Q14 What is your zip code?

Answered: 650 Skipped: 83

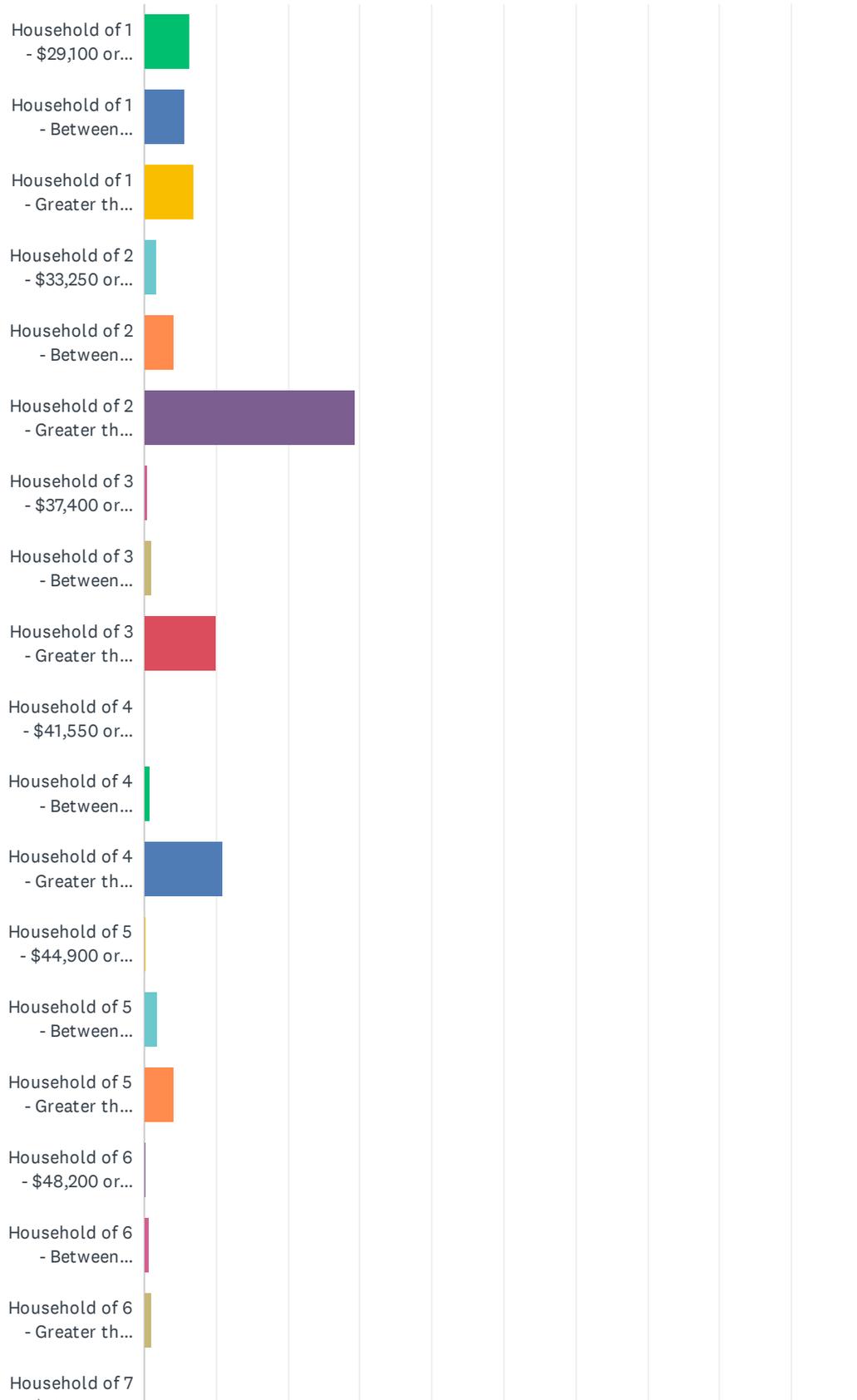


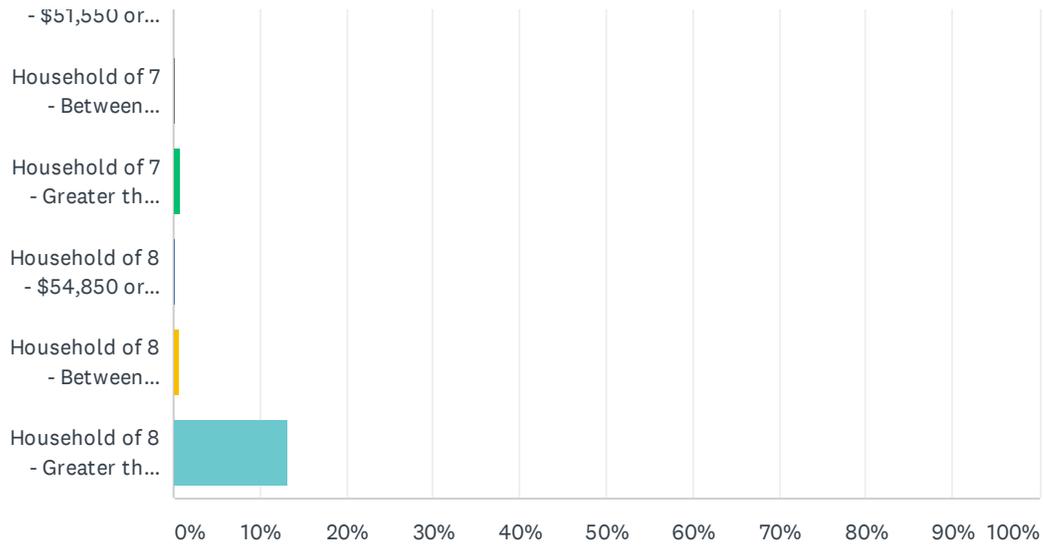
ANSWER CHOICES	RESPONSES	
75023	19.38%	126
75024	9.23%	60
75025	18.46%	120
75074	17.85%	116
75075	17.54%	114
75093	15.23%	99
Other (please specify)	2.31%	15
<b>TOTAL</b>		<b>650</b>

#	OTHER (PLEASE SPECIFY)	DATE
1	75094	11/22/2019 9:57 AM
2	75072	11/20/2019 3:19 PM
3	75300	10/14/2019 4:53 PM
4	75026	10/14/2019 4:49 PM
5	75026	10/14/2019 4:47 PM
6	75080	10/14/2019 4:39 PM
7	75240	10/14/2019 4:25 PM
8	75070	10/3/2019 11:16 AM
9	75070	10/2/2019 3:01 PM
10	75056	9/30/2019 11:06 AM
11	75252 Collin county dallas	9/28/2019 5:03 PM
12	75082	9/20/2019 2:22 PM
13	75080	9/19/2019 4:00 PM
14	75082	9/19/2019 3:55 PM
15	75082	9/17/2019 10:23 PM

# Q15 What is your household income? (household = adults + children)

Answered: 498 Skipped: 235

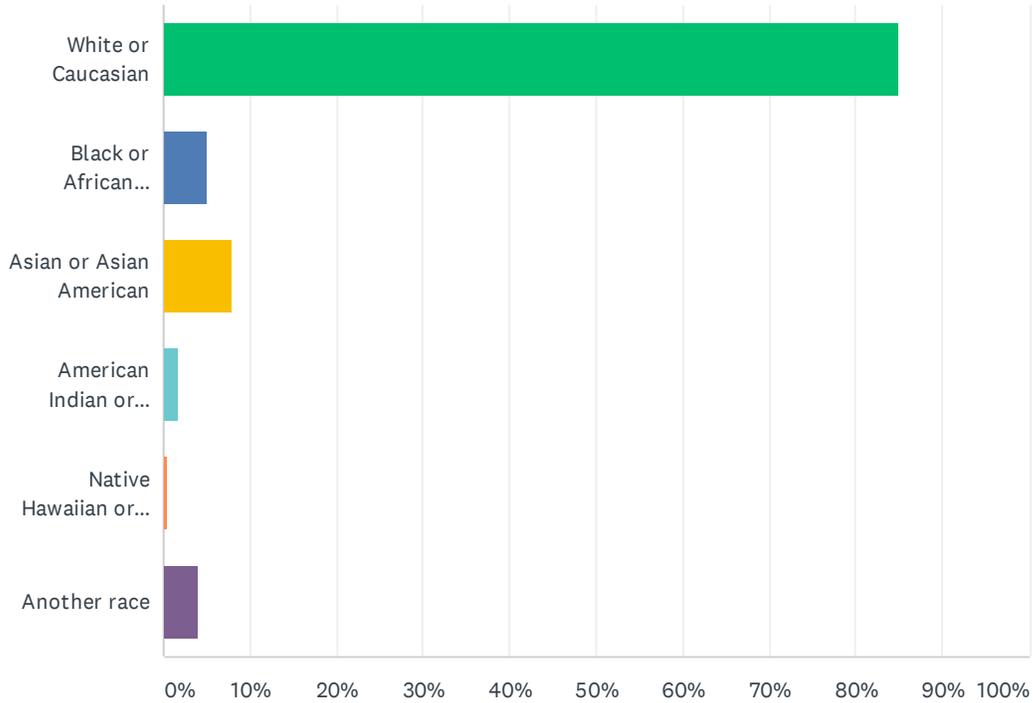




ANSWER CHOICES	RESPONSES	
Household of 1 - \$29,100 or less	6.22%	31
Household of 1 - Between \$29,101 and \$46,550	5.62%	28
Household of 1 - Greater than \$46,550	6.83%	34
Household of 2 - \$33,250 or less	1.61%	8
Household of 2 - Between \$33,251 and \$53,200	4.22%	21
Household of 2 - Greater than \$53,200	29.32%	146
Household of 3 - \$37,400 or less	0.40%	2
Household of 3 - Between \$37,401 and \$59,850	1.00%	5
Household of 3 - Greater than \$59,850	10.04%	50
Household of 4 - \$41,550 or less	0.00%	0
Household of 4 - Between \$41,551 and \$66,500	0.80%	4
Household of 4 - Greater than \$66,500	10.84%	54
Household of 5 - \$44,900 or less	0.20%	1
Household of 5 - Between \$44,901 and \$71,850	1.81%	9
Household of 5 - Greater than \$71,850	4.22%	21
Household of 6 - \$48,200 or less	0.20%	1
Household of 6 - Between \$48,201 and \$77,150	0.60%	3
Household of 6 - Greater than \$77,150	1.00%	5
Household of 7 - \$51,550 or less	0.00%	0
Household of 7 - Between \$51,551 and \$82,500	0.20%	1
Household of 7 - Greater than \$82,500	0.80%	4
Household of 8 - \$54,850 or less	0.20%	1
Household of 8 - Between \$54,851 and \$87,800	0.60%	3
Household of 8 - Greater than \$87,800	13.25%	66
<b>TOTAL</b>		<b>498</b>

### Q16 What is your race?

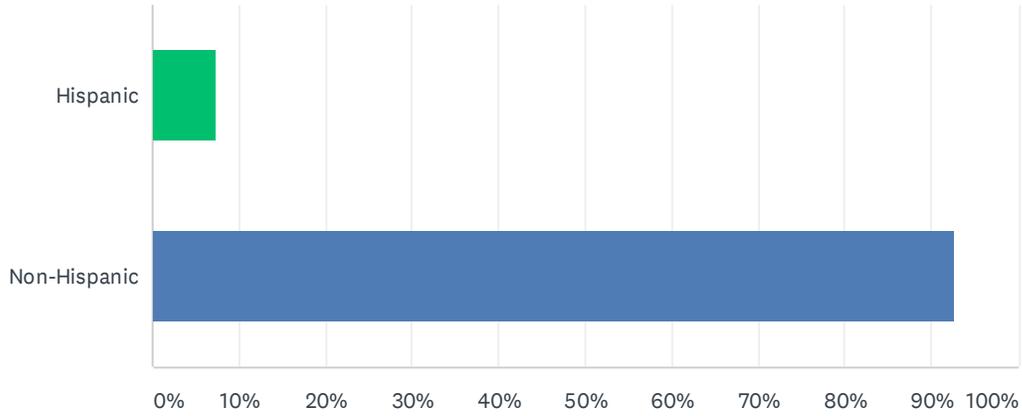
Answered: 608 Skipped: 125



ANSWER CHOICES	RESPONSES	
White or Caucasian	84.87%	516
Black or African American	5.10%	31
Asian or Asian American	7.89%	48
American Indian or Alaska Native	1.64%	10
Native Hawaiian or other Pacific Islander	0.49%	3
Another race	3.95%	24
Total Respondents: 608		

### Q17 What is your ethnicity?

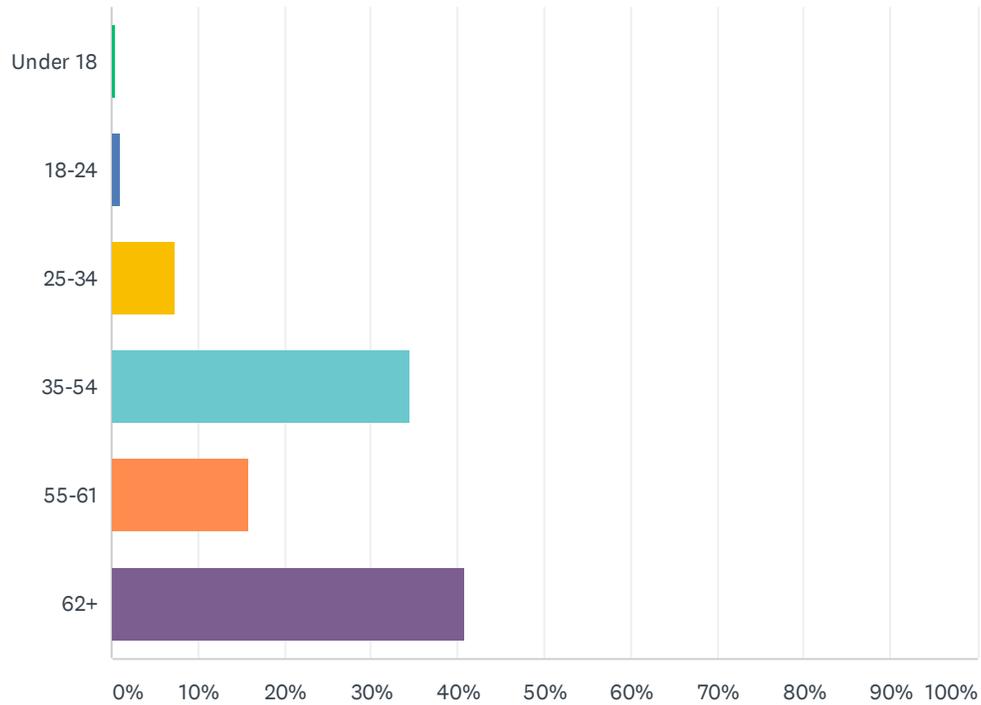
Answered: 560 Skipped: 173



ANSWER CHOICES	RESPONSES
Hispanic	7.32% 41
Non-Hispanic	92.68% 519
TOTAL	560

### Q18 What is your age?

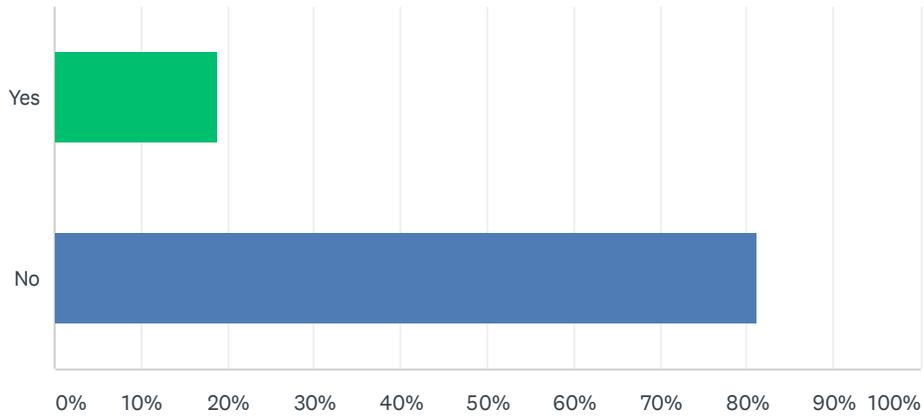
Answered: 624 Skipped: 109



ANSWER CHOICES	RESPONSES
Under 18	0.48% 3
18-24	1.12% 7
25-34	7.37% 46
35-54	34.46% 215
55-61	15.87% 99
62+	40.71% 254
<b>TOTAL</b>	<b>624</b>

### Q19 Does anyone in your household have a disability?

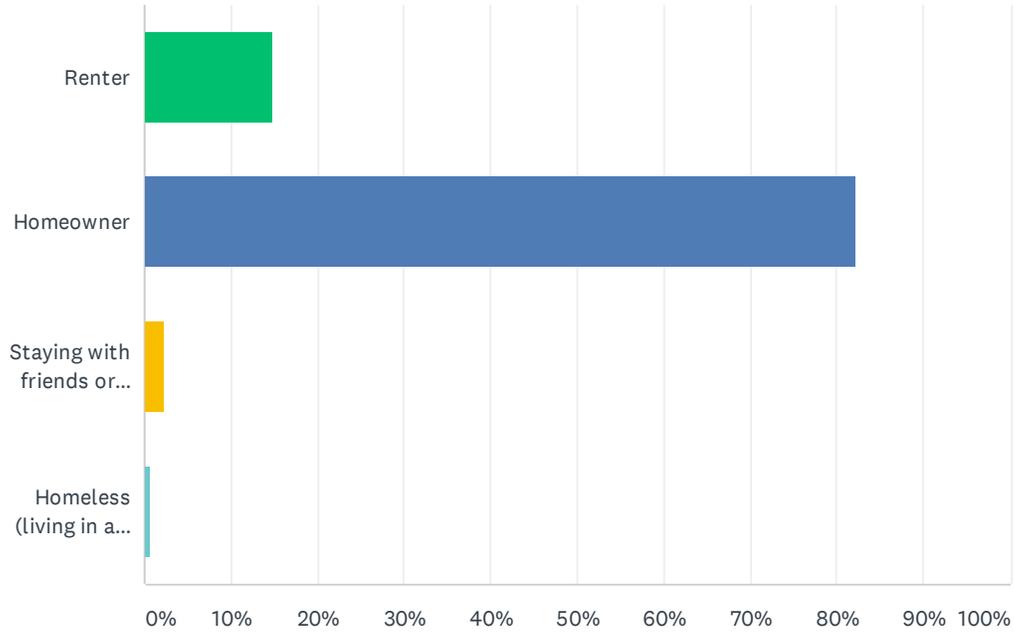
Answered: 622 Skipped: 111



ANSWER CHOICES	RESPONSES	
Yes	18.81%	117
No	81.19%	505
TOTAL		622

## Q20 What is your housing status?

Answered: 633 Skipped: 100



ANSWER CHOICES	RESPONSES	
Renter	14.85%	94
Homeowner	82.15%	520
Staying with friends or family	2.37%	15
Homeless (living in a shelter, transitional housing, in your car, or outside)	0.63%	4
<b>TOTAL</b>		<b>633</b>



## 2020-2024 City of Plano Consolidated Plan - CoC/CCHC Member Survey

### Introduction

**\*\*This survey is intended for members for the Dallas and Collin County TX-600 Continuum of Care (CoC) and Collin County Homeless Coalition\*\***

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 needs over the next five years (2020-2024). These funds are intended to serve primarily low to moderate income Plano residents, including special populations such as seniors, people with disabilities, people experiencing homelessness, and victims of domestic violence.

As a member of the CoC and/or CCHC, we need your input on the needs of persons experiencing homelessness in Plano. Your responses are anonymous and will be shared only in summary. Estimated completion time is approximately 5 minutes.

Learn more about the consolidated planning process [here](#).



## 2020-2024 City of Plano Consolidated Plan - CoC/CCHC Member Survey

### Priority Housing Needs

As you complete this section, consider the permanent housing needs for persons experiencing homelessness in Plano. While you may consider all options important and needed, consider which interventions should be prioritized for funding.

1. What are the highest priority housing needs for persons experiencing homelessness in Plano? Rate the level of need, with 4 being the highest priority.

	1 (low)	2	3	4 (high)
Affordable rental housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Housing navigation/landlord outreach	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Permanent supportive housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rapid re-housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shared housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. Are there other **high priority** housing needs in Plano that are not listed above? (optional)

1

2

3

3. Do you have any additional comments/input related to housing?



2020-2024 City of Plano Consolidated Plan - CoC/CCHC Member Survey

Priority Sheltering Needs

**As you complete this section, consider the need for sheltering for persons experiencing homelessness in Plano. While you may consider all options important and needed, consider which interventions should be prioritized for funding.**

4. What type of sheltering is most needed in Plano? Rate the level of need, with 4 being the highest priority.

	1 (low)	2	3	4 (high)
Day shelter/resource center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emergency overnight shelter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transitional shelter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. Are there other **high priority** sheltering needs that are not listed above? You may also specify target populations (optional)

1

2

3

6. Do you have any additional comments/input related to sheltering?



2020-2024 City of Plano Consolidated Plan - CoC/CCHC Member Survey

Priority Supportive Service/Front-End Intervention Needs

**As you complete this section, consider the need for supportive services and front-end interventions for persons experiencing homelessness in Plano. While you may consider all options important and needed, consider which interventions should be prioritized for funding.**

7. What supportive services and front-end interventions are most needed for persons experiencing homelessness in Plano? Rate the level of need, with 4 being the highest priority.

	1 (low)	2	3	4 (high)
Basic needs including clothing, food, critical documents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Case management	<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"/>
Health care services/clinics (including behavioral health)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Job training/workforce education services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Laundry facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Legal services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Street outreach	<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"/>

8. Are there other **high priority** supportive service and front-end intervention needs in Plano that are not listed above? (optional)

1

2

3

9. Do you have any additional comments/input related to supportive services and front-end interventions?



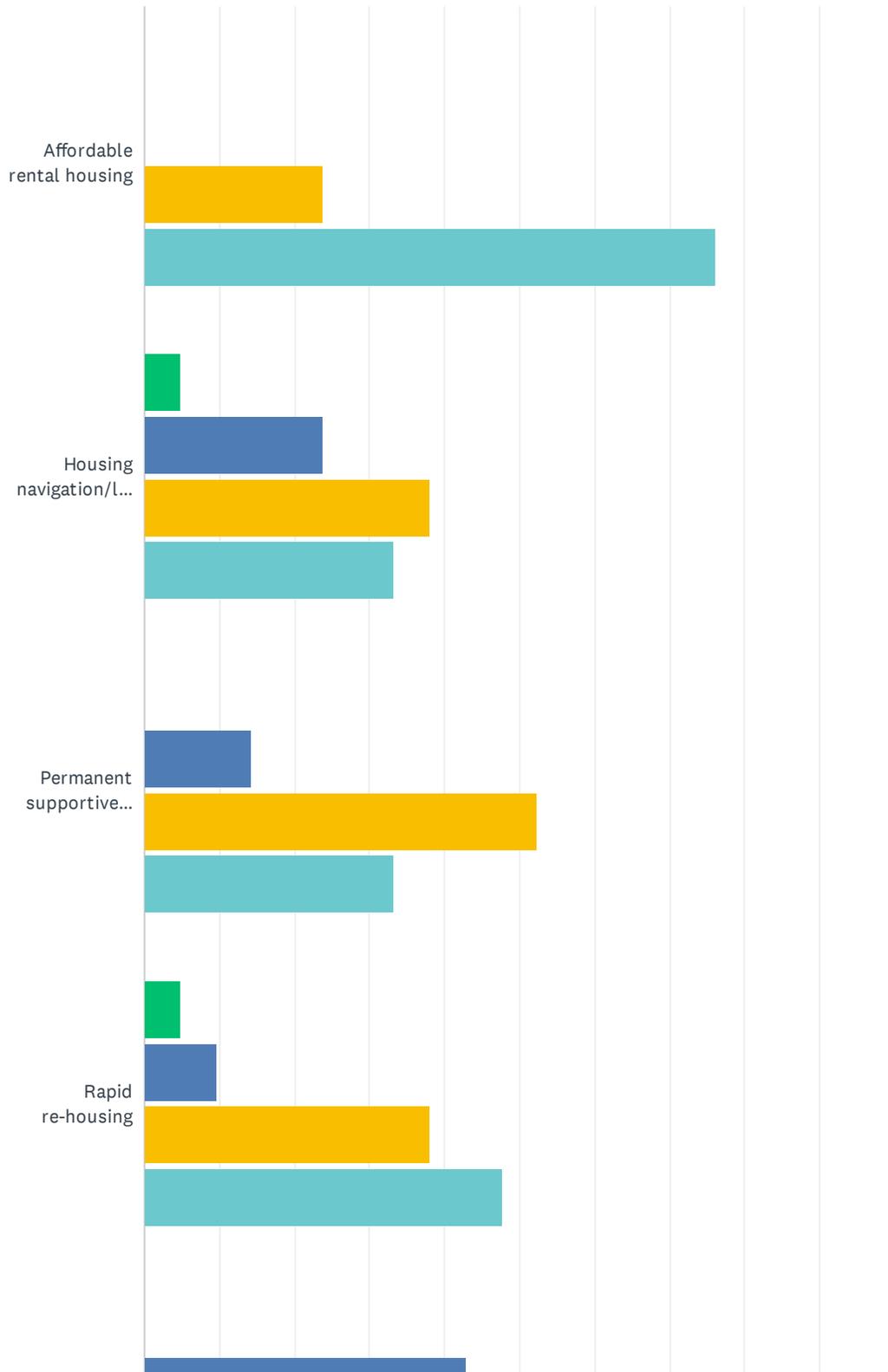
10. Do you have any other comments regarding the City's priorities for its housing and community development funding, as it relates to homelessness? (optional) You can use this space to list specific projects, programs, needs, or geographical areas that you feel the City should prioritize for funding. You can also tell us about any other concerns related to homelessness not found in this survey that would like to see addressed.

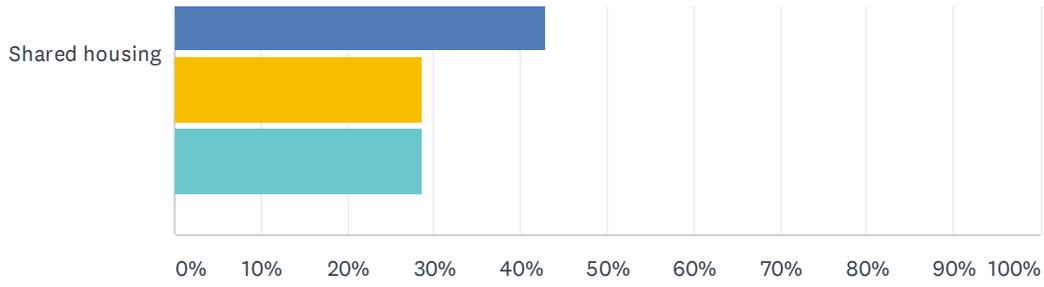
11. I am a member of:

- Continuum of Care (CoC)
- Collin County Homeless Coalition (CCHC)
- Both CoC and CCHC
- Neither

# Q1 What are the highest priority housing needs for persons experiencing homelessness in Plano? Rate the level of need, with 4 being the highest priority.

Answered: 21 Skipped: 0





■ 1 (low)  
 ■ 2  
 ■ 3  
 ■ 4 (high)

	1 (LOW)	2	3	4 (HIGH)	TOTAL	WEIGHTED AVERAGE
Affordable rental housing	0.00% 0	0.00% 0	23.81% 5	76.19% 16	21	3.76
Housing navigation/landlord outreach	4.76% 1	23.81% 5	38.10% 8	33.33% 7	21	3.00
Permanent supportive housing	0.00% 0	14.29% 3	52.38% 11	33.33% 7	21	3.19
Rapid re-housing	4.76% 1	9.52% 2	38.10% 8	47.62% 10	21	3.29
Shared housing	0.00% 0	42.86% 9	28.57% 6	28.57% 6	21	2.86

## Q2 Are there other high priority housing needs in Plano that are not listed above? (optional)

Answered: 9 Skipped: 12

ANSWER CHOICES	RESPONSES	
1	100.00%	9
2	33.33%	3
3	22.22%	2

#	1	DATE
1	Compliant housing for fixed income Disabled/Aging	10/16/2019 4:07 PM
2	Senior Housing	10/15/2019 8:36 AM
3	Group Homes and Shared Houseing above current City code.	10/15/2019 5:52 AM
4	Accees to transportation	10/14/2019 2:59 PM
5	Day Center for the homeless, or consolidated place for services	9/28/2019 6:30 PM
6	Second-chance apartments	9/26/2019 10:38 AM
7	Emergency Shelter	9/26/2019 9:47 AM
8	No	9/26/2019 9:08 AM
9	Emergency resources / shelter to help get folks into housing	9/26/2019 6:45 AM

#	2	DATE
1	Build more mixed use/income housing	10/16/2019 4:07 PM
2	Veteran Housing	10/15/2019 8:36 AM
3	Resources for education	10/14/2019 2:59 PM

#	3	DATE
1	Transportation	10/15/2019 8:36 AM
2	and job placement opportunities	10/14/2019 2:59 PM

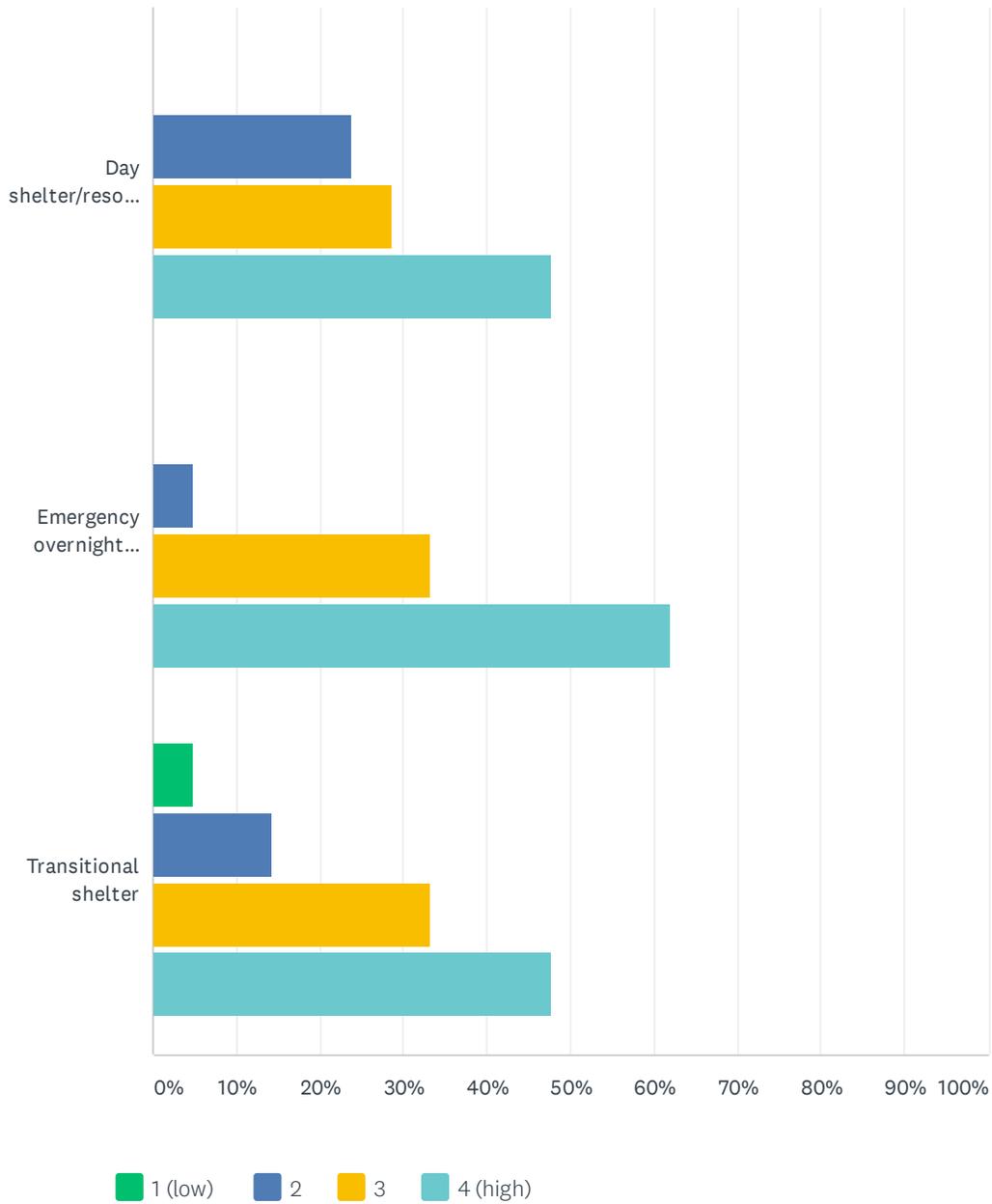
### Q3 Do you have any additional comments/input related to housing?

Answered: 5 Skipped: 16

#	RESPONSES	DATE
1	No	10/15/2019 7:00 AM
2	Mental Health assessment	10/14/2019 5:09 PM
3	There needs to be not just landlord outreach but landlord EDUCATION. They need to be educated on the causes and effects of homelessness and how that can impact their tenants.	10/14/2019 3:58 PM
4	The lack of affordable housing is the most discouraging part of the job of advocate. Thank you for working to improve this.	9/27/2019 9:37 AM
5	This is a major issue in all of Collin County. Something needs to occur to change this issue.	9/26/2019 9:08 AM

### Q4 What type of sheltering is most needed in Plano? Rate the level of need, with 4 being the highest priority.

Answered: 21 Skipped: 0



	1 (LOW)	2	3	4 (HIGH)	TOTAL	WEIGHTED AVERAGE
Day shelter/resource center	0.00% 0	23.81% 5	28.57% 6	47.62% 10	21	3.24
Emergency overnight shelter	0.00% 0	4.76% 1	33.33% 7	61.90% 13	21	3.57
Transitional shelter	4.76% 1	14.29% 3	33.33% 7	47.62% 10	21	3.24

### Q5 Are there other high priority sheltering needs that are not listed above? You may also specify target populations (optional)

Answered: 4 Skipped: 17

ANSWER CHOICES	RESPONSES	
1	100.00%	4
2	0.00%	0
3	0.00%	0

#	1	DATE
1	There is much support for a Day shelter and resource center !	9/28/2019 6:31 PM
2	length of stay at shelters	9/27/2019 9:39 AM
3	Young adult emergency shelter (18-24)	9/26/2019 10:39 AM
4	Case management to help with housing navigation	9/26/2019 6:46 AM
#	2	DATE
	There are no responses.	
#	3	DATE
	There are no responses.	

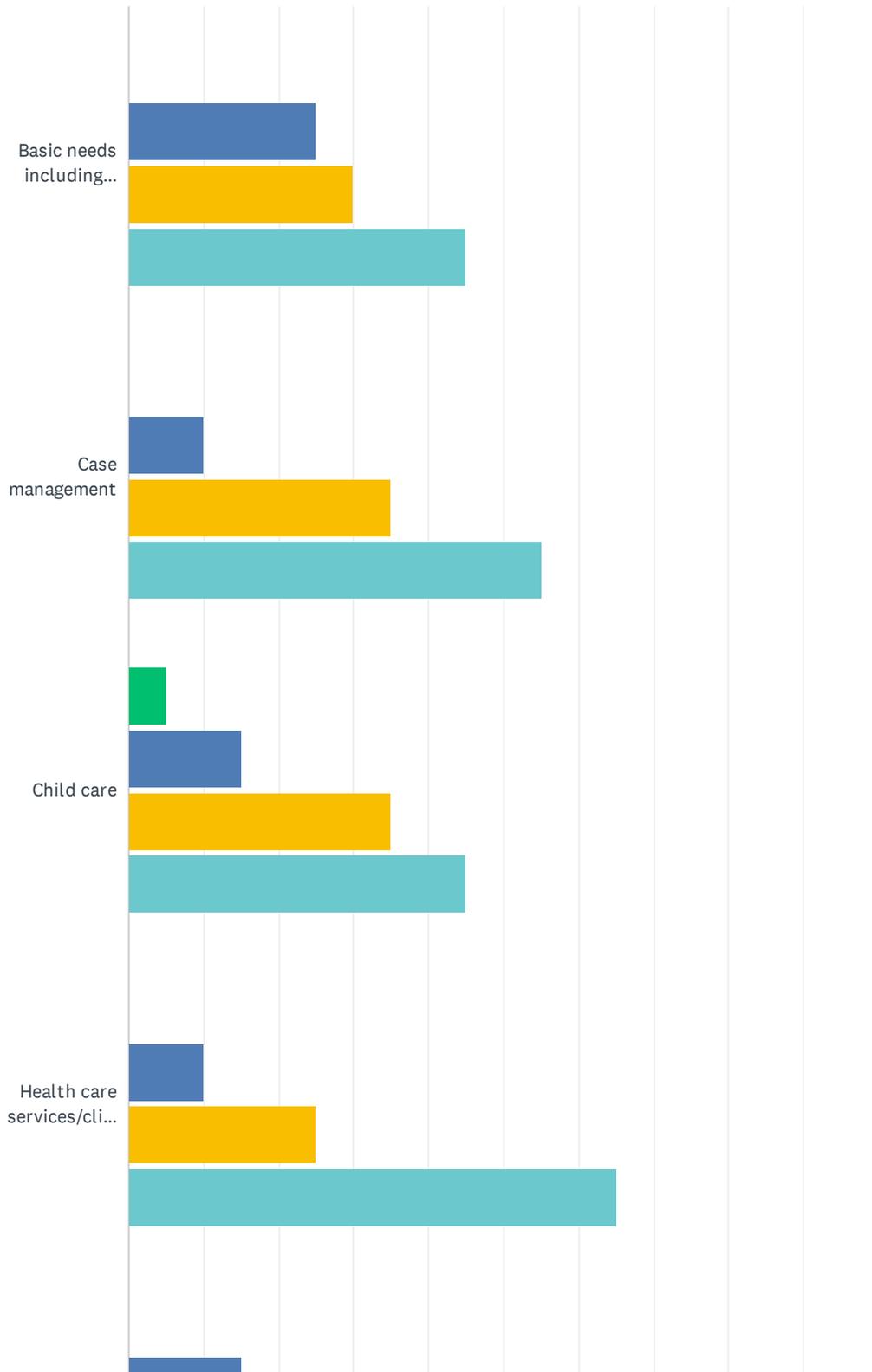
## Q6 Do you have any additional comments/input related to sheltering?

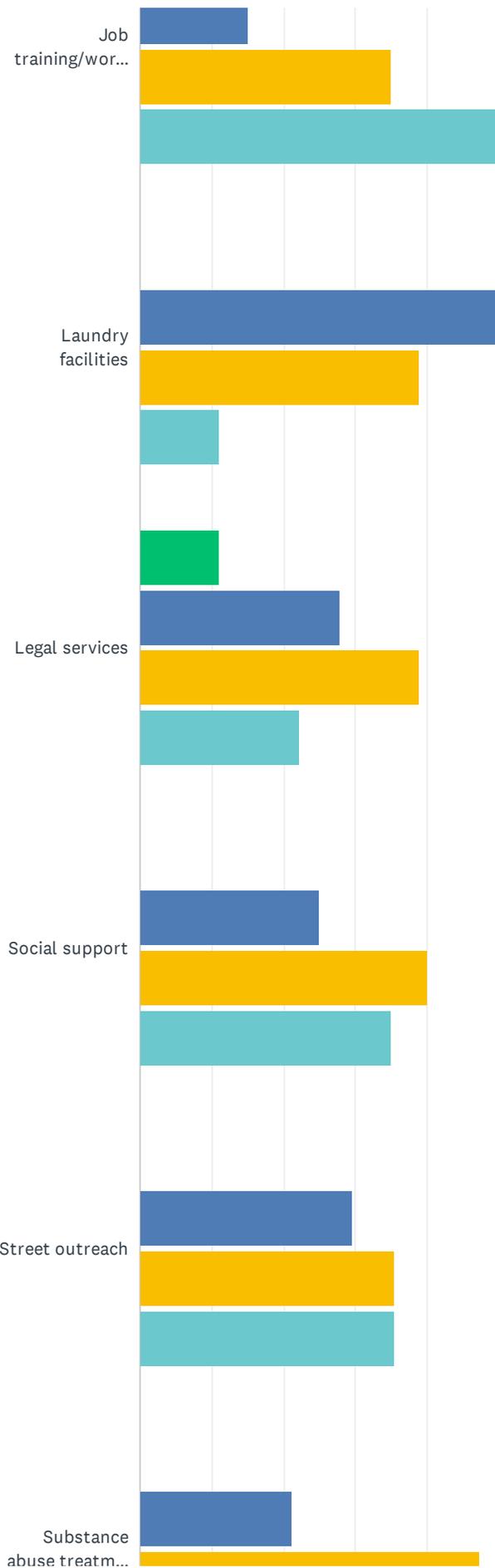
Answered: 3 Skipped: 18

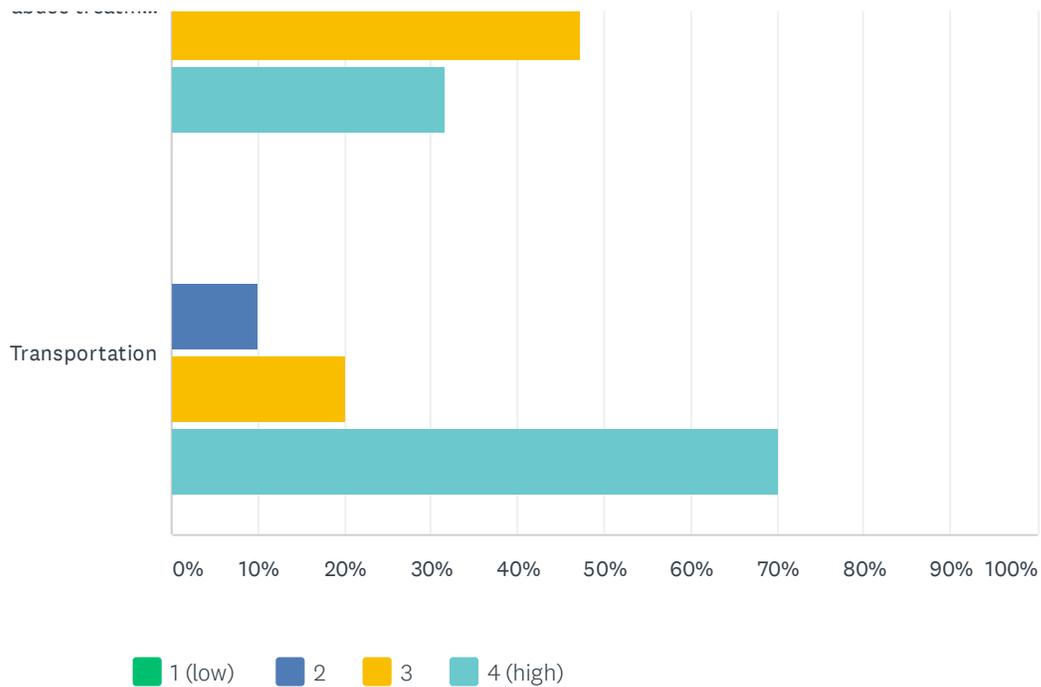
#	RESPONSES	DATE
1	Love the idea of a day shelter/resource center. Horizon House in Indianapolis is a day shelter/resource center and has worked well.	9/27/2019 9:39 AM
2	Major issue.	9/26/2019 9:09 AM
3	Need resources in Plano that Dallas has - like The Stewpot/ID services and case management	9/26/2019 6:46 AM

**Q7 What supportive services and front-end interventions are most needed for persons experiencing homelessness in Plano? Rate the level of need, with 4 being the highest priority.**

Answered: 20 Skipped: 1







	1 (LOW)	2	3	4 (HIGH)	TOTAL	WEIGHTED AVERAGE
Basic needs including clothing, food, critical documents	0.00% 0	25.00% 5	30.00% 6	45.00% 9	20	3.20
Case management	0.00% 0	10.00% 2	35.00% 7	55.00% 11	20	3.45
Child care	5.00% 1	15.00% 3	35.00% 7	45.00% 9	20	3.20
Health care services/clinics (including behavioral health)	0.00% 0	10.00% 2	25.00% 5	65.00% 13	20	3.55
Job training/workforce education services	0.00% 0	15.00% 3	35.00% 7	50.00% 10	20	3.35
Laundry facilities	0.00% 0	50.00% 9	38.89% 7	11.11% 2	18	2.61
Legal services	11.11% 2	27.78% 5	38.89% 7	22.22% 4	18	2.72
Social support	0.00% 0	25.00% 5	40.00% 8	35.00% 7	20	3.10
Street outreach	0.00% 0	29.41% 5	35.29% 6	35.29% 6	17	3.06
Substance abuse treatment and prevention	0.00% 0	21.05% 4	47.37% 9	31.58% 6	19	3.11
Transportation	0.00% 0	10.00% 2	20.00% 4	70.00% 14	20	3.60

## Q8 Are there other high priority supportive service and front-end intervention needs in Plano that are not listed above? (optional)

Answered: 2 Skipped: 19

ANSWER CHOICES	RESPONSES	
1	100.00%	2
2	0.00%	0
3	0.00%	0

#	1	DATE
1	getting a one stop shop with adequate space and dedicated caseworkers will help the situation of supportive services	9/28/2019 6:33 PM
2	ID Services like The Stewpot	9/26/2019 6:48 AM

#	2	DATE
	There are no responses.	

#	3	DATE
	There are no responses.	

## Q9 Do you have any additional comments/input related to supportive services and front-end interventions?

Answered: 4 Skipped: 17

#	RESPONSES	DATE
1	City experiencing double digit growth in homelessness, yet empty City & Faith community property idle.	10/15/2019 5:55 AM
2	I understand that there is a bus with showers that is available several times a month. Excellent service.	9/27/2019 9:40 AM
3	Unable to prioritize. All services listed above are greatly needed.	9/26/2019 9:11 AM
4	Contact Ex Director at The Stewpot in Dallas - 214-362-5913 (she lives in Plano)	9/26/2019 6:48 AM

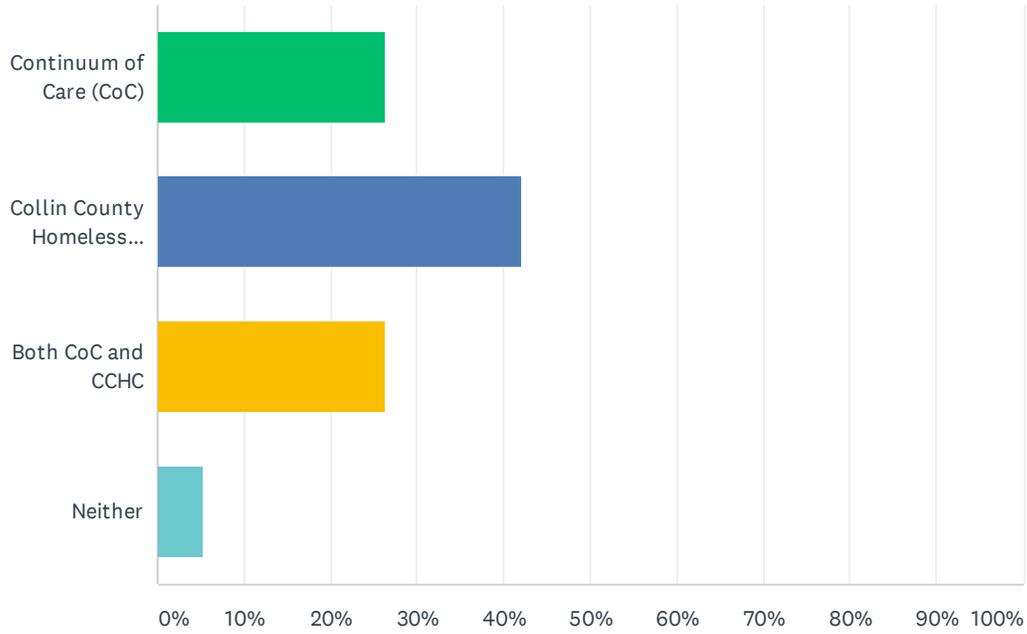
**Q10 Do you have any other comments regarding the City's priorities for its housing and community development funding, as it relates to homelessness? (optional) You can use this space to list specific projects, programs, needs, or geographical areas that you feel the City should prioritize for funding. You can also tell us about any other concerns related to homelessness not found in this survey that would like to see addressed.**

Answered: 3 Skipped: 18

#	RESPONSES	DATE
1	Get the faith based communities engaged in their turf. Love Where You Live is a weak excuse for engagement. Needs to be daily, often and open doors.	10/15/2019 5:56 AM
2	The rising costs of rent are incredibly concerning. Those costs make it extremely difficult to locate affordable housing for clients, housing that they can afford with their salaries.	10/14/2019 4:09 PM
3	A permit for family based community housing - a la Samaritan Inn - it's time. We have the resources. Do we have the courage?	9/28/2019 6:34 PM

### Q11 I am a member of:

Answered: 19 Skipped: 2



ANSWER CHOICES	RESPONSES	
Continuum of Care (CoC)	26.32%	5
Collin County Homeless Coalition (CCHC)	42.11%	8
Both CoC and CCHC	26.32%	5
Neither	5.26%	1
<b>TOTAL</b>		<b>19</b>

Appendix V  
Organizations Participating in Focus Groups

## Organizations Attending City of Plano 2020-24 ConPlan Focus Groups

<b>Organization Name</b>	<b>Meeting(s) Attended</b>
Agape Resource and Assistance Center	Homelessness
Allen Community Outreach	Homelessness
Anchor Church	Homelessness
Assistance League of Greater Collin County	Youth/Education; Seniors/Disabled/Health
Baylor Scott and White Douglass Clinic	Homelessness
BedStart	Homelessness
Bind	Seniors/Disabled/Health
Blake's House	Youth/Education
Catholic Charities	Homelessness
C-Hear, Inc.	Housing; Youth/Education; Seniors/Disabled/Health; Homelessness
Children's Advocacy Center of Collin County	Homelessness
City House	Homelessness
City of Allen	Homelessness
City of Frisco	Homelessness
City of McKinney	Homelessness
City of Mesquite	Homelessness
City of Plano Libraries	Homelessness
Collin College	Youth/Education
Collin County Homeless Coalition	Homelessness
Diversity Resources Group	Homelessness
Douglass Visitor's Committee	Homelessness
Emmanuel Labor	Homelessness
Friends of Consumer Freedom	Homelessness
Golden Years Renovations	Seniors/Disabled/Health
Grace to Change	Homelessness
Habitat for Humanity of Collin County	Housing
Heather's House of Hope	Homelessness
Hope Restored Missions	Homelessness
Hope's Door New Beginnings Center	Housing; Homelessness
Inspiring Tomorrow's Leaders	Youth/Education
Julia's Center for Healthcare	Homelessness
Just Serve	Homelessness
Lifepath Systems	Homelessness
Metro Dallas Homeless Alliance	Homelessness
My Possibilities	Seniors/Disabled/Health
Plano Housing Authority	Housing
Plano Housing Corporation	Housing
Plano ISD	Youth/Education
Prelude Clubhouse	Seniors/Disabled/Health
Refuge City	Homelessness
Samaritan Inn	Homelessness
St. Vincent de Paul	Homelessness
Texas Health Resources	Seniors/Disabled/Health
The Salvation Army Boys and Girls Club	Youth/Education
Trusted World	Homelessness
Veterans Center of North Texas	Homelessness
Wellness Center for Older Adults	Homelessness

Appendix VI  
Public Meeting and Focus Group Comments

## **Public Meeting and Focus Group Comments**

This appendix includes all comments recorded during the Consolidated Plan public meetings and focus groups. Comments were either handwritten by participants as part of a group activity or recorded by staff during group discussions. Comments in this section are unedited and represent the word choices and sentiments of each individual participant who provided comments.

## Public Meeting

9/26/19

### Public Services

- Prescription Assistance for elderly and seniors
- More homeless services
- Job training programs
- Monies for schools
- More health clinics (i.e. Primacare)
- Transportation for seniors to doctor appointments
- Senior and disabled “potlucks” (these groups are disenfranchised)
- Training for clients under age of 50
- Movie nights for teens and transportation there
- Provide weekend lunch for school children in need. Backpack program.
- Services for deaf and blind people

### Public Facility/Improvements

- Civic/recreation centers for teens to hang out
- Outside skating rinks
- Day resource center for homeless
- “One Stop Shop” for nonprofits
- More free parking
- Remove large trees from sidewalks
- Homeless shelter
- More than one Workforce Solutions center
- Fix potholes on 18<sup>th</sup> Street
- More emergency or transitional womens shelters
- More adult daycare centers
- Add streetlight in the middle of Redbud Ln.
- Train line going north of Parker
- Sidewalk access for wheelchair bound on 18<sup>th</sup> street
- Transportation farther than Shiloh Rd 14<sup>th</sup>
- Monies for schools

### Housing

- Monies should be focused toward Housing First
- Monies for housing
- Rental Assistance for special needs families and elderly

- More affordable senior housing/for fixed income
- We need every homeless/struggling person set for life
- More handicapped friendly housing
- More small starter/restarter apartments/housing
- More disabled-only housing
- Boarding houses for women
- Home repair for seniors and disabled
- More section 8 funding
- More domestic violence shelters
- More duplex homes in East Plano
- Eco homes and storage unit homes
- Affordable homes – lots and land
- Rental Assistance
- Indoor storage
- 800-900 sf units
- City to attribute funds toward land purchase and smaller lot development i.e. delivering a \$10k lot to an affordable building
- Senior housing
- Housing for deaf and blind people

#### Economic Development

- Fix up and re-surface “Family Dollar” strip mall (18<sup>th</sup> St/K Ave)
- More free WiFi
- Startup for cleaning city

## Public Meeting

10/1/19

### Public Services

- Payday loan assistance/mini loan program
- Difficulty finding community resources for seniors (information and referral)
- Light case management to connect people to resources
- One stop shop/resource fair event – events like Plano Families First – multiple events geared toward adults/older adults
- Transportation
- Childcare – availability, hours, quality, locating/searching
- Affordable medical services – vision, dental, hearing aids, toenail clipping, durable medical equipment
- Job training programs – for mothers – awareness
- Funding for credit building and financial coaching
- Affordable dental in Plano
- Mental health services – jail is not a solution – community awareness, expand hours, transportation to get there
- Affordable inpatient substance abuse treatment
- Awareness of resources – churches, senior centers, Nextdoor, advocates/ambassadors, Plano Moms Talk Facebook group

### Public Facility/Improvements

- Partnership between City and ISD to open up outdoor spaces – parks, tracks, etc
- East side facilities updated to match west side
- A place for homeless to go during the day
- Emergency shelter in Plano – families, singles
- One stop shop for nonprofit organizations providing different services

### Housing

- Mortgage assistance program
- Cheaper to stay in home than moving
- Homeless population increasing
- Housing crisis education campaign for landlords
- Eviction prevention
- Residents moving in hotels/motels due to fixed income
- Residents are seeking 1-2 bedroom apartments
- Outliving money – fixed income – not a lack of budgeting

- Assisting with deposit to get in a place to live
- Local government housing subsidy/incentive
- Landlords being incentivized to accept housing voucher (possibly linked to multifamily inspections)
- Single family rehabilitation for homeowners – more affordable to stay where you are
- Higher fences – replace chain link – safety issue

### Economic Development

- Four corner retail/strip centers
- Incentivizing retail owners to improve exterior
- Small business incubator with mentoring
- Free tax assistance locations

## **Public Meeting**

**10/2/19**

### Public Services

- Flexible transportation within the City (frequency, user friendly, location of stops, travel time, on-call, accessible, across income levels) – current transportation does not get to desired locations
- Services for disabled
- Prescription assistance services
- Domestic violence services
- Community resource info/connection
- Job training for domestic violence survivors

### Public Facility/Improvements

- Emergency shelter in Plano – accepts pets

### Housing

- Ongoing rental subsidy for incomes below \$1,000/month
- Shared housing
- Group homes
- Supportive housing for disabled (cooking, cleaning, case management)
- Move-in cost assistance (security deposits, etc)
- Education/outreach for landlords
- Repairs for properties
- Lease review assistance

### Economic Development

- Not necessary – other priorities
- Small business loan assistance

## **Public Meeting**

**11/18/19**

### Economic Development

- Startup businesses partnership (seniors/disabled persons recruitment)

### Housing

- Code enforcement/exterior maintenance
- Transit-oriented housing
- Transitional housing for homeless (12-24 mos) with supportive services
- Housing support during job training
- Housing security for seniors (i.e. cameras/lighting/Ring doorbell)
- Accessibility improvements

### Public Facilities/Improvements

- Day resource center for homeless and others (employment training, counseling, legal aid, etc)

### Public Services

- Transportation
- Job Training
- HIV/AIDS services (awareness)
- Substance abuse services (inpatient)
- Domestic violence services (counseling)
- Services for abused/neglected children
- Community resource info to churches, etc (simple, short list)

## Homelessness Focus Group

10/3/19

### Housing

- Knowledgeable landlord negotiator/identifier-Collin Specific
- More Shared Housing for disabled and adults
- Group Home Model
- Affordable Rent
- Converted Hotels/Motels
- PSH
- Vet specific HUD-VASH in Collin
- Affordable rental is important, but difficult for City of Plano to have an impact there without regulating development (hard to do and require), so best use of funds is for rapid rehousing and staff support for landlord outreach to increase number of beds in Plano (best use of transportation) with supportive services (temporary).
- Rehabilitation services for mental health and looking and demographic of services available.
- How does the community approve allowing housing for low income families/individuals while individuals don't want this near their neighborhoods?
- Emergency shelters
- More tolerating housing with children.
- Systematic approach to shared housing- Plano and McKinney
- Identify and recruit housing units that will accept vouchers- Plano and McKinney
- Recruitment of shared housing locations: empty nesters, rooms, developers to build, changing ordinances to allow shared housing at larger estates.
- Low income home repairs
- Multi-family complexes- 300+ units
- Partner with non-profits to give contractors tax write offs for repair work that are over allotted amounts.
- Tiny Home Villages
- Quad Plex
- Volunteers that are veterans Businesses and Woman Advocates
- Building Infrastructure for tiny homes (sewer, etc.)
- Utilize poor performing apartments and purchase them for housing. Include jobs with the housing.
- Helping someone gain an income is a huge barrier.
- Limits on Samaritan Inn Programs-Need homeless shelters like Samaritan Inn in other cities.
- What is affordable based on?
- City of McKinney- Samaritan Inn needs City and County \$ to keep building new phases.

- Low Cost/Low Barrier housing, shared housing, low rent apartments, only with mental health and criminal justice
- Establishing savings, jobs that employ criminals
- Neighborhoods with service for LI
- Sustainable employment
- Housing first is not a good long-term strategy. It is a band aid.
- Job skills to sustain affordable housing
- Win-win situations for investors and renters
- Amelioration with a picture of a house and money on the top floor.
- LAND
- Rehab vacant buildings for housing.
- Affordable housing vouchers in Plano, Frisco, Allen, McKinney
- Modular Buildings 1-4 BR, 1-3 Bathroom, single and multi-story, wood frame and steel structure, prefabricated/cost saving/time reductions- New or Lease housing (own)
- Deposit vouchers and utility voucher.
- Affordable housing for single family individuals and multifamily.
- Housing navigator
- Require apartments to accept housing vouchers
- Tiered \$\$
- City land for affordable housing: elderly, veterans, families, singles
- Tiny home or innovative housing that is less than \$50-\$75k with greenspace and food accessibly. Safe neighborhoods!
- Old buildings reinvented for affordable housing
- Churches to provide shared housing
- Build apartments dedicated to sliding scale rent
- Veteran housing
- Senior living affordable starting at age 50
- Rapid rehousing with services (Plano and McKinney)
- Affordable rental housing (Allen/Frisco)
  - Community land trust
  - \$ to purchase land for affordable housing throughout cities (McKinney and Plano)
  - Housing Trust Funds: Community Development Affordable housing (McKinney and Plano)
- Obstacles to housing: income/rent, legal. Need a housing navigator.
- Shallow subsidy programs: eviction prevention, temporary assistance
- Disability accessibility: 1<sup>st</sup> floor, Seniors, disability, universal design
- Housing options: tiny homes, container homes (obstacle is City approval)
- Rapid rehousing for individuals, not just families.
- Make it “transitional”. First home is perhaps a group home with a move to another level after a certain time period.
- Support renovation of vacant buildings owned by the City to provide housing.
- Be accessible to those reaching out for services.

- Provide sustained support to those who struggle to stay in the housing they find. Have a goal to decrease turnover.
- Grant funds delivered to local non-profits that provide housing as part of its charter.
- Consortium of non-profit maintain a complex or a % of a complex.
- Attack the lack of affordable housing options using all available means.
- In more rural areas with available land-explore a tiny house community because of more available space.
- \*Highest Priority\* Renovate vacant buildings in east Plano to use for housing-could be temporary or permanent.
- Vacant buildings turned into shelters for working: some homeless can help build and/or remodel.
- Tiny home communities can be built for less than \$1,000.
- Focus housing near mass transit.

### Sheltering

- 2 separate, additional shelter along DART in Plano and McKinney (not on the outskirts)
- Low/No Barrier emergency shelter
- Drop in center
- "alcove" for ages 24 and under
- Another provider for single men
- Day shelter center for services/food services/employment/social services/clinic (with beds?) in Plano east side, maybe near day labor center.
- Transitional shelter, Re: Family Gateway?
- Family shelters, lack of transportation-loss of support if they're uprooted to a new facility out of their community.
- Special needs shelter
- Lack of emergency shelters, they are always at capacity.
- Longer term shelter for older adults living on social security- Plano and McKinney
- Establish day shelter and night shelter near McKinney library and senior center.
- Establish day and night shelter near Plano Libraries, I-75 (motel 6 area)
- Hotel looking shelter in non-residential areas due to homeowner hysteria, OR partner with hotel chains for a designated number of rooms for homeless individuals.
- Giving shelter to those in need-no restrictions or eligibility requirements.
- Shelter network, different networks
- Shelters focused on different populations; keep families together, keep couples together; don't split up the family unit.
- Need men's shelters
- Shelter in Collin County so people don't have to go to Dallas
- Programs designed to respect clients right to self-determination and values.
- More temporary shelters.
- Land from cities.

- More warming/cooling stations across Collin County
- Shelter grants for warming/cooling
- Money
- Need a track/program from shelter to permanent housing
- 30-60 Day emergency shelter and day resource center.
- Repurpose commercial structures
- Shared housing solutions
- Reuse shopping centers vacancies for service/employment/temporary housing
- More liberal use of tax credits to tier corporations for shelters/service complexes
- Adapt the Wal-Mart merge model to emergency shelters (i.e. you can get your nails done, eat at Subway, change your oil, grocery shop, etc. In the same way, a family in need should be able to get all services in one place.)
- Day shelter solution needs services.
- Emergency Shelter in McKinney off I-75
- Woman and children in plans
- Day center for families without transportation
- Emergency overnight shelter
- City ordinances supporting shelters and innovative \$50k housing options-tiny communities
- Refurbished motel/hotel
- Faith community “round/open” table adoption of homeless families
- City (free) land for tiny homes/stackable units
- New assistance center
- Day resource center: resources, services, showers, mail drop, accessing to free health care/dental care, computer access, workshops, job training.
- Resource day centers around 18<sup>th</sup> St. in Plano
- Storage units/Padded Air Quality
- One stop shop resource day centers in EACH city.
- Emergency Shelter #75: Allen, North Plano, South McKinney: Low barrier, transportation/built in shuttle service, specific area 18-25-year-olds, Partner with Dallas based shelter for administration.
- Safe-Haven: Serious mental health issues, extremely low barrier, #10-15, Lifepath, McKinney
- Medical respite #10-15, hospital funded? – Plano/McKinney
- Renovate the empty buildings around Plano to create shelters. Look to non-profits or churches to help with the administration.
- Emergency shelters MUST BE AVAILABLE
- Create group residential living-rooms can be no to low cost
- Change city ordinances that prohibit individuals from renting multiple rooms
- Must have low to no barrier to emergency care shelters
- Don’t assume homes in neighborhoods aren’t an option. Attitudes change.
- Shelters shouldn’t incentive long term stays.
- Short term “room for rent” models

- Be aware of where inherent discriminatory practices that certain shelter rules create (don't call us unless you have kids or are already dealing with domestic violence, etc.)

### Supportive Services and Front-End Interventions

- Crisis debt relief \$, medical, accidents, etc.
- Eviction support/relief
- Rent caps
- Landlord incentives for rent cap and/or cooperation in programs
- Find/create form to educate developers/landlords and employers about the homeless population.
- Consistent budgeting, life skills, job preparedness amongst agencies- based on poverty model?
- Recreate City Square in Collin County
- Mobile Medical
- Mobile (ongoing) MH
- Mobile Laundry
- Increase mobile showers
- CHILD CARE-affordable and late hours
- Collaborative training
- Street Outreach-grow in McKinney, new police liaison department
- More money for salaries to pay so they aren't 1 step above those we serve.
- Assistance League of Greater Collin County- Currently serving the Haggard M. School Homeless student population with school supplies, blankets, clothing, etc. referrals through counselors- We would like to expand this program to other middle schools in Plano, Allen, McKinney and Frisco. We already clothe elementary school students in need with new clothing throughout Collin County.
- Childcare
- Food distribution
- Rehabilitation services
- Vocational services
- Mobile dental care
- Dedicated care management
- Laundry
- Community Shower
- GED Programs
- Financial education/financial aid comprehension
- Access to free/low cost medical clinics with transportation to and from, flexible hours of operation
- Free or low-cost vision care (glasses)
- Place to serve as address – need an address to obtain ID
- Low-cost or free dental care to include dentures- possibly partnering with dentists

- Legal Aid to get houses/properties into client's name.
- Assist people with the costs associated with obtaining required documents to apply for or receive assistance. Some individuals have expired IDs and can't afford to get a new one.
- Case management support.
- Health/Wellness Prevention
- Look at a person's whole situation and not just their income for qualifications (example: repayment of IRS tax liens, medical bills, etc.)
- Mental health services for schizophrenia, bi-polar, etc. treatments.
- Sharing library resources for workforce development, learning.
- Transportation services
- Affordable childcare for families in need.
- 55+ working with youth, mentoring on job experience.
- Responsible organizations like Salvation Army set up emergency shelter.
- Do SOMETHING now, pilot program within 6 months.
- Sense of urgency perspective.
- City intended resource-vouchers for ID/paperwork needs.
- Drug Counseling/Mental Health
- Clothing needs, shower/laundry
- After school tutorials
- Elderly/Vet transportation: appointments and groceries
- Uber/Lyft Vouchers
- Funds set aside for vouchers to provide immediate financial aid for the underemployed or displaced.
- Aid with medication, child medical care, general healthcare and hygiene
- Education financial literacy/ credit repairs education
- Transportation options
- Mailboxes and phones
- IDs, place to store copies of IDs incase of loss or stolen
- Laundry services
- Childcare: day and evening
- City contract work for homeless
- Workforce management program job placement: work internships paid by funds for 3 months to improve career skills to afford housing.
- Transportation: Bubbl in Dallas (on demand)
- Street outreach with emergency shelter
- Case manager, counselors: volunteer and professional, ID documents
- Housing navigator with rapid rehousing
- Expanded behavioral health: Lifepath, GTC, LMHA
- Microloans, business incubators
- Employment including BETTER jobs
- Multiple day centers around Plano: Use a PC, get a cup of coffee, get warm or cold, be in a safe place.

- Support local, existing laundry facilities allowing people to wash clothes for free.
- Hybrid alternative to offering day center. One location open every day plus satellite locations that leverage existing bldg to have a room for phone calls/PC, etc.
- Provide debit type cards that can be used at laundromats, groceries, transit, etc.
- Where can someone in crisis go to find all available resources?
- Street outreach is needed-especially for youth.
- Employer based coalition to support employment
- Trust and fear abound in the streets. Need a presence a consistent basis.
- City/County sponsor with businesses in the county to support getting people meaningfully employed. It's not just a govt.
- Discrimination against single white woman without children. Return Calls from officials not returned, incorrect information which causes fraud ID, Harassment from Plano PD.

## Housing Provider and Developer Focus Group

10/15/19

- Lack of affordable housing pushes seniors and disabled out to areas with lack of transportation and services. They are already connected to services here.
- PHA waiting list is too long.
- HUD FMRs too low for Collin County – makes it difficult to find units for existing HUD programs
- Need more townhome-style apartments for rent – accessible for seniors and disabled, max two stories
- Mixed use housing with ease of access to amenities – no more than 10-15 walk to grocery, park, community amenities
- Universal design
- Creation of new affordable rental units to serve more people
- Tenant-based rental assistance
- City buy land and give to developers to build affordable units
- Development/subsidized housing near transit
- Ask DART to expand transportation if project not near transit
- Redevelop 14<sup>th</sup>/Miller Rd/industrial area – Convert warehouse space to housing units
- Redevelop vacant facilities and abandoned shopping centers
- Combination of single family homes (ownership and rental), townhomes, and apartments in mixed use developments
- Homeowner rehabilitation
- Help seniors and veterans age in place with energy efficiency and accessibility improvements – use universal design as a common denominator

## **Youth and Education Focus Group**

**10/17/19**

### Housing

- Housing help and education – budgeting – navigation
- Affordable housing for college students
- Revitalize homes
- Roommate finding/matching service/shared housing concept
- Community-oriented living, neighborhood design that encourages interaction among neighbors
- Smaller homes at affordable prices for seniors i.e. townhomes, community living
- Affordable rental apts that do not involve section 8/huge barrier to entry – also that has a financial education requirement

### Public Services

- Focus on barriers to entry – transportation, skills development, child care
- Healthcare for uninsured
- Financial literacy (include corporations)
- More collaborative public-private partnerships in the area of transportation
- Healthcare navigator
- Wellness education
- Navigator/assistance for disabled persons
- Mental health
- Job training – focus on gaps in workforce, train for jobs where there are gaps
- Low income after school programs
- Job training – LEP population – hard to advance without speaking English
- Discounted Uber/ taxi service for low income/ curb to curb/ volunteer drivers
- Safe transportation for kids/youth

### Public Facilities and Infrastructure

- Transforming all parks to be all access/all abilities parks
- Day resource center for general population
- DMV improvements – people wait 8 hours
- Emergency shelter – Collin County – General population

### Economic Development

- City leasing out where money for needed services is available

- Job skill training/technical skills essential
- Collaborative job board for all openings
- Incubator/apprenticeship programs using corporations
- Work with Plano Chamber of Commerce
- Greater economic investment east of downtown

## Seniors and Disabled Persons Focus Group

10/24/19

### Public Services

- Home-based services to those with mental health, disabilities, seniors, etc (attendant care, OT, PT, respite)
- Transportation services for seniors (curb to curb, Go link)
- Transportation to senior center
- Home care services (attendants, therapy, etc) – people need to be aware of what's available
- Transportation – very low or not cost for people living on SSI only or extremely low income
- Improved outreach on what programs are available to seniors and persons with disabilities (link to City ambassador program)
- Outreach in multiple languages
- Community outreach and education opportunities for seniors to know what senior care already offered
- Multiple providers providing accessible transportation opportunities (multiple options improves prices and services)
- Broad promotion of 2-1-1
- Financial guidance
- Community garden assistance
- Low cost transportation to/from doctor appointments, prescription refills, grocery stores (seniors/persons with disabilities)
- Job Training
- Counseling
- Volunteer for social activities (seniors/persons with disabilities)
- Known non-discrimination policy

### Housing

- Apartments: Guidelines on (cap) for apartment rents (at least how much they can increase)
- Affordable/sliding scale apartments for seniors – 1-2 bedrooms (include social worker routine visits/PT & OT)
- Home repairs/cleaning
- Accessibility repairs/modifications/standard ADA
- Rental Assistance
- Slide scale housing
- Housing with supervision for persons with mental illness

- Homeowner rehabilitation housing
- Sprinkler system or other code violation improvements
- Ease of access – housing located near access to transportation and public spaces
- Affordable assisted living
- Household care facilities – extended funding with accessibility improvements
- Respite care
- Universal design

### Economic Development

- Job training
- Small business grants to agencies that work to provide services to seniors
- Space provided for entrepreneur “incubators” – i.e. take a building needing renovations/empty without current purpose
- Business development guidance – hotline to r/o scams
- Advertisement/campaign to let seniors know hotline for resources
- Access to part time jobs for people with disabilities/job coaching
- Right job for right person in right environment for job retention – lack of awareness of jobs available – no computer job search skills

### Public Facilities/Improvements

- Adaptive sports community center
- Accessibility improvements to City public restrooms
- Accessible facilities for homeless
- Benches or covered areas at transportation stops
- Homeless shelter for people who can't work
- Restrooms and shower facilities for homeless
- Active park for seniors i.e. community garden/small botanical garden/benches/pet park

## Appendix VII

### Goals, Strategies, and Metrics from City of Plano Analysis of Impediments to Fair Housing Choice

## **Goals, Strategies, and Metrics from City of Plano Analysis of Impediments to Fair Housing Choice**

This appendix includes pages 221 – 224 of the City’s Analysis of Impediments to Fair Housing Choice (AI). The full AI is available on the Fair Housing page of the City’s website: <https://www.plano.gov/648/Fair-Housing>.

<u>Goal</u>	<u>Contributing Factors</u>	<u>Fair Housing Issues</u>	<u>Metrics, Milestones, and Timeframe for Achievement</u>	<u>Responsible</u>
Increase supply of affordable housing units	<ul style="list-style-type: none"> <li>• Location and type of affordable housing</li> <li>• Lack of access to opportunity due to high housing costs</li> <li>• Loss of affordable housing</li> <li>• Community opposition</li> </ul>	<ul style="list-style-type: none"> <li>• R/ECAPs</li> <li>• Access to opportunity</li> <li>• Disproportionate housing needs</li> <li>• Publicly supported housing</li> </ul>	<ul style="list-style-type: none"> <li>• Complete comprehensive housing assessment to determine requirements for affordable housing at all income levels (6 months to one year)</li> <li>• Develop set of policies and incentives to encourage affordable development in all communities. (6 months to one year)</li> <li>• Produce housing report to the community (annually)</li> <li>• Track progress toward affordable housing goals and the impact of housing on community infrastructure and resources. (Reported annually in CAPER. The CAPER for a given program year is made available on the City's website in December following the end of each program year, e.g. the PY 2017 CAPER will be available December 2018.)</li> <li>• Develop working group of providers of affordable housing to identify and resolve barriers to development and streamline processes and develop proposals for incentives for developers. (Two to five years)</li> <li>• Collaborate with owners and developers of small rental properties to develop strategies for compatible affordable housing in single-family zones and develop strategies for public-private partnership to assist with rehab and capital costs. (Two to five years)</li> <li>• Collaborate with lenders to create strategies for pre-development financing of affordable housing preservation and development. (Two to five years)</li> <li>• Develop strategies to incorporate affordable housing into mixed-use development, including redevelopment of retail centers. (One to two years)</li> <li>• Develop new affordable housing units through new construction, rehabilitation of old housing stock and public-private collaborations (Number of units to be determined as a part of the City's next Con Plan)</li> <li>• Seek funding to expand existing home repair programs (Ongoing, next five years)</li> <li>• Evaluate existing homebuyer assistance program as it relates to the current market and assistance provided. (Initial evaluation – one year, will be reevaluated on an annual basis)</li> </ul>	City of Plano
<p><b>Discussion:</b> Increasing the supply of affordable housing will address the needs of protected classes whose housing choice is limited by low income and high market prices. Supply can be increased by using public assistance to give voucher holders access to homeownership. It may be possible to craft incentive programs for landlords who might be attracted to participate in voucher programs if they can be assisted with major property maintenance. Improved property conditions can decrease community opposition. Addressing community opposition is critical to successful development in higher opportunity areas. Mixed income housing directly addresses segregation that coincides with low income communities. Transportation is critical to making assisted housing in higher opportunity areas successful and to address disproportionate housing needs.</p>				

<u>Goal</u>	<u>Contributing Factors</u>	<u>Fair Housing Issues</u>	<u>Metrics, Milestones, and Timeframe for Achievement</u>	<u>Responsible</u>
Increase supply of accessible, affordable housing for persons with disabilities	<ul style="list-style-type: none"> <li>Lack of affordable integrated housing for persons needing supportive services;</li> <li>Lack of affordable, accessible housing for persons with disabilities;</li> <li>Lack of affordable in-home or community based supportive services</li> </ul>	Disabilities and access	Seek funding and incentives to support the implementation of universal design and accessibility modifications in homes for sale and for rent, single and multifamily. (Ongoing, next five years)	City of Plano
<p><b>Discussion:</b> Cities can increase the availability of accessible community-based, integrated housing by promoting universal design (all housing is accessible for all people to visit and live in throughout their lives) in new construction. Cities can also expedite the transformation and expansion of community-based housing for persons with disabilities by finding resources to support accessibility modifications for existing housing.</p>				

<u>Goal</u>	<u>Contributing Factors</u>	<u>Fair Housing Issues</u>	<u>Metrics, Milestones, and Timeframe for Achievement</u>	<u>Responsible</u>
Increase access to affordable transportation for low-income households and persons with disabilities	<ul style="list-style-type: none"> <li>Availability, type, frequency, reliability of public transportation</li> <li>Access to transportation for persons with disabilities</li> <li>State or local laws, policies or practices that discourage individuals with disabilities from living in apartments, family homes, supportive housing and other integrated settings</li> </ul>	<ul style="list-style-type: none"> <li>Access to opportunity</li> <li>Disabilities and access</li> </ul>	<ul style="list-style-type: none"> <li>Work with DART to expand first- and last-mile access to public transportation for lower income residents (Three to five years)</li> <li>Conduct impact analysis of locations of jobs by wage level in relation to locations of affordable housing, especially for new and relocating employers (Two to four years)</li> <li>Continue to develop Transportation Management Associations that pool employer resources to increase access to affordable transportation to employment. (Ongoing, next five years)</li> <li>Expand subsidized transit fare programs to include both persons with disabilities and lower income households. (Three to five years)</li> <li>Assess locations of senior housing and housing for persons with disabilities in relation to retail, recreation and service centers. (One to three years)                             <ul style="list-style-type: none"> <li>Recommend changes to DART routes. (Three to five years)</li> <li>Expand and improve efficiency of Paratransit programs. (Three to five years)</li> </ul> </li> </ul>	City of Plano
<p><b>Discussion:</b> Affordable, accessible and reliable public transit contributes to access to opportunity by enabling residents to access good jobs and meet the needs of their families for transportation.</p>				

<u>Goal</u>	<u>Contributing Factors</u>	<u>Fair Housing Issues</u>	<u>Metrics, Milestones, and Timeframe for Achievement</u>	<u>Responsible</u>
Make investments in targeted neighborhoods to increase opportunity	<ul style="list-style-type: none"> <li>Lack of public investments in specific neighborhoods, including services or amenities;</li> <li>Inaccessible public or private infrastructure</li> </ul>	<ul style="list-style-type: none"> <li>Access to opportunity</li> <li>R/ECAPs</li> <li>Disabilities and access</li> </ul>	<ul style="list-style-type: none"> <li>Continue and expand resources to support economic development in lower income neighborhoods to redevelop retail centers and attract needed businesses. (Three to five years)</li> <li>Enhance crime prevention in lower income neighborhoods, including improved lighting. (Two years)</li> <li>Expand Love Where You Live neighborhood revitalization program and monitor program investment and impact. (Ongoing, next five years)</li> <li>Complete comprehensive ADA assessment and increase funding to expedite accessibility, including construction and repair of sidewalks, especially adjacent to housing for persons with disabilities, retail and service centers and public transportation stops. (Three to five years)</li> </ul>	City of Plano
<p><b>Discussion:</b> Affordable, accessible and reliable public transit contributes to access to opportunity by enabling residents to access good jobs and meet the needs of their families for transportation.</p>				

<u>Goal</u>	<u>Contributing Factors</u>	<u>Fair Housing Issues</u>	<u>Metrics, Milestones, and Timeframe for Achievement</u>	<u>Responsible</u>
Increase access to information and resources on fair and affordable housing	<ul style="list-style-type: none"> <li>Local education and fair housing enforcement by private housing provider (real estate agents, builders, etc.)</li> <li>Quality of affordable housing information programs</li> </ul>	<ul style="list-style-type: none"> <li>Fair housing enforcement</li> <li>Publicly supported housing</li> </ul>	<ul style="list-style-type: none"> <li>Provide education and information around tenants' rights. (Annually in April, Fair Housing Symposium)</li> <li>Assess and benchmark affordable housing information programs, including programs for purchase and rental, repair, accessibility modifications and new construction. Create affordable housing resource guide. (Six months)</li> <li>Work with advocacy groups and service providers to develop information programs. (One year)</li> </ul>	<p>City of Plano</p> <p>Partners to engage: Private real estate agencies and builders, Tenants' Rights associations, PHA</p>
<p><b>Discussion:</b> Participants in public engagement say that people don't know about the resources that are available help them with housing needs and problems. Partnering with nonprofit agencies can expand resources available to conduct education and outreach. Engaging builders, brokers and real estate agents in education and outreach will improve industry performance and make consumers better able to protect their rights. Assertive outreach by the City and PHA will ensure that people are aware of available housing resources and increase access.</p>				

<u>Goal</u>	<u>Contributing Factors</u>	<u>Fair Housing Issues</u>	<u>Metrics, Milestones, and Timeframe for Achievement</u>	<u>Responsible</u>
Maintain and improve the quality and management of publicly supported housing	Community opposition	<ul style="list-style-type: none"> <li>• R/ECAPs</li> <li>• Segregation</li> <li>• Access to opportunity</li> <li>• Publicly supported housing</li> </ul>	Create shared information program between city and PHA to facilitate resolution of property management problems, including code compliance complaints and crime data. (One to two years)	City of Plano  Plano Housing Authority
<p><b>Discussion:</b> Local research demonstrates that the condition of publicly assisted and low-income housing is a significant driver of community attitudes. Well-managed and well-maintained properties improve public opinion and may reduce some community opposition. Cities and housing authorities can work together to ensure that problems in publicly assisted housing are proactively identified and addressed.</p>				