

City Council Work Session Handouts
June 22, 2015

- I. Review and Discuss Zoning File 15-08 (Continuation)
- II. Review and Discuss Variance 15-11
- III. Review and Discuss Economic Incentive Consideration: RealPage
- IV. Review and Discuss Eastside Phase Two Public Art Proposal
- V. Review and Discuss Proposed Ordinance for Capital Funds for Public Art
- VI. Review and Discuss Recommendations from the Charter Review Commission
- VII. Review and Discuss Citizen Communication Enhancements
- VIII. Review and Discuss the City Council Committee and Board Liaison Appointments

Agenda Item 5
ZONING FILE 15-08
Special Permit
(Elks Lodge)

Agenda Item 6
VARIANCE NO. 15-11
(DFC Dominion Gym)



Subject Property

N Plano Rd

E Collins Blvd

Heather Glen Ct

Versailles Dr

EngleCrest Dr

DFC Dominion Gym
1600 N. Plano Road



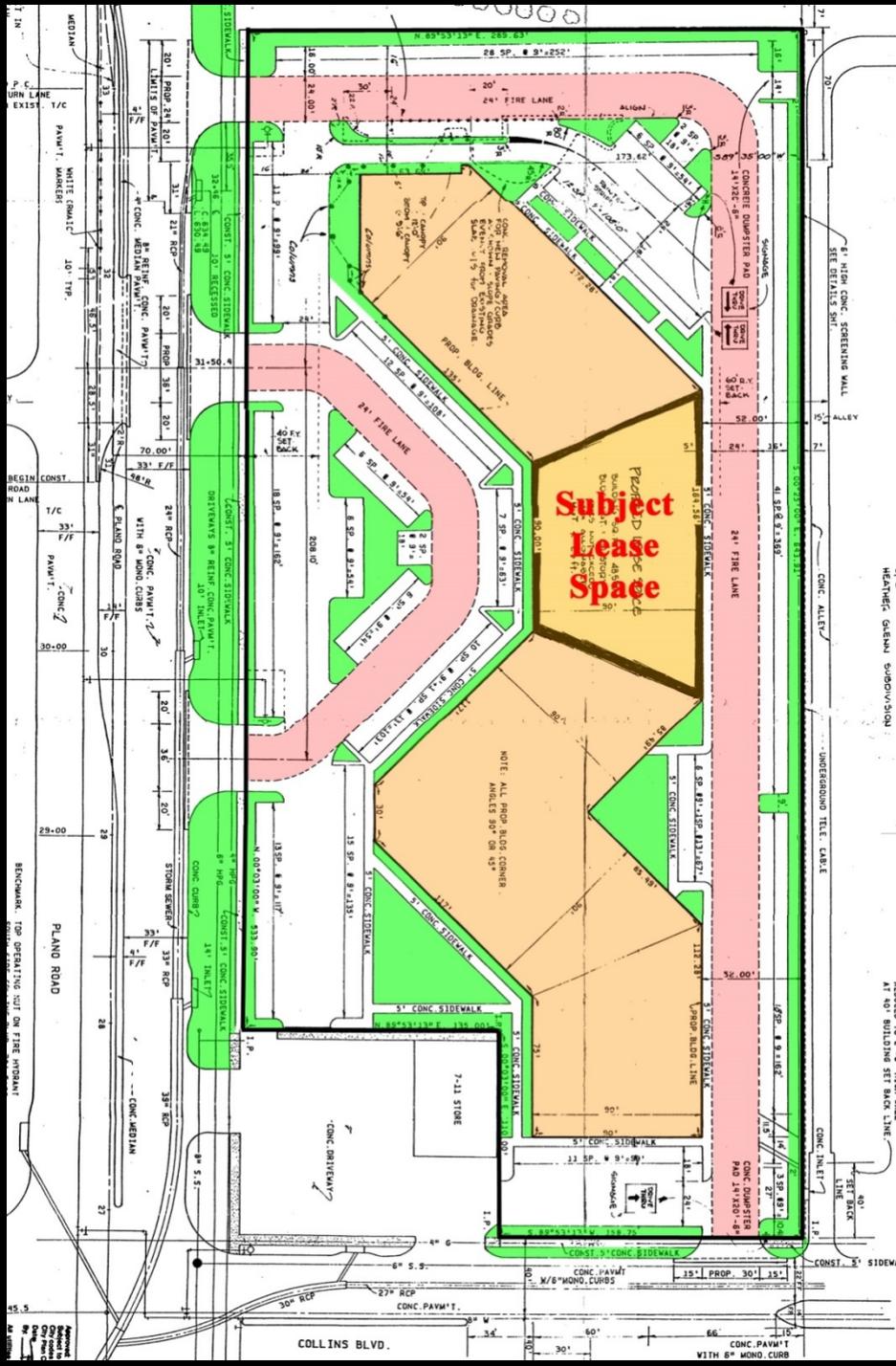
VAR 15-11

Office	36 sp.
Retail	54 sp.
Restaurant	79 sp.
Church	49 sp.
DFC Dominion (martial arts)	97 sp.
(1 space/ 100 sq. ft.)	

Spaces required by code:	315 sp.
Previous Variance	<u>12 sp.</u>
Net Required	303 sp.

Spaces provided:	<u>236 sp.</u>
Deficiency:	67 sp.

Proposed Ratio:
 1 space/ 333 sq. ft. of activity area; 29 spaces required and 235 spaces total



Economic Incentive Consideration: RealPage

City Council Briefing: June 22, 2015



REALPAGE®
∴ *Outperform*

June Announcement

Richardson's Telecom Corridor gains 1,400 workers with big office move



Steve Brown/Real Estate Editor

Published: June 4, 2015 3:49 pm

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The Lakeside Corporate Center in Richardson has just sold to a Chicago investor, GEM Realty Capital. Carrollton-based RealPage Inc. is moving 1,400 workers and its headquarters into the long building on the left. (Cawley Partners)

State Farm space won't sit vacant

Continued from Page 1D

er in the apartment industry, looked at multiple North Texas locations before picking the Richardson building.

"We have outgrown our current space," said RealPage CEO Steve Winn. "We continue to add workforce in Carrollton.

"We are in four buildings today," Winn said. "This particular building allows us to locate everybody in a fairly concise, efficient manner."

RealPage signed a 12-year lease for the building, which was developed to house operations of Nortel Networks.

State Farm rented the building and one next door to it about two years ago — part of its plan to temporarily house workers until its new four-tower campus is ready.

There's been widespread speculation about how quickly the almost 1 million square feet of temporary office space would be filled after State Farm moved out.

"This is great news," said Gary Cary, vice chairman with CBRE. "There was somewhat of a concern in Richardson about what would happen when this space came on the market."

"This shows it is backfilling pretty quickly."

RealPage has been in its Carrollton office space in International Business Park since 1999.

"Our business has done very well over the last 10 to 12 years," Winn said. "We want



RealPage will move into one building (left) of the Lakeside Corporate Center in Richardson's Telecom Corridor. State Farm plans to move out next year when it occupies its new campus at the Bush Turnpike and Plano Road.

public in 2010.

"Worldwide, we have grown to about 4,000 people."

RealPage chief financial officer Bryan Hill said the new Richardson office will allow the company to continue expanding its workforce.

"We were attracted to the technology corridor in Richardson and talent pool there," he said. "The University of Texas at Dallas is also nearby."

Strom Realty Partners represented RealPage in its hunt for new office space.

The building that RealPage rented and the 16-story tower next door to it were just purchased by GEM Realty Capital of Chicago.

Together, the Lakeside Corporate Center buildings contain more than 800,000 square feet. They were built in the 1990s for Nortel, a telecommunications company.

They were sold by Pillar Commercial, a local firm that bought the buildings in 2011 for \$43 million. Terms of the latest sale have not been disclosed.

Lakeside is the second big Richardson office complex housing State Farm to change hands in September, California-based Spear Street Capital bought the four-building Galatyn Park office complex.

Securing RealPage for the just-sold building is a win for both the new owner and Richardson, said Bill Sproull, president and CEO of the Richardson Chamber of Commerce.

"It's great for the Telecom Corridor and answers part of the question about what will happen to that space when State Farm leaves," Sproull said. "RealPage is a technology-based company, and it fits perfectly with our vision for the Telecom Corridor."

Another major office tenant, Frontier Communications Corp., is looking to rent almost 200,000 square feet in Richardson, real estate brokers say. Frontier, which now has a large office in Allen, is looking at some of the other office space that recently was used by State Farm.

Follow Steve Brown on Twitter at @SteveBrownDFW

Telecom Corridor lands big new tenant

RealPage is moving staff of 1,400 into digs State Farm is vacating

By STEVE BROWN
Real Estate Editor
stevebrown@dallasnews.com

Richardson's Telecom Corridor has landed another major employer.

Carrollton-based RealPage Inc. plans to move 1,400 workers into a North Central Expressway office building.

RealPage is taking about 400,000 square feet of office space that is rented to State Farm Insurance at 2201 Lakeside Blvd. The building is one of two high-profile Richardson office properties that just

sold to a Chicago investor.

State Farm will be giving up the space next year when it moves workers to its new corporate campus under construction at the Bush Turnpike and Plano Road.

RealPage, a software and services firm that is a big play-

See **STATE FARM** Page 7D

Software provider RealPage to move headquarters, 1,400 employees to Richardson

Jun 4, 2015, 3:23pm CDT Updated Jun 5, 2015, 6:29am CDT

Candace Carlisle
Dallas Business Journal

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Software provider RealPage Inc. (NASDAQ: RP) plans to move its North Texas headquarters to Richardson — which will bring about 1,400 employees to the Telecom Corridor city — by the end of next year.

The rental housing industry software services firm has leased the four-story, 400,000-square-foot building at 2201 Lakeside Boulevard in Richardson in the Telecom Corridor, with plans to move its corporate headquarters from Carrollton next fall.

"This move was driven more by we needed a different type of building than the one we were in,"



FILE PHOTO

REALPAGE®

•• *Outperform*

- Founded in 1998
- Operations in 10 states in the U.S., Philippines, Spain, India and Dubai
- Over 10,000 customers
- 4,000 employees
- A leading provider of property management software solutions for the commercial, single-family, multi-family and vacation rental housing industries



Relocation Details

- Leasing 400,000 square-feet of office space at 2201 Lakeside Blvd
- 12 year lease
 - Begins in September 2016
 - 2 – Five year options to renew the agreement
- San Francisco based AGA Architects will design the interior of the building



RealPage Economic Impact

- Estimated Real Value Enhancement
 - \$24 million
- Estimated Capital Investment
 - \$7 million in furnishing and equipment
- Estimated Sales Sourced at Richardson Headquarter over 12 years
 - \$46.7 million
- Estimated Lease Payments over 12 years
 - \$100 million



RealPage Economic Impact

- 1,975 jobs by 2018
 - 1,347 employees relocated; 628 new jobs created
 - \$77,000 average salary
- Total direct and indirect benefits to the City of Richardson over the first 12 years
 - \$15 million



City Economic Incentive Support

- Real Property Tax Rebate
 - Estimated Value - \$915,000 over 12 years
 - Based on \$24 million at 50% for 12 years
 - May be front load up to 80% in any one year during the first five year, but 12 year average cannot exceed 50%
- Business Personal Property Tax Rebate
 - Estimated Value - \$265,000 over 12 years
 - Based on \$7 million at 50% for 12 years
 - May be front load up to 80% in any one year during the first five year, but 12 year average cannot exceed 50%

City Economic Incentive Support

- Sales & Use Tax Rebate Grant
 - Estimated Value - \$4.2 million over 12 years
 - Based on 75% of 1 cent of sales sourced at Richardson headquarter for 12 years
- City Fee Waiver
 - Estimated Value - \$50,000



Next Steps

- Resolution authorizing the city manager to enter into an economic incentive agreement is on the City Council Meeting Agenda for consideration tonight, June 22, 2015
- Construction will begin in January 2016
- RealPage will occupy in September 2016



Eastside Phase Two Public Art Proposal

City Council Briefing
June 22, 2015

Eastside Phase Two Opportunity

- ▶ Eastside Phase Two is a 13-acre mixed use development near Central Expressway and Campbell Road. This project will be built in phases.
 - ▶ Plans for the site include an office building, multi-family residential buildings, parking garage and mixed-use retail/office.
 - ▶ The southern end is triangular in shape. The developer would like this area to be a focal point and is supportive of the City's efforts in regard to public art. This area is planned to be an open greenspace with a large-scale public art installation.
 - ▶ The developer expressed interest in working with the City on the commissioning of a public art piece at Eastside Phase Two.
- 



GREENVILLE AVE

MF PHASE II

MF PHASE I



Eastside Phase Two

- ▶ The site will be visible by:
 - Vehicular traffic along Greenville, Alma and North Central Expressway. Vehicular traffic along Central Expressway is estimated to be 250,000 cars daily
 - DART passengers
 - Users of the Central Trail
 - Visitors to Eastside



Eastside Phase Two Opportunity

- ▶ The developer's offer:
 - The developer would provide the land and the City would enter into an agreement with the developer that would grant an easement to allow access to the public art.
 - The developer would contribute \$200,000 for a public art piece.
 - The developer would work with the City to coordinate these efforts and is supportive of using a public selection process for the art piece.
 - The City would own and maintain the public art piece.



Public Art Master Plan

- ▶ Developed to compliment the City's Cultural Arts Master Plan
- ▶ Formally adopted on March 23, 2015
- ▶ A component of this plan is a standardized process for commissioning or acquiring public art
- ▶ Private development projects are encouraged to include public art in their development plans. City could support these efforts by providing either assistance and/or funding



Unique Public Art Opportunity

- ▶ **An Example of a Private Developer Investing in the Community**
 - Encourages private entities to consider adding public art
- ▶ **Highly Visible Location**
 - Center of the community
 - Important business district
 - Visible to motorists on Central Expressway
- ▶ **Proximity to Central Trail**
 - Synergy of trails and public art
- ▶ **Furtheres the Public Art Master Plan and the Cultural Arts Master Plan**
 - Public Art Master Plan – iconic artwork, trails and public art
 - Cultural Arts Master Plan – public art as an identifier of a cultural cluster

Unique Public Art Opportunity

- ▶ Based on the importance of the location and the need to have a large scale art piece, City staff and the City's consultant are recommending that the City supplement the developer's funding from two sources.
 - Hotel/Motel Fund – Additional funding for the acquisition of an art piece to promote tourism
 - TIF #1 – Contingent funding for the art piece and funding for any site work needed

Estimated Project Budget

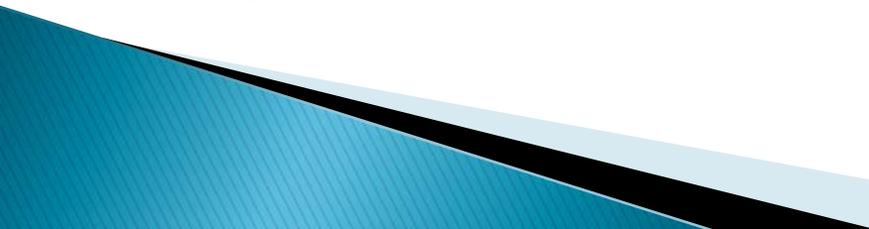
Sources	Cost
Developer Contribution*	\$200,000
Hotel/Motel Fund Contribution*	\$200,000
TIF#1 Contribution*	\$200,000
TOTAL	\$600,000

* This includes all costs of creating the artwork, including but not limited to artist fees, travel, insurance, design, fabrication, site-work, shipping, installation costs and contingency.

Goals for Public Art at Eastside Phase Two

- ▶ Contribute to the overall look, feel and image of Richardson as perceived by residents and visitors.
 - ▶ Serve as a gateway to the Telecom Corridor and the Eastside development.
 - ▶ Reflect the forward-thinking, high-tech nature of the Telecom Corridor.
 - ▶ Be a visible icon, both day and night.
 - ▶ Be visible by motorists, DART passengers, cyclists and pedestrians.
 - ▶ Create a focal point for the public green space.
- 

Public Art Commissioning Process

1. Define the art opportunity
 2. Select the artist
 - City issues a Request for Qualifications to artists
 - Art Selection Committee identifies finalists
 - Finalists develop a site specific concept proposal
 - Art Selection Committee interviews/reviews and makes recommendation to the City Council for approval
 3. Execution of artist agreement
 4. Monitor final design and fabrication
 5. Oversee installation
 6. Oversee maintenance and conservation of the piece
- 

Art Selection Method

- ▶ A limited number of artist will be invited to submit qualifications. Qualification packages will include cover letter, up to 15 images of previous work, a resume and references.
 - ▶ The Art Selection Committee will select up to three finalists to develop site-specific concept proposals. Finalists will be paid a stipend to attend an initial site-visit, develop a concept and present their concept.
 - ▶ Finalists will present proposals to the committee and one artist/concept will be recommended to the City Council for approval.
- 

Artist Selection Committee - Recommendation

Roles:

- ▶ Be receptive to the goals for the public art project
- ▶ Review artist qualifications and select finalists
- ▶ Review finalist concept proposals and recommend artist and concept to the City Council

Voting Members/Mayoral Designation:

- ▶ A representative from Fobare Properties
- ▶ A representative from the Cultural Arts Commission
- ▶ A representative from the Parks and Recreation Commission
- ▶ A representative from the TIF Board
- ▶ A member of the local arts community – UTD Arts and Humanities faculty member

Non-Voting Members:

- ▶ Shanna Sims-Bradish, Assistant City Manager
 - ▶ Lori Smeby, Director of Parks and Recreation
 - ▶ Project Architect for Eastside Phase Two
- 

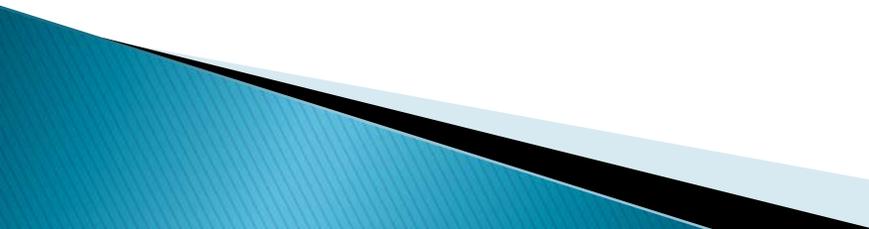
Criteria for Reviewing Qualifications and Selecting Finalists

- ▶ Artistic excellence as demonstrated by past work and submitted materials.
 - ▶ A clear understanding of the project.
 - ▶ Artistic interest and body of work that demonstrates an ability to create an artwork that responds to the goals of the project.
 - ▶ Availability to meet the project timeline.
- 

Artist Concept Proposals

- ▶ A visual representation of the concept
- ▶ A narrative description of the concept including:
 - How the concept meets the goals of the project
 - How the concept addresses key issues and site conditions
 - Details on technical or feasibility issues
 - Intended fabrication and installation methods
 - Preliminary identification of maintenance considerations
 - Detailed budget, including a not to exceed maximum budget
 - Schedule for final design, fabrication and installation of the work
 - Narrative “executive summary” of the concept, suitable for use in media, print, web or other external communications

Criteria for Reviewing Proposals and Selecting a Final Artist and Concept

- ▶ Overall understanding of the project and ability of the proposed concept to respond to its goals.
 - ▶ Demonstrates artistic excellence, high quality, innovation, creativity and clarity of vision.
 - ▶ Demonstrates a clear understanding of the site.
 - ▶ Feasibility of the concept proposal to meet budget.
 - ▶ Capacity to meet all safety and maintenance requirements.
 - ▶ Availability to meet project timeline.
 - ▶ Positive track record of delivering quality projects on schedule and on budget, as determined by past work and references.
- 

Site Preparation

- ▶ A secondary dimension to this project is site preparation.
- ▶ City staff is proposing to work with the developer to re-align overhead utility poles to improve the visibility to the southern piece of this development.
- ▶ Funding for this expense would come from TIF #1.



Project Timeline

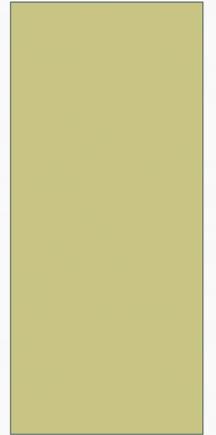
Estimated Date	Task
June 2015	City Council Briefing, Establish Artist Selection Committee
July 2015	Issue RFQ (Request for Qualifications)
September 2015	Qualifications Due, Committee Review of Qualifications, Finalists Selected
October 2015	Artists Site Visit, Artists Begin Work on Concept Proposals
November 2015	Technical Review of Concept Proposals, Artists Present Proposals to Committee
December 2015	Finalize Committee Recommendation, Approval of Concept by the TIF Board and City Council
Fall 2016	Estimated Art Installation

Questions, Comments or
Suggestions?



PUBLIC ART FUNDING UPDATE

JUNE 22, 2015



PUBLIC ART MASTER PLAN

- April 2013 – Cultural Arts Master Plan approved
- December 2013 – February 2014 – Began work on the Public Art Master Plan with site visits, interviews with key stakeholder and coordination with the Main Street Study
- April 2014 – Public Art Tour in Dallas
- June 2014 – Imagine Art Here Public Workshop
- August – December 2014 – Meetings with External and Internal Task Forces, UTD, City staff
- December 2014 – Presentation of key recommendations
- March 2015 – Final review and adoption of the Public Art Master Plan

PUBLIC ART MASTER PLAN

- Included in the Public Art Master Plan was the identification of a variety of funding sources for a public art program.
- One of the recommendations was to establish a “Percent for Art Fund”. Cities such as Dallas, Fort Worth, Frisco, Allen, Mesquite and Denton use this funding method.
- City Council provided direction that the Public Art Master Plan include a recommendation that in future bond programs:
 - Setting aside up to 2% for public art related to parks and recreation projects
 - Setting aside up to 2% for public art related to public buildings that includes community use of the facility

KEY COMPONENTS OF THE ORDINANCE

- City staff has worked with the Chief Financial Officer, City's Bond Counsel and the City Attorney to draft an ordinance that confirms this direction and establishes a public art program that defines how funding would be determined and managed for each project.
- Funding for public art is for up to 2% of general obligation funding authorized and approved by voters for the following projects
 - City facility projects that includes interaction with the public
 - Parks and recreation projects
- The allocation is calculated based on total construction costs, excluding demolition costs and real property acquisition.
- Public art funding shall be used for artist fees and costs related to the production and installation of artwork.

KEY COMPONENTS OF THE ORDINANCE (CONTINUED)

- Monies allocated as part of one project, but deemed not necessary by the City Council, may be expended on other projects approved provided that proceeds from bonds issued and authorized are not diverted to a different use or purpose.
- The City Manager may recommend that the City Council exclude certain bond-financed capital improvement projects from this requirement.
- Summer preparation for a November 2015 bond program will include consideration of public art funding for specific projects.
- This ordinance will be on the July 13th City Council meeting for City Council consideration.

Questions, Comments or
Suggestions



CHARTER REVIEW COMMISSION

Discussion of Recommendations

June 22, 2015

Charter Review Commission Meetings

- The Charter Review Commission met 11 times between October 2014 and May 2015 to review and discuss all articles of the City Charter
- Public Hearings were held on November 5, 2014 and March 4, 2015 to receive comments and suggestions
- A webpage was created specifically for Charter Review Commission information, which included a form for public input
- The Charter Review Commission and the City Council had a joint meeting on June 1, 2015 to review and discuss the recommendations

Focus of Charter Review Commission's Efforts

- Enhancing efforts to have open access and transparency in government
- Receiving and discussing comments and suggestions made by citizens
- Improving the readability of the charter, thus increasing the opportunity for citizens to read and understand the charter

Key Recommendations

- **City Powers**
 - Article 2.04 Street and public improvements
- **Governance**
 - Article 3.03 Mayor pro tem
 - Article 3.04 Compensation
 - Article 3.07 Council vacancies
 - Article 3.10 Open meetings
 - Article 5.04 Recall limitations
 - Article 14.07 Initiative and referendum publication
 - Article 14.09 Power of referendum
- **Administration**
 - Article 6.01 Appointment of city manager
 - Article 7.01 City attorney
 - Article 11.02 Preparation and submission of the budget
 - Article 11.07 Transfer of appropriations
- **Charter Review**
 - Article 19.05 Charter review

Next Steps

- **June – July:** City council review and discussion of recommendations
 - June 22nd – City council work session
- **July – August:** City attorney final review and preparation of ballot language
- **August:** City council action to call an election
 - August 3rd – Tentative date to call an election
 - August 24th – Last possible date to call an election
- **November:** Hold election
 - November 3rd – Election day (early voting begins October 19th)

CITIZEN COMMUNICATION ENHANCEMENTS

City Council Briefing: June 22, 2015

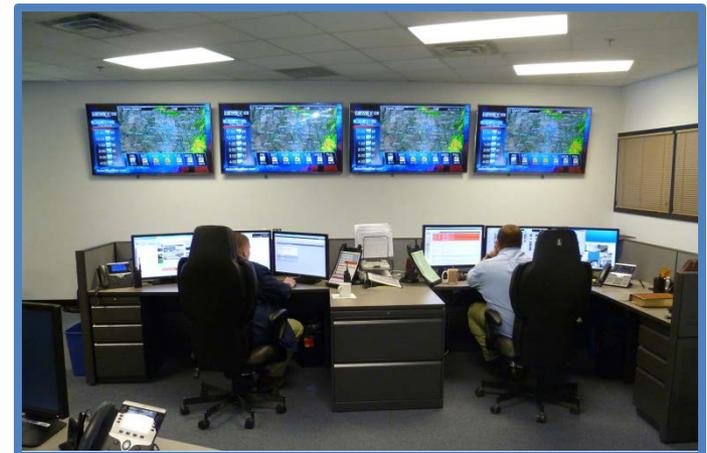
Introduction

- The City of Richardson has a long history of providing its residents and businesses with creative, easy to utilize tools for communicating with elected officials and city staff.
- Excellence in communication continues to be a high priority and communication channels are constantly being enhanced.
- The purpose of tonight's briefing is to provide an overview of the primary alternatives available to citizens when interacting with the City.

RESPONSE CENTER

Response Center

- Staffed 24 hours a day, 365 days a year
- Allows citizens to express a concern or request service by calling 972-744-4111
- The issue is then forwarded to the appropriate department for follow up
 - 35,000 calls per year
 - 12,000 issues per year
 - 43,000 BABIC requests per year



ONLINE ISSUE SYSTEM

Arts and Culture

City Contacts

City Council

Department Contact List

Staff Directory

City Facilities

City Maps

Emergency Services

Healthcare Facilities

HOA and Neighborhood Assoc.

Home Improvement Incentive Program (HIIP)

I want to

Library

News / Videos

Places of Worship

Schools and Universities

Social Services

Things to see and do

Transportation

Utilities

Residents » City Contacts

DEPARTMENT CONTACT LIST

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CLICK HERE TO
**REPORT AN
ISSUE ONLINE**

To express a concern, to report any issue to the City or to check the status of existing issues reported, please use the City of Richardson Online Issue System.



Department	Phone	Fax	Email
ADA Coordinator	972-744-0908	972-744-5996	Email
Accounting	972-744-4062	972-744-5801	Email
Animal Services	972-744-4480	972-744-5817	Email
Athletics / Aquatics	972-744-7892	972-479-1390	Email
Budget Office	972-744-4021	972-744-5803	Email
Capital Projects	972-744-4280	972-744-5804	Email
City Manager's Office	972-744-4203	972-744-5803	Email
City Secretary's Office	972-744-4292	972-744-5803	Email
Civic Center	972-744-4090	972-744-5816	Email
Communications	972-744-4104	972-744-5810	Email
Community Events	972-744-4580	972-744-5827	Email
Community Services	972-744-4180	972-744-5802	Email
Convention and Visitors Bureau	972-744-4034	972-744-5834	Email
Corporate Recreation	972-744-4585	972-744-5827	Email
Development Services	972-744-4240	972-744-5804	Email
Eisemann Center	972-744-4600	972-744-5823	Email
Emergency Management and Homeland Security	972-744-4216	972-744-5996	Email
Finance	972-744-4146	972-744-5808	Email
Fire Services	972-744-5700	972-744-5796	Email
Fire Marshal	972-744-5750	972-918-0971	Email
Fleet Services	972-744-4420	972-744-5812	Email
Golf	972-234-1416		Email
Gymnastics Center	972-744-7860	972-680-8148	Email
Health	972-744-4080	972-744-5802	Email
Heights Recreation Center	972-744-7850	972-680-8148	Email
Huffhines Recreation Center	972-744-7881	972-479-1390	Email
Human Resources	972-744-4001	972-744-5805	Email
Library	972-744-4350	972-744-5806	Email
Municipal Court	972-744-4500	972-744-5800	Email
Parks and Recreation	972-744-4300	972-744-5807	Email
Police	972-744-4800	972-744-5996	Email
Public Services	972-744-4111	972-744-5809	Email
Purchasing	972-744-4130	972-744-5808	Email
Senior Citizens Center	972-744-7800	972-680-2184	Email
Tax	972-744-4150	972-744-5811	Email
Tennis Center	972-744-7870	972-238-1297	Email
Traffic Management Center	972-744-4330		Email
Water and Sewer Customer Service	972-744-4120	972-744-5811	Email



Search...

SEARCH

- RESIDENTS
- BUSINESSES
- VISITORS
- GOVERNMENT
- SERVICES
- DEPARTMENTS
- I WANT TO...



- Arts and Culture
- City Contacts
- City Facilities
- City Maps
- Emergency Services
- Healthcare Facilities
- HOA and Neighborhood Assoc.
- Home Improvement Incentive Program (HIIP)
- I want to
- Library
- News / Videos
- Places of Worship
- Schools and Universities
- Social Services
- Things to see and do
- Transportation
- Utilities

[Click here for more information](#)

Make Mulch Not Trash

Improve the health of your yard and avoid filling up landfills with grass clippings and leaves by Making Mulch, Not Trash.

- Adopt an Animal
- Apply for a...
- Contact
- Online Services
- Pay Online
- Report an Issue Online**
- Sign-up
- View
- Volunteer

- PERMITS
- TRASH & RECYCLING
- EMPLOYMENT

EVENTS MEETINGS

- 10 JUN Fix Indoor Leaks Workshop 9:00 AM - 10:30 AM
- 2 JUN City Council Worksession and Regular Meeting 8:00 PM
- 29 JUN City Council - No Meeting

Week in Review
 Week In Review, June 12, 2015
 A series of weekly messages from the Mayor and City Council to help Richardson residents and businesses keep up to date on events at City Hall.

Richardson Named A Bronze Level Bicycle-Friendly Community by the

MORE NEWS

FULL CALENDAR

Tuesday June 16
Overcast 80°

June 2015

S	M	T	W	T	F	S
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Search...
SEARCH



- Adopt an Animal
- Apply for a...
- Contact
- Express A Concern
- Online Services
- Pay Online
- Read
- Report an Issue Online**
- MyRichardson App
- Sign-up
- View
- Volunteer

I want to...

REPORT AN ISSUE ONLINE

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Print [B]



CHOOSE YOUR ISSUE

Choose from a wide variety of issues commonly reported.

TRACKING NUMBER PROVIDED

SEE PROGRESS OF EACH REQUEST

ONLINE ISSUE SYSTEM
 The City of Richardson Online Issue System plays a key role in handling issues and requests from our citizens. Not only does this system make reporting issues simple and quick, but it also provides you with a tracking number so you can follow the progress of each request until completion.
[Click here to get started](#)

POLICE REPORTING
 This is an online form for reporting non-emergency crimes and public safety issues to the Richardson Police Department.

CRIME TIPS
 This page provides information about submitting anonymous crime tips to the Richardson Police Department. Tips may be submitted by phone or email.

OTHER ISSUES
 This application allows you to report issues, make requests, or contact specific departments within the City of Richardson. You can also use this application to check on the status of existing issues in the system.



MyRichardson App
 Reporting issues on your mobile device has never been easier. Snap a photo, mark its location, and submit on the go.

- ▶ Submit an issue to City staff.
- ▶ Track the progress of your issue.
- ▶ Keep up with news and events.

HOW TO DOWNLOAD



SEARCH

RESIDENTS BUSINESSSES VISITORS GOVERNMENT SERVICES **DEPARTMENTS** I WANT TO...



Community Services

Building Inspection

Code Enforcement

Apartment Code Enforcement

Commercial Code Enforcement

Contact Us / FAQ

Email Update Program

Express a Concern

Garage Sale Permits at Residential Properties

Graffiti Abatement Program

How Are We Doing?

Ordinance Information

Rental Registration

Residential Code Enforcement

RV Permits

Water Enforcement

Community Programs

Environmental Services

Reinvestment Strategy

[Departments](#) » [Community Services](#) » [Code Enforcement](#)

EXPRESS A CONCERN

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Print

If you would like to express a concern or make a comment of suggestion about any of the following issues, please click on the topic. Your message will automatically be directed to the appropriate person. You can also browse available issues by topic from our [Issue Report Form](#).

If this is an emergency, please dial 911. For non-emergency issues that need IMMEDIATE attention, please contact the City's 24-hour Response Center at 972-744-4111.

Code Enforcement Issues

Abandoned Shopping Carts	Home Business	Oversized / Prohibited Vehicles
Accumulation of Trash, Debris, etc.	Home Occupancy	Parking Lot (Pothole or Striping)
Address Numbers	Junk Vehicle	Recreational Vehicles
Brush & Bulky Items	Minimum Property Standards	Sidewalk / Parking Lot Sale
Fence Maintenance	Missing or Dead Vegetation	Sign Obstructions
Garage Sale	On Street Parking	Trailers
Garbage / Recycling Receptacles	Open Storage	Trash Out Early
Graffiti	Overgrown Trees / Vegetation in Utility Lines	Water Restrictions
High Grass / Weeds	Overhanging of Trees / Vegetation	Yard Parking

Building Inspection Issues

Construction Without a Permit	Damaged / Prohibited Signs	Sign Posted in the Median
-----------------------------------------------	--------------------------------------------	-------------------------------------------

Environmental Issues

Community Gardens	Dumping	Water Restrictions
Construction Site Pollution Prevention	Rain Water Harvesting	
Creek / Natural Area Maintenance	Recycling	

Health Department Issues

Draining Pool into Alley	Mosquitos/Possible Source	Water Quality in Creek
Stagnant Swimming Pool	Smoking Ordinance	Restaurant/Unsanitary Practices
Blowing Leaves\Grass Into Street\Storm Drain		

[Issue Home](#) > [Department List](#) > Report an Issue

Step 3: High Grass/Weeds

This on-line form allows you to make a request or notify us of any non-emergency issue within the city. If this is an emergency, please dial **911**. For non-emergency issues that need IMMEDIATE attention, please contact the City's 24-hour Response Center at 972-744-4111.

Required fields marked with a red *.

Department:	Community Services	
Issue Category:	High Weeds/Grass	
Issue:	High Grass/Weeds	
*Issue Address:	<input checked="" type="radio"/> I know the address or owner's name <input type="radio"/> I DON'T know the address or owner's name 313 CANYON VALLEY DR (change)	
Nearest cross street:		
*Issue Description: (Please be as specific as possible, especially if the problem is in an unusual location or is not obvious. If this is a request, please describe your request here.)	High grass in the parkway.	
Note: There may be additional questions below that will help you describe your needs.	<small>(Maximum characters: 500) You have 474 characters left.</small>	
Picture:	<input type="button" value="Choose File"/> No file chosen	
In some cases, we may need to contact you to obtain more information. Please enter your contact information below.		
*Name:	Test Test	
*Phone:	7727444204	
*Email:	don.magner@cor.gov NOTE: In order to submit this information you must provide a valid e-mail address. We will mail you a link to allow you to activate your issue. Can we use your e-mail address to send you other city-related information in the future? <input checked="" type="radio"/> Yes	



Richardson
TEXAS

[ONLINE SERVICES](#) | [NEWS](#) | [CALENDAR](#) | [JOB OPENINGS](#) | [CITY MAPS](#) | 972.744.4100

[HOME](#) [RESIDENTS](#) [BUSINESSES](#) [VISITORS](#) [GOVERNMENT](#) [SERVICES](#) [DEPARTMENTS](#) [I WANT TO...](#)

Check your e-mail!

Your issue is **NOT confirmed** until you activate it.

We've just sent an e-mail to the address you provided. Open the e-mail and click on the link provided to activate your issue. If your e-mail program does not let you click on the link, you will need to copy and paste it into the browser address bar above to activate your issue.

Once you activate your issue you will receive an issue number and the issue will be submitted to the appropriate department.

If you have any questions or problems, please call the Response Center at 972-744-4111.

Note: Due to delays in mail delivery on the Internet, it may be a few minutes before the mail arrives in your inbox.

[Enter another of the same issue](#)

[Issues Home Page](#)

[Enter another issue](#)

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[BUSINESSES](#)

[VISITORS](#)

[GOVERNMENT](#)

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[DEPARTMENTS](#)

[I WANT TO...](#)

[CONTACT US](#)

[MAP](#)



[Issue Home](#) > [Department List](#) > [Report an Issue](#) > Confirmation

Issue Accepted

[Print this page](#)

Thank you for your submission. Please [print](#) this page for your records.

Your issue will be routed to the appropriate department. You will receive another automated e-mail when the issue has been claimed. You can return to this web site at any time after that to check the status.

Note: The status of this issue will be available online in approximately 2 hours.

Issue Number:	DISY-9XK493
Date/Time:	06/16/2015 08:53 PM
Department:	Community Services
Issue Category:	High Weeds/Grass
Issue:	High Grass/Weeds
Issue Address:	313 CANYON VALLEY DR
Nearest cross street:	
Issue Description:	High grass in the parkway.
Name:	Test Test
Phone:	(772) 744-4204
Email:	don.magner@cor.gov Can we use your e-mail address to send you other city-related information in the future? Yes

[Issues Home Page](#)

[Enter another issue](#)

[Return to the city's home page](#)

**Richardson Issue DISY-9XK493 has been marked Resolved****Discovery** to: don.magner

06/17/2015 09:03 AM

[Show Details](#)

The issue you submitted on the web site has been resolved by one of our employees:

Status: Resolved

Employee: Lindsay Turman
Phone: (972)744-4168
Email: Lindsay.Turman@cor.gov

Issue #: DISY-9XK493

Resolution Description: Thank you for bringing this issue to my attention. I appreciate the opportunity to respond to your concern. I have investigated the situation and determined there are no outstanding code violations at this time. Should you have any questions or require any additional information, please do not hesitate to contact me at [972-744-4180](tel:972-744-4180).

Issue Date/Time: 06/16/2015 09:04:36 PM
Department: Community Services
Issue Category: High Weeds/Grass
Issue: High Grass/Weeds
Issue Address: 313 CANYON VALLEY DR
Nearest Cross Street:
Issue Description: High grass in the parkway.
Name: Test Test
Phone: (772) 744-4204
Email: don.magner@cor.gov

Sometimes issues are resolved by creating work orders for our employees, so just because this issue has been marked resolved, there may still need to be additional work done to complete the task. If you need to contact us by phone, please call our Response Center at [972-744-4111](tel:972-744-4111) and have your issue number available. Thank you for helping us serve you better!

MY RICHARDSON APP



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MYRICHARDSON APP

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The City of Richardson is pleased to offer its residents and visitors the MyRichardson App. This app will allow you to report issues, request brush and bulky item collection (BASIC) service, and keep up to date with the latest news and events right from your Apple or Android smartphone.

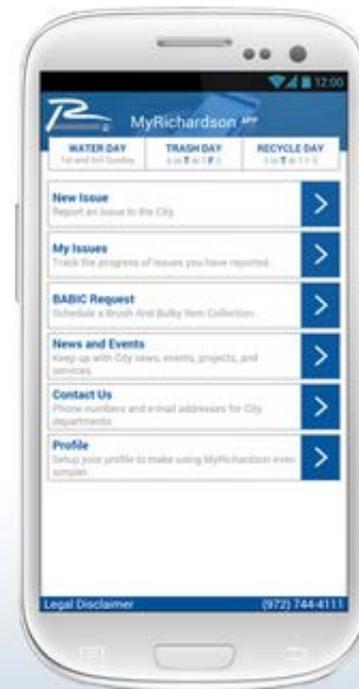
New to the latest version of the app is the inclusion of your water, trash and recycling days. The application uses the address you enter into your profile to give you your specific days. There are also more detailed tabs that will provide you with information about holiday schedules, collection points, how to deal with hazardous waste and more.

Scan the appropriate QR code above and start using the application today.

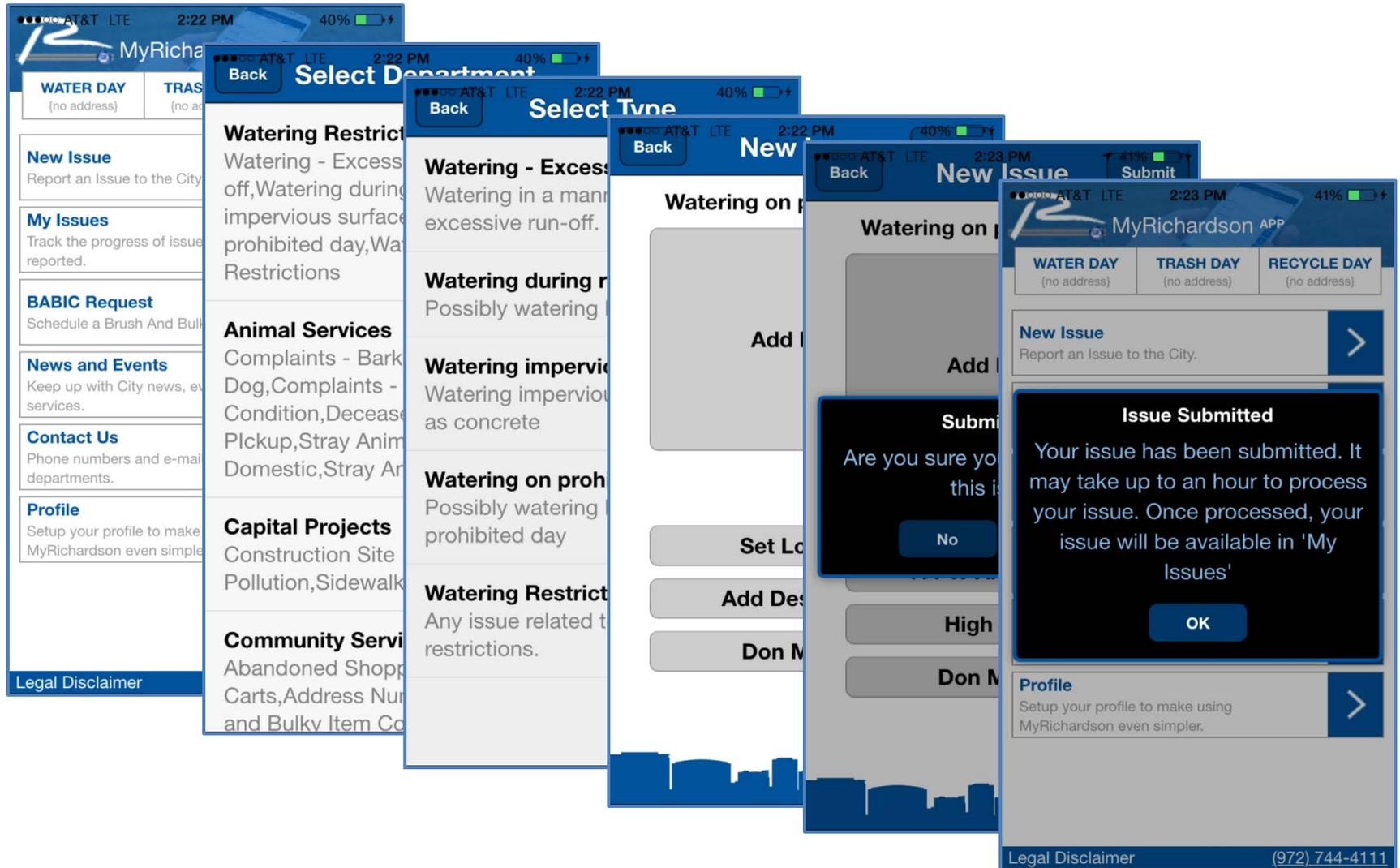
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Send us Feedback



My Richardson App



CITY COUNCIL EMAIL

City Council Email

- Mobile Device Management (MDM) is a type of security software used by IT Departments to monitor, manage and secure mobile devices deployed across multiple mobile service providers and operating systems being used in the organization.
- Prior to 2015, the City did not have a MDM in its security software portfolio.
- As a result, email directed to Council members was forwarded directly to a private email address so he/she could enjoy the convenience and flexibility of responding to citizen inquiries from their personal devices without putting the City email services at risk.

City Council Email

- With the recent addition of a MDM to its toolbox, the City can now protect its data on personal mobile devices by:
 - Requiring security pins (lock codes) on all devices,
 - Installing and managing applications remotely, and
 - Securing personal devices that are lost or stolen.
- As a result, as of May 18, 2015 all Council members now utilize city email addresses to conduct city business.
 - The City now stores all City Council email communication on its servers, which provides improved searching and reporting capabilities.
 - Notwithstanding, Council members are still individually responsible for complying with record retention and production regulations.

WHO ARE OUR CITY COUNCIL MEMBERS?

Font Size: [A] [B] Share & Bookmark [B] Feedback [+]

This page contains the latest news and information relating to the City Council at the City of Richardson. The Richardson City Council consists of the Mayor, two at-large seats and four place, or district, seats. Though members representing Place 1 thru 4 must reside in those areas, all members of the City Council are elected at-large by voters. Once elected, council members choose the Mayor Pro Tem from among the elected members. All City Council seats carry two-year terms, and are up for election during May of every odd year. Term limits for membership on the City Council are limited to 6 terms, or 12 consecutive years.

The City Council holds meetings on the second and fourth Monday of each month at 7:00 p.m. in the Council Chambers. Work sessions are held every Monday at 6:00 p.m. Citizens are welcome to attend Council meetings and may speak during the visitor's section. Citizens also may attend work sessions and speak to the Council.

If you wish to speak at a council meeting, please fill out an [Appearance Card](#).

Richardson City Council has made government transparency one of its priorities. [Learn more](#).



Mayor
[Paul Voelker](#)

E-mail:
paul.voelker@cor.gov



Mayor Pro Tem - Place 2
[Mark Solomon](#)

E-mail:
Mark.Solomon@cor.gov



Council Member - Place 1
[Bob Townsend](#)

E-mail:
bob.townsend@cor.gov



Council Member - Place 3
[Scott Dunn](#)

E-mail:
scott.dunn@cor.gov



Mabel Simpson - Place 4
[Mabel Simpson](#)

E-mail:
mabel.simpson@cor.gov



Marta Gomez Frey - Place 5
[Marta Gomez Frey](#)

E-mail:
marta.frey@cor.gov



Council Member - Place 6
[Steve Mitchell](#)

E-mail:
steve.mitchell@cor.gov

Contact them by
phone or mail.

Richardson City Council
411 West Arapaho Road
Richardson, Texas 75080
Phone:972-744-4203

CITIZEN COMMUNICATION ENHANCEMENTS

Richardson City Council Committee & Board Liaison Preferences

2015-2017 Term

Name: _____

City Council Committee – Rank in Order of Preference

- Audit Committee: _____
- Education Committee _____
- Retail Committee _____

Board and Commission Liaison – Rank Top Three in Order of Preference

- Animal Services: _____
- Arts Commission _____
- Environmental Advisory Commission _____
- Library Boards _____
- Parks & Recreation Commission _____