



2018 ANNUAL REPORT HIGHLIGHTS

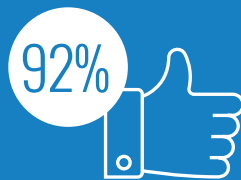
The City of Plano is a regional and national leader, providing outstanding services and facilities through cooperative efforts that engage our citizens and contribute to our community's quality of life. In this Annual Report, you will see highlights, budgetary information and accolades from fiscal year 2017-2018, as well as information on how you can get involved in the community and Love Plano.

Plano is a vibrant, safe and sustainable city with attractive neighborhoods and urban centers, a vital and thriving economy, a high degree of mobility, and an abundance of educational, recreational and cultural opportunities.

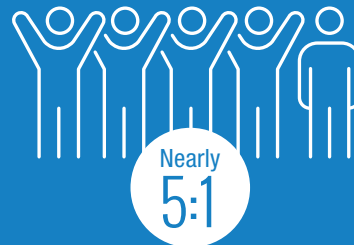
POPULATION



HAPPY RESIDENTS

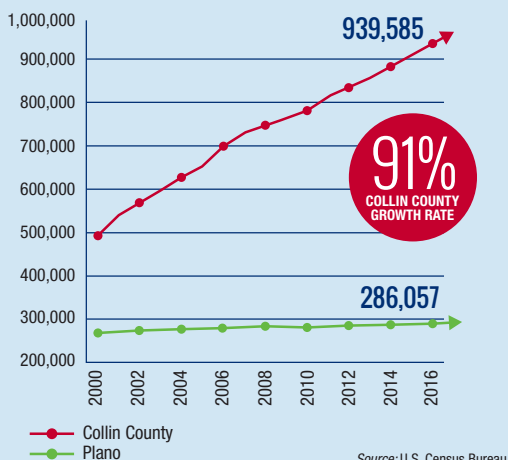


Residents have a positive image of Plano, according to a 2018 resident survey



Residents believe Plano is going in the right direction, based on a 2018 resident survey

COLLIN COUNTY POPULATION 2000-2016



MAJOR CORPORATE MOVES/EXPANSIONS

BRP	Activity	Relocation/Expansion	SF	Employment
BRP	Powersports Vehicle Manufacturing Headquarters	Relocation	15,000 SF	100
General Dynamics Mission Systems	Aerospace/Defense Solutions Headquarters	Relocation	104,400 SF	260
Samsung Electronics America, Inc.	Technology	Relocation	104,400 SF	260
Peloton	Exercise Equipment/Technology/Media Provider	Expansion	27,500 SF	400

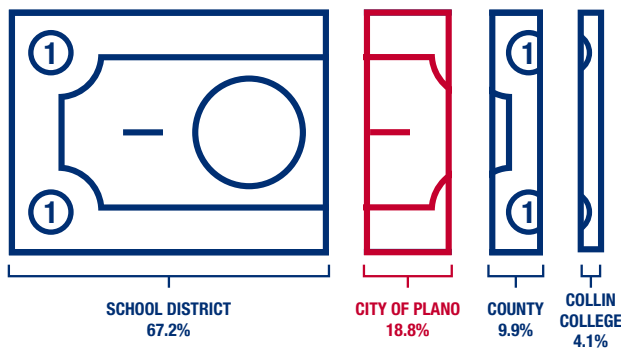
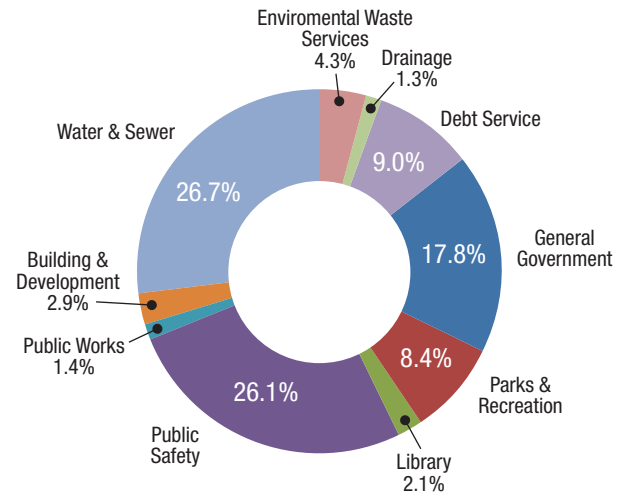
BUDGET

As a city, Plano strives to deliver outstanding operational analysis and effectiveness, and is committed to providing exceptional services at the greatest value.

In fact, the City has earned the Texas Comptroller of Public Accounts' Transparency Stars Program recognition in the categories of Traditional Finances, Contracts & Procurement, Economic Development, Public Pensions and Debt Obligations.

The budget for 2018-2019 includes improvements to the current services in place due to the expansive growth Plano has experienced.

SERVICES OFFERED



TOTAL OVERLAPPING PROPERTY AND SALES TAX RATE

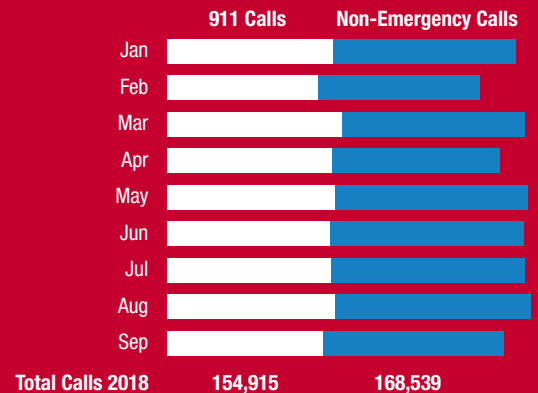
The City of Plano works to provide excellent services, while also having one of the lowest tax rates in the region.

SAFETY REPORT



For a second year in a row, according to Forbes, Plano has been ranked the safest city in America with a population over 250,000.

In the City's survey, this is demonstrated by about 89% of residents appreciating Plano's Police Department.



Plano PD, of course, isn't the only department keeping Plano safe. Plano Fire and Rescue responded to numerous calls and emergencies this year, fighting to keep people across the city safe.

26,824 Number of incidents responded to by Fire-Rescue personnel

473 Fires, with 87 being classified as "structure" fires

17,252 EMS

525 Fire and Life Safety Educational Outreach events

47,774 Persons attending outreach event

2,000 Persons trained in CPR and AED use



School Resource Officers were added to serve our Plano ISD students. School Resource Officers are now in each of Plano ISD's 11 middle schools and second officers were added to its three senior high schools and one was added at Academy High.

CITY SERVICES

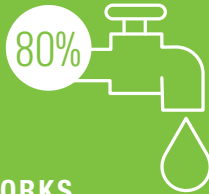
Plano residents, visitors and businesses are proud advocates of the City and the exceptional level of city services it provides. City services are provided in a financially sustainable manner with high service levels delivered with a commitment to efficiency.

According to a 2018 resident survey, a large majority of Plano residents are satisfied with the various city service departments.

ENVIRONMENTAL WASTE SERVICES



WATER UTILITY SERVICES



PUBLIC WORKS



80% RESIDENTS PARTICULARLY LOVE:



Library services

Annual number of people who use services:
1,442,181

Parks and recreation services

Annual number of people who use services:

Recreation Attendance	1,979,779
Tennis Center Attendance	113,202
Golf Course Rounds	48,155
Arts & Events Attendance	205,747
Athletic Attendance Adult/Youth	2,160,975
Plano Event Center Attendance	101,037



10,000 users along the park trails in a typical week.

This equates to more than 520,000 users on the trails per year.

TRANSPORTATION

Collin County has experienced very quick growth over the last few years. As such, transportation accommodations and updates have been made to provide a better commute for everyone in the region.

Plano is #5 Best City to Drive in America by Wallethub.

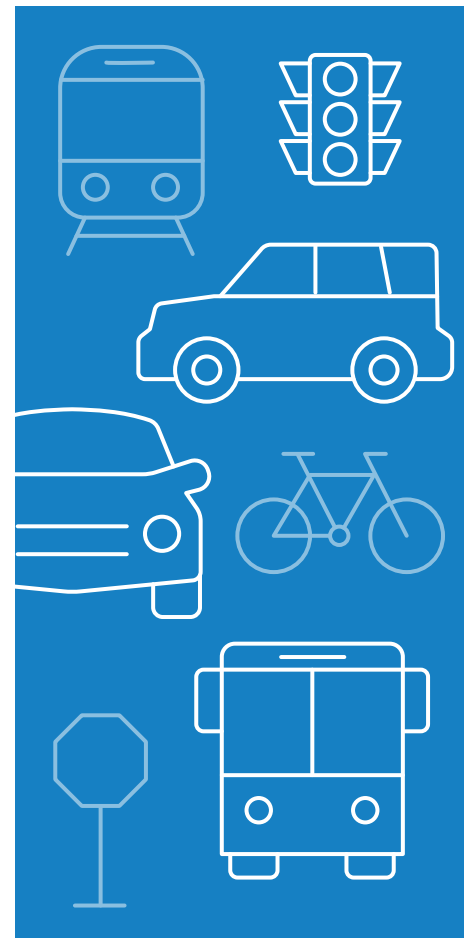
Collin County's average commute of 26.4 minutes is on par for the State of Texas.

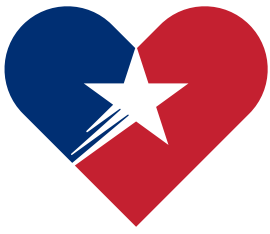
Current DART services within the City of Plano include:

- Two rail lines (Red Line and Orange Line) with peak 7.5-minute frequency
- Ten bus routes including three express routes
- Three new GoLink zones
- Two dedicated bus park-and-ride lots
- Two rail stations and a third station located on the Plano-Richardson border
- ADA Paratransit Service for disabled patrons serving 100% of Plano with access to 100% of the balance of the DART Service Area
- Plano Senior Rides Taxi Voucher System available to 100% of Plano seniors

Future DART services within the City of Plano include:

- East-West Cotton Belt Regional Rail Line connecting Plano to DFW Airport, Addison, Carrollton and Richardson; the travel time from Plano to the DFW Airport will be 45 minutes
- Two new commuter rail stations
- Possible expansion of GoLink in beyond the three pilot GoLink zones





Plano's residents overwhelmingly agree that the City's tight-knit-community feel makes Plano a great place to live. In fact, four of every five residents feel a shared sense of community in Plano and about 90% of residents agree that "Plano has everything I need." Most residents say their quality of life in Plano is better than other nearby communities.

Value **Diversity** **SAFE NEIGHBORHOODS** **Opportunity** **QUALITY SERVICES**
Community **Family-oriented**
The people **SMALL TOWN FEEL**
LOTS OF AMENITIES *Great parks*



In a City-wide resident survey conducted in 2018, residents' favorite way to get involved in the community is volunteering. If you'd like to get involved, check out a few of the resources the City provides for you to get active in the community:

- Town Halls
- Citizens Government Academy
- Citizens Police Academy
- Citizens Fire Academy
- Boards and Commission service
- Volunteers in Plano

ACCOLADES



Plano #2 of 10 Most Affordable Cities in the US for Early Retirement by This Is Insider.



Plano named #6 Best Place to Raise a Family by Wallethub.



Plano ranks #6 in Best U.S. Cities to Find a Job by thestreet.com



Plano Named Least Stressed City in Texas by Wallethub



Plano is #5 Best City to Drive in America by Wallethub



Plano #1 Best Place to Live in 2018 by Area Vibes



Plano named 5th Happiest City in America by Wallethub



Plano is #1 Best City to Buy a House in America, by Niche



Plano named #9 2018 Safest Cities in America, by Niche