

the perimeter of Dobie Middle School. Below are typical houses located in this portion of Windsor Hills.



A house and duplex to the north of E. Rundberg Lane

Between 1999 to 2008, two single family subdivisions (the Collinwood West subdivision and PUD) were built north of the North Acres Subdivision and south of Graham Elementary School on E. Braker Lane. Claywood Drive, Amblerwood Way, Jonwood Way, Stephanie Lee Lane, Sherry Lee Cove and Shawna Lee Cove are streets in these two subdivisions. These two subdivisions consist of a mixture of one and two story brick houses, with large garages. Below are typical houses found in this portion of north the Windsor Hills NPA.



New houses built in north Windsor Hills from the late 1990s to 2008

Single Family Areas in the Heritage Hills Neighborhood Planning Area

The majority of houses in the Heritage Hills NPA were mainly platted and developed from the 1960s to the late 1970s. These include the Heritage Hills and Woodbridge Subdivisions. Only 13% of Heritage Hills NPA consists of single family houses, including a variety of one story ranch, two story houses, and duplexes (the majority of the duplexes are located on Furness Drive and have been constructed in the last few years). The majority of the houses in the Heritage Hills NPA are situated on average sized lots, which are flat to moderately sloped. Most

of the single family area is also heavily wooded and landscaped. Below are a few examples of typical houses found in the Heritage Hills NPA.



Upper left – 2 story house
Bottom left – 2 story house

Upper right – 1 story ranch
Bottom right – 2 story duplex

There is also a condominium complex located in the Heritage Hills NPA, on North Plaza Drive, called Sunchase Condominiums, which consists of over 70 attached mostly owner occupied units.

Neighborhood Character

Neighborhood stakeholders in the HHWHCNP are proud of their community in a number of ways. They commented that the HHWHCNP contains an eclectic mix of attractive and stable single family neighborhoods, which not only contain a beautiful tree canopy, but natural features such as Little Walnut Creek and the privately owned duck pond located off of E. Applegate Lane. Residents noted in the initial HHWHCNP survey that they appreciated that their community was conveniently located less than 15 minutes from Downtown Austin, and adjacent to two regional highway connectors, including I-35 and US HWY 183. The HHWHCNP also provides a variety of retail and commercial services to serve most neighborhood needs.

Below are areas or issues that HHWHCNP neighborhood stakeholders identified where they wanted to see a change or transformation take place to provide a better quality of life. Many of the issues below are discussed in greater detail in the HHWHCNP Plan.

1. Provide more local businesses and services and build fewer big box stores.
2. Encourage new development that respects the established neighborhood character.
3. Promote attractive architectural design and landscaping for all new development.
4. Encourage the beautification of commercial corridors.
5. Create more open space, including the development of a park off of Clock Tower Drive.
6. Install unique signage that identifies individual single family neighborhoods and important cultural landmarks.
7. Enhance and expand the mature canopy tree coverage throughout the Planning Area, not just in the single family neighborhoods.
8. Install more parking at the commercial and industrial businesses located in the Windsor Hills NPA, especially off of Bluff Bend.
9. Install sound barriers behind the I-35 frontage road business to reduce noise pollution.
10. Renovate duplexes located around Dobie Middle School.
11. Construct a new library within walking distance of neighborhood residents.

Statistical Profile

Many of the tables and figures in the following section compares U.S. Census data from 1990 to 2000, with the addition of statistical data supplied by the Demographer and the Spatial Analysis Division, from the City of Austin. The data identifies trends amongst the HHWHCNPA, the Urban Core, Travis Co., and the City of Austin.

Population, Household Size, and Vacancy Rate

From 1990 to 2005, the entire HHWHCNPA experienced a significant population growth. The population growth in Heritage Hills NPA was especially noteworthy, with the population increasing by 61% from 1990 to 2005. Much of the growth in Austin and the HHWHCNPA can be attributed to a variety of factors including: (1) the construction of new housing units and an increase in the number of households; (2) an increase in household size; and (3) the dramatic decline in the vacancy rate (See **Tables 1-4** below.) The HHWHCNPA has also transitioned from a mostly non-Hispanic White area of Austin to one that is ethnically diverse. The Hispanic population is now the largest ethnic group in the HHWHCNPA.

Both regionally and nationally, immigrant Hispanic families tend to have a larger household size than non-Hispanic Whites and African-Americans. According to the 2000 U.S. Census, Hispanic family households were larger than any other ethnic or racial group in the United States. About 35% of Hispanic families had five or more people residing in their household. In 2002, 26.5% of family households in which a Hispanic person was the householder consisted of five or more people. In contrast, only 10.8% of

non-Hispanic White family households were this large. Among Hispanic family households, families of Mexican descent were most likely to have five or more people (30.8%.) Family households with only two people represented 25.9% of Hispanic family households but 48.7% of non-Hispanic White family households. (Source: <http://www.globalvillage.us/census2002.pdf> - U.S. CENSUS BUREAU)

Table 1: Population Change from 1990 to 2005

	1990 Population	2000 Population	Pop. Update in 2005	Percentage Increase 90' to 05'
Heritage Hills NPA	3339	5128	5377	+ 61%
Windsor Hills NPA	5157	6333	6687	+ 29.7%
Urban Core	291,423	356,013	398,812	+ 36.8%
City of Austin	465,622	656,562	700,407	+ 50.4%
Travis County	576,407	812,280	893,295	+ 54.9%

Table 2: Household Size from 1990 to 2000

	1990	2000	Change in Household Size From 1990 to 2000
Heritage Hills NPA	2.1	2.4	.27
Windsor Hills NPA	2.6	2.9	.33
Urban Core	2.2	2.4	.13
Travis County	2.4	2.5	.08

Table 3: Number of Households from 1990 to 2000

	1990	2000	Change in Households From 1990 to 2000
Heritage Hills NPA	1560	2119	559
Windsor Hills NPA	1950	2104	154
Urban Core	123,729	144,761	21,032
Travis County	232,861	320,766	87,905

Table 4: Vacancy Rate (Percent) from 1990 to 2000

	1990	2000	Point Change in Vacancy Rate from 1990 to 2000
Heritage Hills NPA	15.5	3.3	-12.16
Windsor Hills NPA	8.9	4.9	-4.04
Urban Core	13.2	3.8	-9.43
Travis County	11.9	4.5	-7.35

Source: 1990 and 2000 US Census and City of Austin Demographer

Owner Occupancy Rate

Table 5 shows the owner occupancy rate for the two planning areas in the HHWHCNP and Travis County. While the Windsor Hills NPA has shown a slight increase in the percentage of homeownership (which is nearly the same as Travis County), the Heritage Hills NPA experienced a decline in homeownership. Some of this negative growth in homeownership in the Heritage Hills NPA can be attributed to the construction of multifamily housing, and the possible conversion of some single family houses to rental units. . In 2000, 41.1% of the occupied housing units in the HHWHCNP were owner-

occupied, while 55.9% consisted of rental housing. In the Heritage Hills NPA, 13% of the land is used for single family houses, while 11% is multi-family housing, and 7% is a mobile home park. Although apartments take up only 11% of the land uses in the Heritage Hills NPA, there is over four times the number of apartment units to conventional single family houses. Incentivizing and supporting development that promotes homeownership is a priority of the HHWHCNP neighborhood stakeholders to ensure that people are both financially and emotionally invested in this community

Table 5. Owner Occupied Housing Units (Percent) from 1990 to 2000

	1990	2000	Point Change from 90' to 00'
Heritage Hills NPA	38.9%	36%	-2.95
Windsor Hills NPA	47.1%	52.4%	5.30
Travis County	45.7%	51.4%	5.70

Source: 1990 and 2000 US Census Bureau

Age of Residents

Table 6 gives an age breakdown of the HHWHCNP, and also the Urban Core and Travis County. Table 6 shows that from 1990 to 2000, that the HHWHCNP had a percentage increase of people 17 and under. The Windsor Hills NPA during this same time had a 3.5% point decline in its working adult population, and a 2.5% point increase in its senior population. The families that moved into new homes in the Windsor Hills NPA in the 1950s and 1960s are now 'empty nester' households. The Windsor Hills NPA also contains the majority of the new senior living options, built from 2000 to the present, including the Village at Collinwood Senior Living Apartments, and the expanded Buckner Villas. Buckner Villas offers variety of senior living options, including senior apartments and villas, an assisted living, and a nursing home facility. The Cedar View Rehabilitation Center located on Dessau Road, which opened in 2010, also provides long term nursing care.

Table 6: Age Breakdown in Total Population from 1990 to 2000

	Age 17 years and Under (%)		Age 18 to 24 (%)		Age 25 to 64 (%)		Age 65 and Above (%)	
	1990	2000	1990	2000	1990	2000	1990	2000
Heritage Hills NPA	22.2	25.8	16.7	14.3	54	53.8	7.1	6.1
Windsor Hills NPA	26.6	28.3	12.2	11.7	53.6	50.1	7.6	10.1
Urban Core	21.2	20.99	21.9	22.0	48.5	49.98	8.4	6.9
Travis Co.	24.0	23.8	21.9	14.7	47.4	54.8	8.4	6.7

Source: 1990 and 2000 US Census

Race/Ethnicity

Between the 1990 and 2000 US Census, the HHWHCNPAs went through a dramatic ethnic change and transitioned from a non-Hispanic White majority (over 50%) to become a majority-minority community, where no single ethnic group made up a majority (over 50 percent) of the population. In 1990, non-Hispanic Whites made up 58.4% of the area's total population; while persons of other ethnicities, including African-American, Hispanic and Asians/Other made up the remaining portion of the population with a representation of approximately 24.6%, 15.5%, and 2.5%, respectively. Greatly contributing to the majority-minority representation in the area today is the substantial growth of the Hispanic population who not only moved in the HHWHCNPAs, but all over the Austin metro area. Between 1990 and 2000, the number of people of Hispanic descent moving into the HHWHCNPAs more than tripled in number from 1,317 to 4,261 people, and now comprises the largest group in the HHWHCNPAs, (and which is part of the larger North Austin emigrant gateway community.) Table 7 demonstrates how the HHWHCNPAs are more ethnically diverse than both the Urban Core and Travis County as a whole. Figure 2 also gives a breakdown of the ethnic diversity in the HHWHCNPAs, while the 'Changes in Ethnicity' (Figure 3) shows a percentage change of ethnicity from 1990 to 2000.

Table 7: Race/Ethnicity Breakdown of Total Population from 1990 to 2000

	Non-Hispanic White (%)		African-American (%)		Hispanic (%)		Asian (%)		Other (%)	
	1990	2000	1990	2000	1990	2000	1990	2000	1990	2000
HHWHCNPAs	58.4	32.9	24.6	24.6	15.5	37.2	2	3.2	.5	2.1
Urban Core	53.8	42.4	15.1	12.4	27.7	39.3	2.9	4	.5	2
Travis Co.	65.1	56.3	10.6	9	21.1	28.2	2.8	4.5	.4	2

Source: 1990 and 2000 US Census Bureau

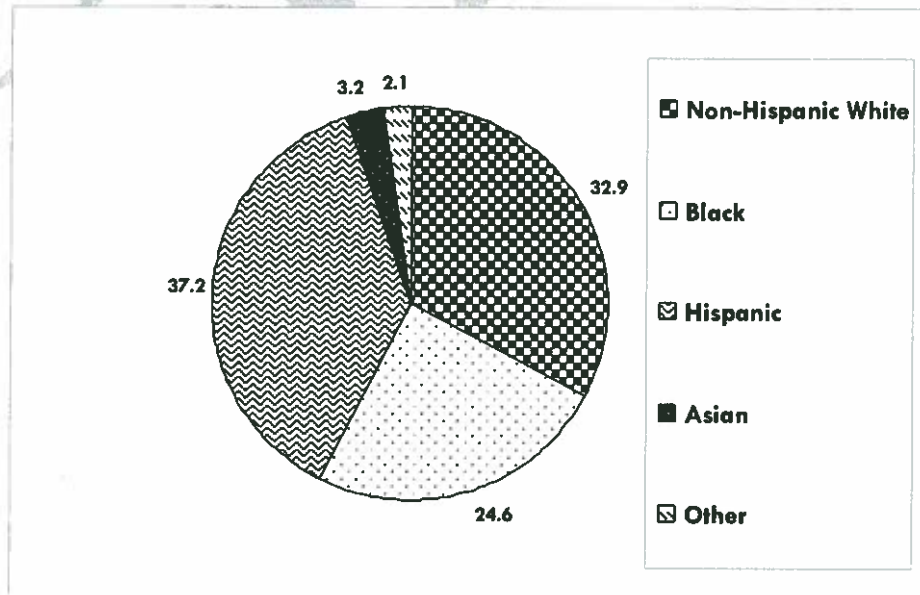


Figure 2: Race/Ethnic Diversity Breakdown in the HHWHCNPAs, 2000

Source: 2000 US Census Bureau

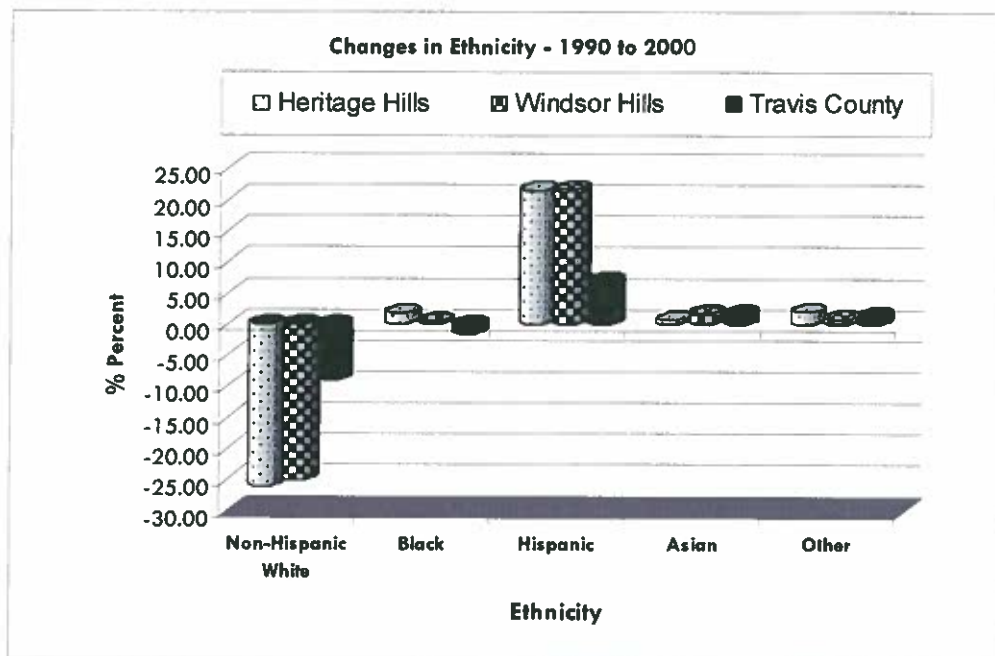


Figure 3: Change in Race/Ethnicity (in %) in the HHWHCNP from 1990 to 2000
Source: 1990 and 2000 US Census

Income Level

Table 8 and Figure 4 show the income range and median family income from the 2000 U.S. Census. In 2009, the Medium Family Income for a family of four in the Austin/Round Rock Metropolitan Statistical Area was \$73,400 (with a single person household having a median family income of \$51,660). The table and figure below show that the HHWHCNP is a middle class community; with few families making over \$150,000 a year. While the Windsor Hill NPA median family income is on par with the average income in Austin, the Heritage Hills NPA lags behind the median family income by approximately \$10,000. The data below also shows that the Heritage Hills NPA has a higher percentage of families making less than \$35,000 than both the City of Austin and the Windsor Hills NPA. The U.S. Department of Housing and Urban Development classifies a family of four that makes an income of below \$36,900 as very low income. The income disparity in could also be partially explained by the number moderate income apartment complexes that are located in the Heritage Hills NPA. (*Medium family income data for 2009/2010 was supplied by Neighborhood Housing and Community Development – 2009/2010 MFI Chart, and is located in the Appendices of this document.*)

Table 8: Family Income Range Breakdown in Thousands of Dollars, 2000

	Under \$34.9K	\$35K to 59.9K	\$60K to 99.9K	\$100K to 149.9K	\$150K plus	Total
Heritage Hills NPA	38.6%	27.5%	26.3%	6.9%	0.7%	100%
Windsor Hills NPA	28.5%	26.2%	36.5%	7.1%	1.7%	100%
City of Austin	30.4%	24.7%	25.6%	11.5%	7.8%	100%

Source: 2000 US Census

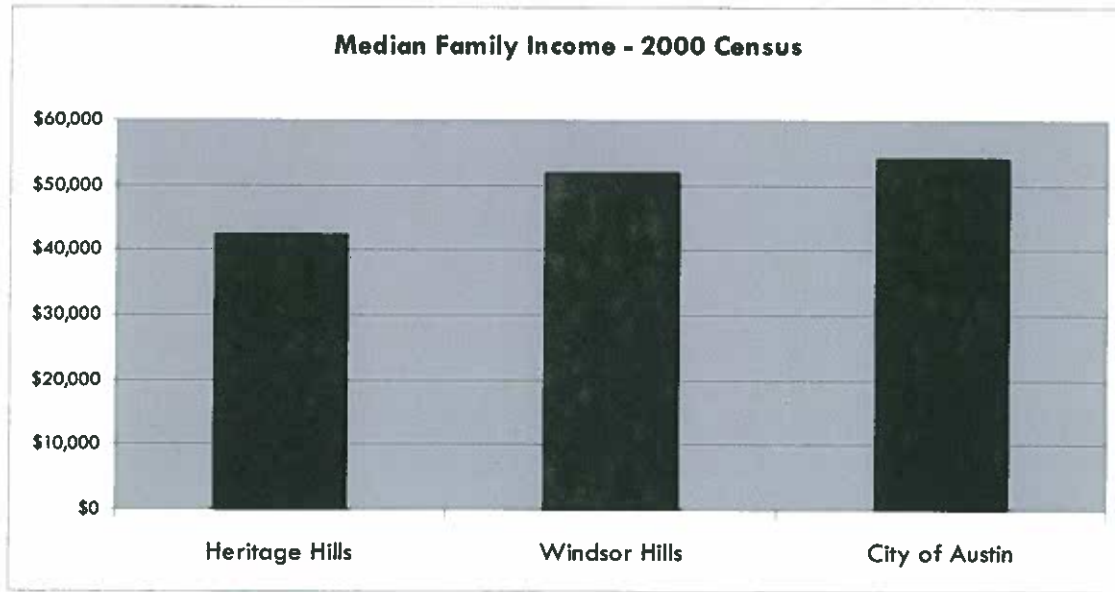


Figure 4. Median Family Income in the HHWHCNP and the City of Austin, 2000

Source: 2000 US Census

Educational Attainment

Figure 5 below shows the 2000 educational attainment levels in the HHWHCNP and compares it with City of Austin, indicating that the HHWHCNP has a higher percentage of people age 25 and older who earned a high school diploma than the City of Austin as whole. Figure 5 also shows that while nearly 40% of the City of Austin has a bachelor's degree or higher, only 31% of the Heritage Hills NPA and approximately 15% of the Windsor Hills NPA have these same educational credentials.

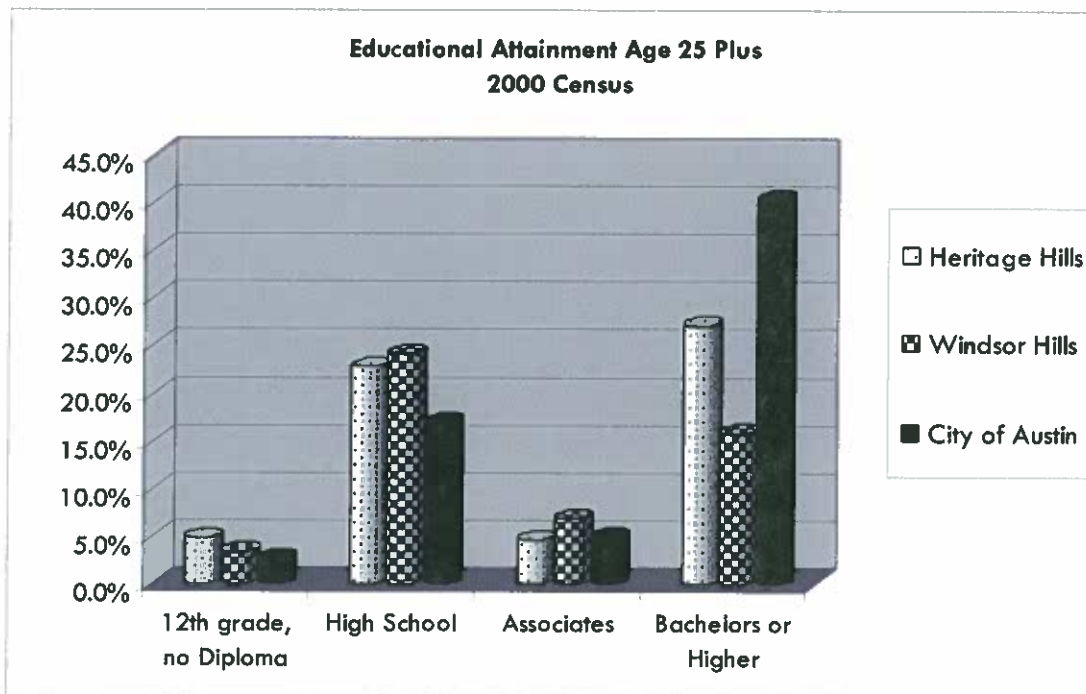


Figure 5. Educational Attainment in the HHWHCNP and City of Austin, 2000

Major Employers in the HHWHCNP

The HHWHCNP is not just a great place to live but a major employment center in the City of Austin. This area of Austin provides employment options ranging from entry level retail to high tech jobs. A large portion of the Heritage Hills NPA has an especially high concentration of light industrial land uses and office parks. Additionally, there is a node of senior retirement care facilities in the HHWHCNP, which not only provide jobs, but allow area residents to age in place.

List of major employers in the HHWHCNP (in no particular order).

Northview Office Park	Global Business Park	National Western Life Insurance Company
Rundberg Square Shopping Center	Frito Lay Distribution Center	Austin Independent School District
Cameron Centre Office Park	Wal-Mart/Norwood Shopping Center	Henna Chevrolet
Cameron Road Tech Center	Goodwill	Siemens
Buckner Villas (Senior Living and Retirement Facility)	Texas Higher Education Coordination Board	Cameron Business Park

LAND USE

Goal: Transform the Planning Area into a highly livable, walkable and attractive community, which preserves its stable single family neighborhoods, protects its diverse housing types, while also providing a mixture of aesthetically appealing and neighborhood-serving civic, commercial, mixed use and industrial land uses that are an asset to all.



Land Uses in HHWHCNP - Single family house, National Western Life Insurance Company, and the Forest Park Apartment Complex

Introduction

The Heritage Hills/Windsor Hills Combined Neighborhood Planning Area (HHWHCNP) contains a wide range of land uses that create an environment in which residents can live, work and play. There is an affordable mix of residential options available (single family houses, duplexes, condominiums, apartments, and a variety of senior living options), and Norwood Shopping Center and a large industrial district, both of which provide a variety of jobs. The HHWHCNP is also home to the Gus Garcia Recreation Center, opened in 2008, which provides a variety of leisure and recreational opportunities.

This chapter highlights the assets that the community wants to protect and preserve, and identifies other areas where they want to promote redevelopment (including residential, commercial, mixed use and industrial) in order to maintain and improve their quality of life.

Existing Land Uses, Housing Typology, and Median Home Values

Table 9, below, gives a breakdown of existing land uses in the HHWHCNP compared to land uses in the urban core of Austin. The Heritage Hills NPA and the Windsor Hills NPA have different land use characteristics, and as a result the look and feel of the two areas is somewhat different. Table 10, below, details residential uses.

Table 9. Existing Land Uses in the HHWHCNP, 2009

Land Use	Acres and % of NPA	Heritage Hills	Windsor Hills	Combined	Urban Core*
Single-Family	Acres	97.4	380.1	477.5	15170.4
	% of NPA	13%	60%	34%	37%
Mobile Home	Acres	50.6	1.4	52.0	316.6
	% of NPA	7%	0%	4%	1%
Multifamily	Acres	83.2	52.1	135.3	4280.1
	% of NPA	11%	8%	10%	10%
Commercial	Acres	158.7	91.4	250.1	4030.4
	% of NPA	21%	14%	18%	10%
Office	Acres	50.5	3.1	53.6	1925.7
	% of NPA	7%	1%	4%	5%
Industrial	Acres	114.1	3.3	117.35	3397.8
	% of NPA	15%	1%	8%	8%
Civic	Acres	24.8	55.2	80.0	3235.3
	% of NPA	3%	9%	5%	8%
Open Space	Acres	52.1	0	52.1	3871.4
	% of NPA	7%	0%	4%	9%
Utilities	Acres	3.3	1.35	4.65	138.0
	% of NPA	0%	0%	1%	1%
Undeveloped	Acres	119.4	48.7	168.1	4745.8
	% of NPA	16%	7%	12%	11%
Total	Acres	754.1	636.6	1390.7	41111.5
	% of NPA	100%	100%	100%	100%

* Urban Core includes all Neighborhood Planning Areas, with the exception of Oak Hill East and Oak Hills West. UT, Downtown, Old Enfield, State Triangle, and RMMA were not included in the calculations. Data from the Spatial Analysis Section, City of Austin Planning and Development Review Department

Highlights from Table 9:

- The HHWHCNP has approximately the same proportion of office and industrial uses as the urban core.
- The HHWHCNP has nearly the same percentage of single family homes as the urban core, but when broken down into separate Planning Areas, Heritage Hills NPA is far below (13%) and Windsor Hills NPA (60%) is far above this average.

- The HHWHCNPA meets the average in terms of multi-family housing land uses when compared to the urban core.
- The HHWHCNPA has nearly double the commercial area when compared to the urban core (18% vs. 10%).
- The Heritage Hills NPA has a higher percentage of office, multi-family, commercial, and industrial type land uses when compared to the urban core; the Windsor Hills NPA has a lower percentage with the exception of commercial.
- Compared to the urban core, the HHWHCNPA has less land dedicated to open space and civic use.
- The Windsor Hills NPA has no open space.

Table 10. Types of Housing by Number of Units in the HHWHCNPA, 2009

		Heritage Hills NPA	Windsor Hills NPA	Total Units in Combined Planning Area
Single Family Land Use	Single Family	414	1351	1765
	Duplexes	12	406	418
	Condominiums	71	0	71
	Mobile Home Units	358 home sites	0	358
Multifamily Land Use	Quadraplexes (units)	16	32	48
	Apartments (includes senior apartments)	1328 (90 senior apts)	643 (174 senior apts)	1971
	Senior Living Retirement Units w/ nursing care	0	171	171
	Total Units by neighborhood	2199	2603	4802

Data from the Spatial Analysis Section, City of Austin Planning and Development Review Dept.

Highlights from Table 10:

- The Heritage Hills NPA and the Windsor Hills NPA have very different mix of housing types, particularly in the single family category.
- The Windsor Hills NPA has a far greater number of single family units than the Heritage Hills NPA.
- The Heritage Hills NPA has twice the number of apartment units as the Windsor Hills NPA.

Median home values in the HHWHCNPA were far lower than Austin as a whole during the period of August 2008 to June 2010 (Figure 6, below). Both the Heritage Hills and Windsor Hills NPAs experienced fluctuation during this time, although throughout this period the Windsor Hills NPA median home values were consistently lower than those for Heritage Hills NPA. At the time of publication of this document, median home values in Heritage Hills and Windsor Hills were \$165,000 and \$140,000, respectively, making both neighborhoods affordable to families earning less than 80% Median Family Income (MFI), according to Austin's Neighborhood Housing and Community Development Department. (http://www.ci.austin.tx.us/housing/downloads/comphousingstudy_housing.pdf)

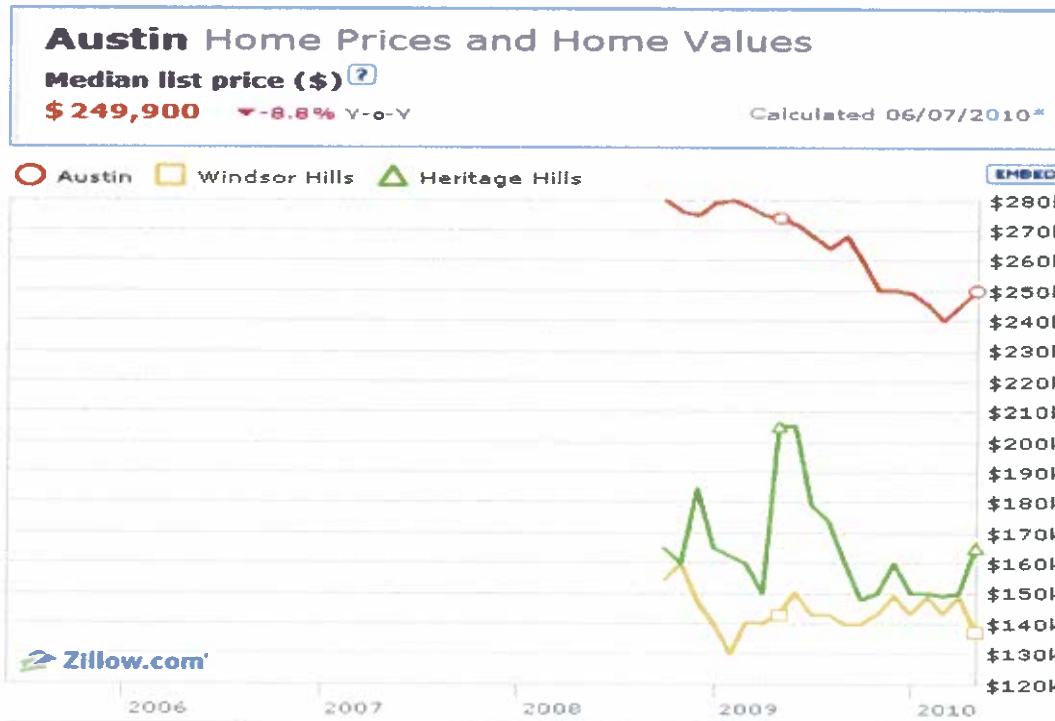
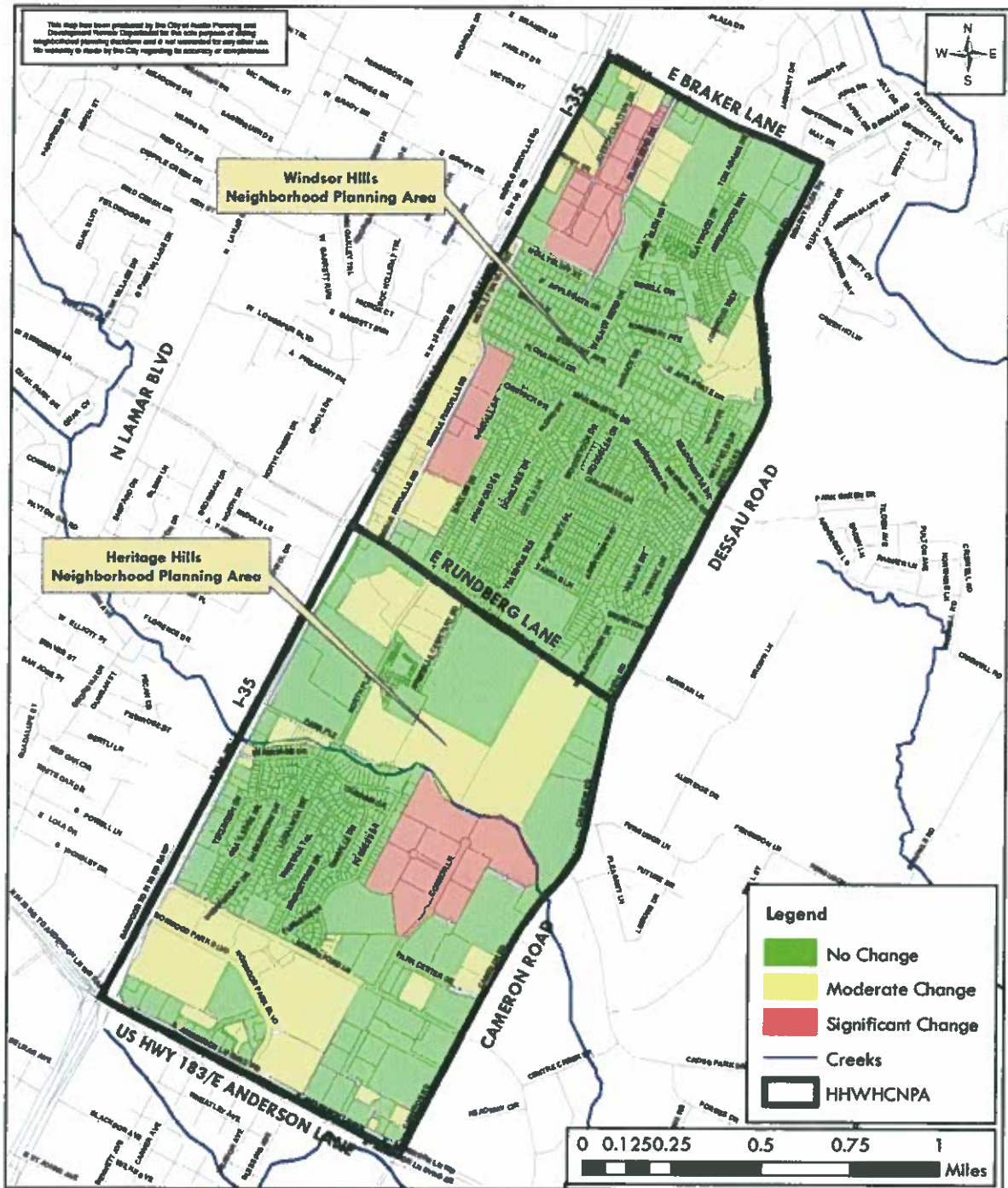


Figure 6. Median List Prices for Homes in the HHWHCNP from 2008 to 2010
 (http://www.zillow.com/local-info/TX-Austin-home-value/r_10221/)

Land Use Designation Process

To gather public input on land use issues, the City of Austin planning staff held a series of six land use workshops with neighborhood stakeholders to identify areas where they wanted to see some kind of change in how land was being used. Initially, participants were asked to think about the general character of the Planning Area, noting areas worth protecting and areas for desired redevelopment. Then, they color-coded various portions of a HHWHCNP map as: *no change* (green), *moderate change* (yellow), or *significant change* (red) regarding whether they felt the land was being properly utilized. The final product *Areas of Desired Change* (map, below) was used as a roadmap throughout the land use and zoning process to:

- Develop the *Future Land Use Map* (FLUM) for the HHWHCNP
- Formulate land use recommendations



Heritage Hills/Windsor Hills Combined Neighborhood Planning Area

Areas of Desired Change

Areas shown as red and yellow on the *Areas of Desired Change* map were discussed in greater detail by neighborhood stakeholders to further determine which land use categories they wanted to see in the future; while the areas in green signified locations where land was being used in a manner with which the community was content.

Based on discussions on the *Areas of Change* and the *Future Land Use Map* (FLUM) (map, below) was developed and then refined over a series of meetings where participants discussed different land use options. For instance, participants wanted to see a mix of uses in several areas currently being served only by commercial enterprises. The FLUM was used to set the broad direction the community wanted to see in the future regarding land use. The FLUM was also used as a guiding framework for the zoning decisions that followed (Figure 7, below).

Several factors were taken into consideration when developing the HHWHCNP FLUM:

- Input from stakeholders
- Existing entitlements of the property
- Existing land use currently on the ground
- Professional judgments made by the planning staff

All decisions to assign land use categories were made by group consensus.

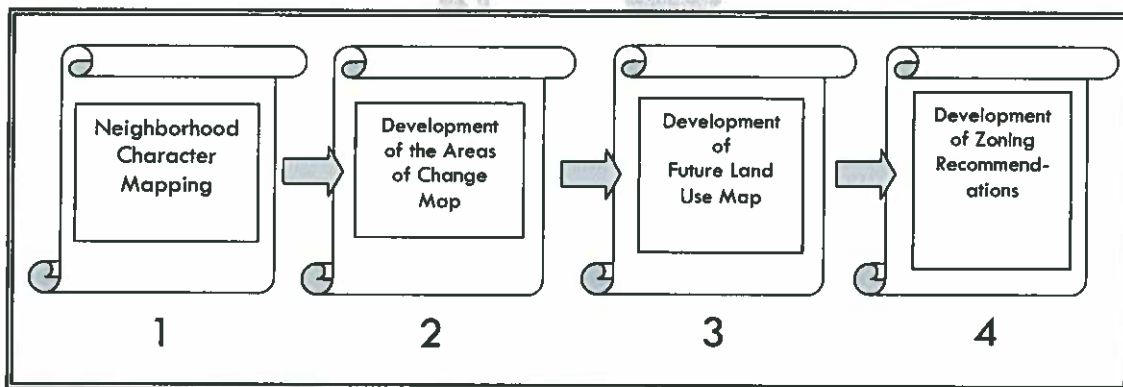
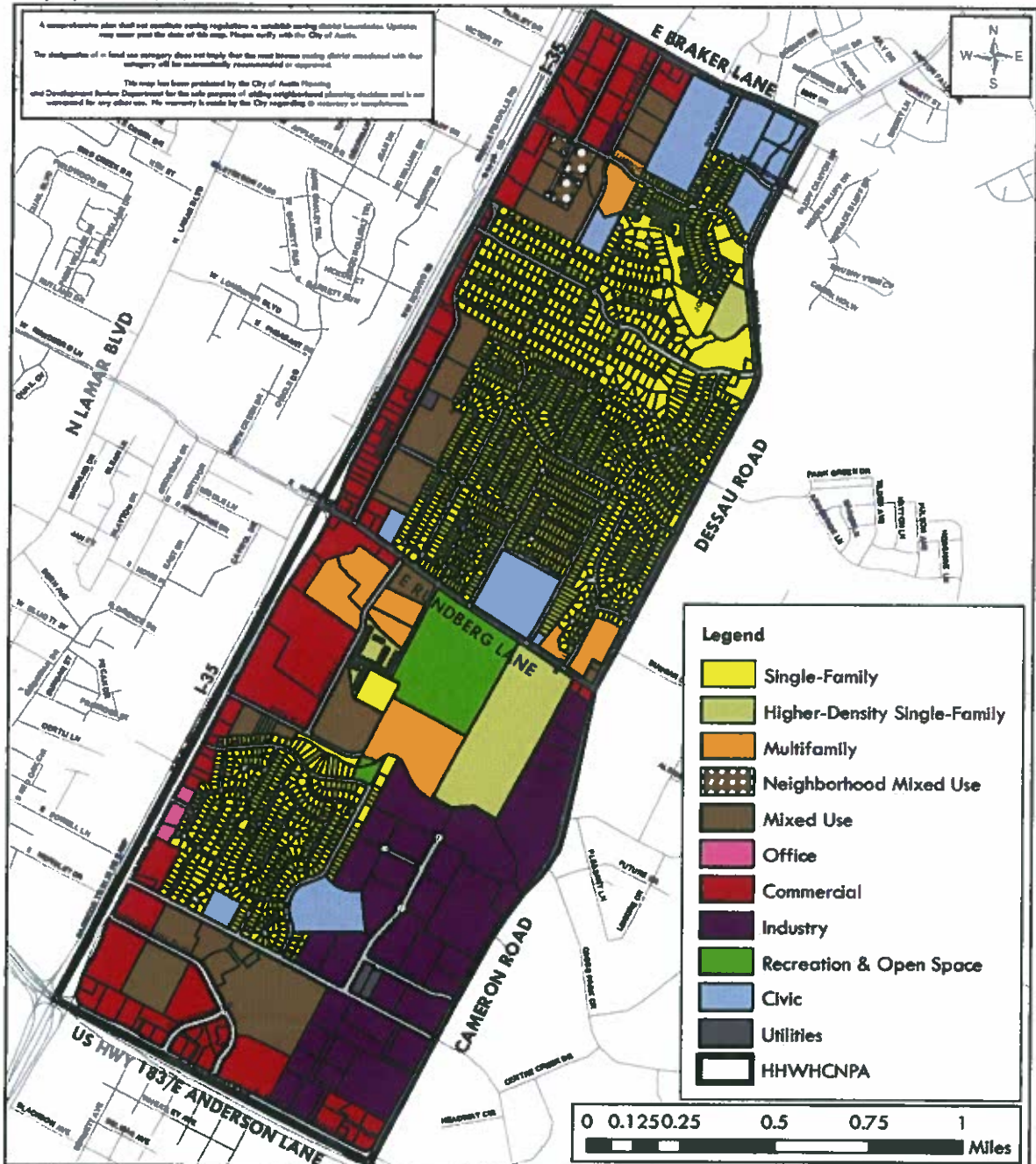


Figure 7. Overview of the Land Use Designation Process

Plan Adopted:
Map Updated: 8/18/10



Heritage Hills/Windsor Hills Combined Neighborhood Planning Area Future Land Use Map

Created 9/3/10

Land Use Themes and Geographic Areas of Discussion

Throughout the neighborhood planning process several themes emerged regarding the desired land use patterns for the Combined Planning Area. In addition, there were numerous geographic areas that were the subject of in-depth discussion (see map below: *Top Geographic Areas of Discussion*). The objectives and recommendations in this section are broken down into these two categories: land use themes and geographic areas of discussion.

Top Land Use Themes:

- Preserve Existing Single Family Neighborhoods
- Maintain Different Levels of Housing Affordability
- Redevelop Commercial Areas to Provide More Neighborhood-Friendly Services
- Encourage Neighborhood-Serving Mixed Use Projects
- Support More Neighborhood - Serving Civic Uses
- Support Aesthetically Appealing Redevelopment

Top Geographic Areas of Discussion

- E. Braker Lane
- Large Undeveloped High Density Single Family Parcel on Dessau Road
- Bluff Bend Drive and Joseph Clayton Drive, north of Ruby Drive
- Bluff Bend Drive and Joseph Clayton Drive, south of Ruby Drive
- Middle Fiskville Road
- I-35 Frontage Road
- E. Rundberg Lane
- North Plaza/Park Plaza
- Industrial park at Connor Lane
- Norwood Shopping Center

Top Land Use Themes

The themes below are highlights of land use concepts that are considered especially important to neighborhood stakeholders.

Preserve Existing Single Family Neighborhoods

Participants stated that some of the best qualities of their Planning Area are their tree covered single family neighborhoods with diverse housing styles. The recommendations below provide ways to achieve the community's vision of sustaining their stable and attractive single family neighborhoods.

Objective L1: Preserve the existing core single family residential neighborhoods in the HHWHCNPA.

REC 1: Preserve the existing residential character within established core single family neighborhoods in the Planning Area. (RP: HHWHCNPA, COA)

REC 2: Consider existing residential densities and current housing stock in future land use decisions to promote compatibility between land uses, including but not limited to: building height, massing, and impervious surface coverage. (RP: HHWHCNPA, COA)



A HHWHCNPA single family home

REC 3: Consider the use of vegetated buffers and landscaping equal to or greater than existing requirements when land use decisions are made, to protect the single family neighborhoods from commercial encroachment. (RP: HHWHCNPA, COA)

REC 4: Support increasing homeownership for existing and new housing. (RP: HHWHCNPA, COA)

REC 5: Preserve and expand the tree canopy in the single family neighborhoods. (RP: HHWHCNPA, COA)

Maintain Different Levels of Housing Affordability

The HHWHCNPA has a mix of housing types that allows young families, seniors, and those with diverse incomes live and stay in the Planning Area and age in place. Not only does the HHWHCNPA have a variety of attractive, well-maintained single family homes, but a good mix of duplexes, multi-family apartment complexes, condominiums, a large well-maintained mobile home park, and a variety of senior living options (senior living apartment complexes, senior villas, an assisted living facility, and two critical care nursing facilities). Neighborhood stakeholders identified the variety of housing types and options, which have varying levels of affordability, as a critical asset of their community.



Objective L2: Preserve the diversity of housing options and various levels of affordability, which are dispersed throughout the Planning Area (i.e. – single family, duplexes, condominiums, apartment buildings, senior living options, and a mobile home park.)

REC 6: Target and encourage redevelopment of dilapidated multi-family properties into quality multi-family or mixed use developments. (RP: HHWHCNPA, COA)

REC 7: Support the retention of well-maintained and safe multi-family apartment complexes. (RP: HHWHCNPA, COA)

REC 8: Retain different degrees of affordable housing options in the Planning Area, allowing residents to age in place. (RP: COA)

REC 9: Adopt 'Small Lot Amnesty' as described as a special use infill option, permitting new single family development on existing lots with a minimum of 2,500 square feet, for the entire HHWHCNPA. (RP: COA)

REC 10: Adopt the 'Residential Infill' infill option on various large tracts throughout the HHWHCNPA. (RP: COA) (See *Special Use Infill Tracts* map, below)

REC 11: Adopt 'Cottage Lot and Urban Home' infill option within the subdistrict specified. (RP: COA) (See *Special Use Infill Tracts* map, below)

Redevelop Commercial Areas to Provide More Neighborhood-Serving Uses

Eighteen percent of the HHWHCNPA is devoted to commercial land uses. However, neighborhood stakeholders stated over the course of the planning process that they would like to see many of these commercial properties redeveloped to provide more local serving uses, and be more aesthetically pleasing in their design. Most of the commercially designated property in the Planning Area is located in the Norwood Shopping Center; however, there are commercial uses also located along E. Rundberg Lane, E. Braker Lane, and along the I-35 frontage road. Neighborhood stakeholders want to see more neighborhood-friendly businesses, such as small grocery stores, coffee shops, ice-cream parlors, and local restaurants to promote a greater sense of pride and place in this portion of Austin.



Objective L3: Promote the revitalization of commercial uses along major roadways. These new places should promote local serving businesses and serve as neighborhood amenities.

REC 12: Encourage commercial uses to be located around the edge of the HHWHCNPA (i.e. E. Braker Lane, E. Rundberg Lane, south of Rutherford Lane) to protect the single family core neighborhoods. (RP: HHWHCNPA, COA)

REC 13: Ensure that commercial and industrial properties provide a substantial buffer that meets or exceeds compatibility requirements where they abut residential neighborhoods. (RP: COA)

REC 14: Support commercial or mixed use developments that are neighborhood serving and neighborhood-friendly (which do not emit noise, pollution, or light, and, do not have a lot of truck traffic/deliveries, or have extended hours of operation), especially when they abut single family subdivisions. (RP: HHWHCNPA, COA)

REC 15: Support pedestrian-friendly commercial nodes with multiple neighborhood serving services. (RP: HHWHCNPA, COA)

REC 16: Discourage additional commercial uses from encroaching into established residential areas. (RP: HHWHCNPA, COA)

REC 17: Support the aesthetic enhancement of the buildings and streetscape along all major corridors of the Planning Areas (i.e. Rutherford Lane, E. Rundberg Lane, E. Braker Lane, Middle Fiskville Road, Cameron-Dessau Road, and the I-35 frontage road.) (RP: HHWHCNPA, COA)

REC 18: Support the Norwood Shopping Center, and surrounding properties which are identified as Mixed Use on the FLUM, transitioning to a Neighborhood Urban Center, to provide a mixture of pedestrian friendly, neighborhood serving uses (see Infill Options Map). (RP: HHWHCNPA, COA)

REC 19: Should the Texas Highway Department property ever be sold, the neighborhood supports half of site located along the I-35 frontage road to be commercial, and the other half to mixed use, so it could be part of the Neighborhood Urban Center at Norwood Shopping Center and its surrounding properties. (RP: HHWHCNPA, COA, TXDOT)

Encourage Neighborhood Serving Mixed Use Projects

Neighborhood stakeholders are interested in redeveloping various portions of the Planning Area to make more neighborhood serving, neighborhood scale uses, which provide attractive places to live and work, and create a sense of place. In fact, during the planning process the neighborhood added over 170 acres of new mixed use as part of the FLUM. The recommendations below are meant to encourage more mixed use in the HHWHCNP.



Objective L4: Establish neighborhood serving mixed use niches along roadways at the edges of single family neighborhoods.

REC 20: Transform portions of the Planning Area into neighborhood scale, neighborhood serving mixed use developments (office, retail and residential), which are pedestrian friendly at: (RP: HHWHCNP, COA)

- The east side of Middle Fiskville Road.
- Along portions of E. Rundberg Lane.
- Along portions of Park Plaza Drive.
- Within the Norwood Shopping Center.
- South of Ruby Drive, off of Joseph Clayton Road.

REC 21: Adopt 'Neighborhood Urban Center' infill option on various parcels in the Heritage Hills NPA. (RP: COA) (See *Special Use Infill Tracts* map, below)

Support More Neighborhood Serving Civic Uses

Residents emphasized during the planning process that not only did they want great places to shop within their Planning Area, but great places to come together and develop a greater sense of community. The recommendations below (and additional recommendations contained in the Parks, Trees and Open Space chapter) discuss ways to achieve great places to relax, learn and have fun.



Objective L5: Establish community facilities and programs for all ages.

REC 22: Advocate locating a new public library within the HHWHCNP to better serve the community. (RP: HHWHCNP, COA)

REC 23: Support the full implementation of the Gus Garcia Recreation Center Master Plan to better serve the community. (RP: HHWHCNP, COA)

REC 24: Support the expansion of more greenspace and park areas throughout the Planning Area, not just in the Heritage Hills NPA. (RP: HHWHCNP, COA)

Support Aesthetically Appealing Development



Commercial buildings on Burnet Road (left) and North Loop (right)

An attractive community promotes and radiates a strong sense of place, fosters civic pride, and especially enhances and enlivens the streetscape. Attractive development design and placemaking not only act as an economic draw (such as the Domain or the Triangle), but add value to the surrounding area by making it a more desirable place to live and do business. (Placemaking means creating squares, plazas, parks, streets and centers that will attract people because they are pleasurable or interesting to visit.) Throughout the planning process, the community emphasized that not only did they want great places within their Planning Area to shop, but they wanted many existing commercial properties in the Planning Area to be redeveloped so they would become more appealing.

Objective L6: Support aesthetically appealing redevelopment that improves the appearance of the HHWHCNP.

REC 25: Support, throughout the HHWHCNP, high quality, aesthetically appealing businesses, housing developments, and industrial areas, which strongly emphasize appealing building and landscape design. (RP: HHWHCNP, COA)

REC 26: Adopt the design tool 'Impervious Cover and Parking Placement' for the entire HHWHCNP. (RP: COA)

REC 27: Adopt the design tool 'Garage Placement' for the entire HHWHCNPA. (RP: COA)

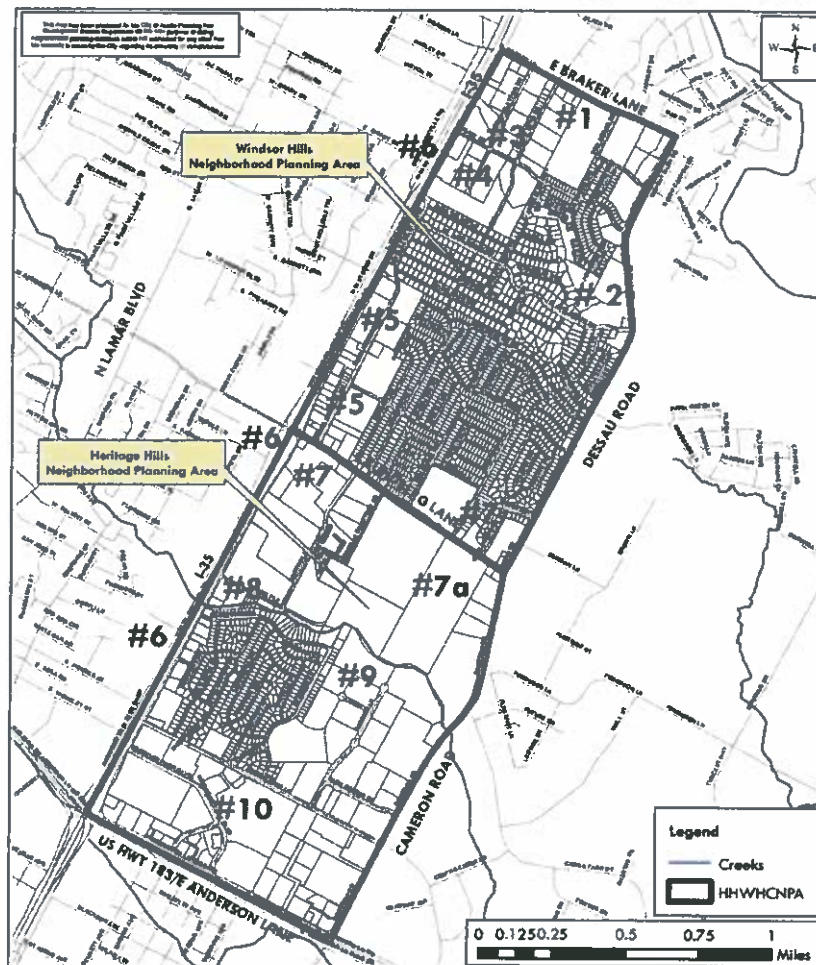
REC 28: Adopt the design tool 'Front Porch Setback' for the entire HHWHCNPA. (RP: COA)

Draft

Top Geographic Areas of Discussion

Top Geographic Areas of Discussion

- E. Braker Lane (#1)
- Large Undeveloped High Density Single Family Parcel on Dessau Road (#2)
- Bluff Bend Drive and Joseph Clayton Drive, north of Ruby Drive (#3)
- Bluff Bend Drive and Joseph Clayton Drive, south of Ruby Drive (#4)
- Middle Fiskville Road (#5)
- I-35 Frontage Road (#6)
- E. Rundberg Lane (#7)
- North Plaza/Park Plaza (#8)
- Industrial park at Connor Lane (#9)
- Norwood Shopping Center (#10)



**Heritage Hills/Windsor Hills Combined
Neighborhood Planning Area**
Top Geographic Areas of Discussion

E. Braker Lane - #1

The southern edge of E. Braker Lane serves as a feeder onto Cameron-Dessau Road and provides a variety of land use activities including: an elementary school, a church, a large senior retirement community, and several small scale retail uses. Neighborhood stakeholders appreciate the small scale commercial and civic land uses located in this portion of the Planning Area and support keeping the same type of scale of development along this segment of E. Braker Lane. The desire of the community for this locale is to redevelop this area to provide more neighborhood friendly services, while supporting the development of aesthetically attractive commercial projects.

REC 29: Support a variety of locally serving businesses along E. Braker Lane, which are attractive and well maintained, while supporting the retention of the existing civic land uses. (RP: COA, HHWHCNP)

Large Undeveloped High Density Single Family Parcel on Dessau Road - #2

The desire of the community regarding this area is to preserve the existing single family neighborhood as well as the current look and feel, in the area of the WHNPA around Dessau Road, just north of E. Applegate Drive.

REC 30: Support the undeveloped high density single family parcel at the eastern terminus of Claywood Drive going to a lower density single family land use in the future, if possible, to match the character of the surrounding parcels. (RP: COA, HHWHCNP)

REC 31: Support low density single family land use for other vacant parcels in the E. Applegate Drive/Dessau Road vicinity. (RP: COA, HHWHCNP)

Bluff Bend Drive and Joseph Clayton Drive, North of Ruby Drive - #3

Residents are concerned about the traffic impact as it relates to the variety of warehouse and light industrial in this area, including large lumber yard and Austin Countertop, which produces bath and kitchen countertops, sinks, and tubs. The industrial and warehouse type uses have impacted the community by increasing traffic congestion and traffic that cuts through the adjacent single family neighborhoods. Lack of off-street parking to serve the industrial and warehouse uses has further impacted the residential neighborhood. The community would like this portion of the Planning Area is to transition away from industrial and distribution/storage type uses and transform this area to more locally serving commercial or mixed use developments.

REC 32: Support a transition away from industrial uses along Bluff Bend Drive and Joseph Clayton Drive, north of Ruby Drive into a locally serving

commercial or a mixed use development, which is neighborhood serving and neighborhood scaled. (RP: COA, HHWHCNP)

REC 33: Support the reduction of cut-through traffic coming from commercial and industrial uses located on Bluff Bend Drive. (RP: COA, HHWHCNP)

Bluff Bend Drive and Joseph Clayton Drive, South of Ruby Drive - #4

Joseph Clayton Drive, southern terminus ends in a cul-de-sac, which contains a variety of uses, including but not limited to: single family houses, a taxi depot, a replacement window manufacturer, an auto-body shop, mini-storage, a lumber depot, and various other commercial uses. Neighborhood stakeholders feel that this area has great potential for attractive redevelopment. The desire of the community in this portion of the Planning Area is to support redevelopment to provide more neighborhood friendly commercial services and mixed use projects, which are also aesthetically attractive.

REC 34: Support redeveloping Bluff Bend Drive and Joseph Clayton Drive, south of Ruby Drive into a new mixed use development, with attractive, walkable neighborhood-serving uses, while providing a transition to protect the adjoining single family homes located to the south. (RP: COA, HHWHCNP)

REC 35: Support neighborhood-oriented, pedestrian friendly, local businesses along the portion of Joseph Clayton Drive and Bluff Bend Drive south of Ruby Drive. (RP: COA, HHWHCNP)

REC 36: Support opening up Ruby Drive to give commercial properties greater access to I-35, while discouraging cut-through traffic going into the adjacent single family subdivisions to the east and south. (RP: COA, HHWHCNP)

The East Side of Middle Fiskville Road - #5

Middle Fiskville Road consists of a mixture of land uses, including commercial and industrial type uses (such as a tire store, mini storage warehouses, truck freight depots, an ice cream and snack food distribution center), single family, vacant land, apartment buildings, and a variety of retail uses. The right of way is unimproved and contains open drainage areas, has no curbing or sidewalks, and is poorly lighted at night. Illegal dumping and speeding along Middle Fiskville Road are community concerns. The community wants to maintain different levels of affordability through additional residential housing, and see this area redevelop to provide more neighborhood friendly services. The community supports the development of aesthetically attractive mixed use projects, while also protecting

the adjoining single family neighborhood from the impacts of redevelopment through the implementation of vegetated buffers and compatibility standards.

Objective L7: Support making Middle Fiskville Road a more attractive, pedestrian-oriented, and neighborhood serving area of the Planning Area, by providing opportunities for redevelopment.

REC 37: On the east side of Middle Fiskville Road, support a neighborhood serving mixed use development, which includes a true mixture of land uses, including commercial, office and residential, which provide a transitional land use from the more commercial and industrial type businesses along the I-35 frontage road. (RP: COA, HHWHCNP)

I-35 Frontage Road -#6

This portion of the I-35 frontage road contains a variety of auto-oriented commercial uses that mostly serves a regional market. Some of the major uses along this portion of the Planning Area include: several major hotel chains, mini storage warehouses, several sit-down and fast food restaurants, Henna Chevrolet, a furniture store, medical and non-medical office buildings, two small shopping centers, and a variety of service-oriented businesses (pest control, copy shop, and various auto parts and auto repair shops.) The community's vision for this area is that it provide more neighborhood friendly services, and support the development of aesthetically attractive commercial projects.

Objective L8: Support the I-35 frontage road as a regional provider of offices and commercial goods and services but also provide more neighborhood serving uses.

REC 38: Support and encourage commercial uses along the I-35 frontage road. (RP: COA, HHWHCNP)

REC 39: Support revitalizing and redeveloping properties along I-35 to support a variety of attractive, locally serving businesses, which are well maintained. (RP: COA, HHWHCNP)

E. Rundberg Lane -#7

Neighborhood stakeholders want this major corridor transformed, which is the dividing line between the Heritage Hills and Windsor Hills NPAs. The community stated during several neighborhood planning meetings that not only is E. Rundberg Lane unattractive in its current form (including the businesses and medians), but is also highly unfriendly to pedestrians, and serves as a barrier between the two Planning Areas. They envision this road as having more

neighborhood businesses and residential infill. They also want to have safe and easy access to the Gus Garcia Recreation Center from both sides of the road.

The Mobile Home Park on E. Rundberg Lane - #7a

Neighborhood stakeholders are generally supportive of the existing mobile home park located along E. Rundberg Lane. This mobile home park leases over 350 spaces to owner-occupied mobile homeowners, providing a great source of affordable housing in the area. Neighborhood stakeholders are also grateful that this mobile home park is well maintained and has not had any substantial issues with crime. However, the neighborhood stakeholders have other hopes for this site, including a variety of residential housing types, and affordability levels which also promote homeownership.

REC 40: Support transitioning and transforming the mobile home park on E. Rundberg Lane into a high density project that supports residential infill, including condominiums, townhouses, urban houses and/or cottage lots, which are attractive, affordable, well-maintained and also promote homeownership. (RP: COA, HHWHCNP)

The Remainder of E. Rundberg Lane - #7

E. Rundberg Lane does not act as a purely commercial corridor but has many civic and multi-family land uses, including three apartment buildings, Dobie Middle School, Harmony Science Academy, and the Gus Garcia Recreation Center. Neighborhood stakeholders like the existing mix of commercial, civic and multifamily land uses but support redevelopment of some of the commercial and multifamily properties to transform E. Rundberg Lane into a more aesthetically attractive commercial and mixed use area.

REC 41: Support a transition to attractive neighborhood serving, neighborhood scale commercial and mixed use projects (office, commercial and residential) along portions of both sides of E. Rundberg Lane. (RP: COA, HHWHCNP)

North Plaza/Park Plaza - #8

The desire of the community regarding this portion of the Planning Area is to maintain different levels of affordability by having a variety of residential housing types and in some instances, mixed use projects. The community discourages the expansion of auto-oriented uses, including but not limited to: auto sales, auto repair, gas stations, auto washing, and auto storage being located on either of these two streets.

REC 42: Support the variety of residential land uses along North Plaza and Park Plaza, including condominiums, and multi-family apartments, which are safe, attractive and well maintained. (RP: COA, HHWHCNP)

REC 43: Support neighborhood-scaled mixed use projects, which provide a variety of aesthetically attractive commercial, office and residential land uses. (RP: COA, HHWHCNP)

Industrial Park located around Connor Lane and Rutherford Lane - #9

The HHNP is home to a large industrial park, located on the west side of Cameron Road, which extends north almost to E. Rundberg Lane, and south to US HWY 183/E. Anderson Lane. Its location next to two major freeways, including I-35, make it an ideal location for job growth in the future.

There are a variety of uses located in this industrial district, including office complexes, research and development facilities, regional sales offices, light manufacturing facilities (such as Siemens), and several warehouse and distribution centers. This portion of the Planning Area is designated as 'Industrial' on the Future Land Use Map and makes up 15% of the land area in the HHNP. Another 16% of the HHNP is classified as 'undeveloped' land, with most this land being located within the boundaries of the HHNP industrial district. This industrial district presents a great opportunity for the creation of highly desirable well-paying high tech jobs. The community wants developers locating in this area to be sensitive to the nearby residential neighborhood located to the west of the industrial district. The community supports development in the industrial district, especially office parks, which mitigate the impact of traffic, noise, light, odor, and limits after hour operations (including truck deliveries/pick ups/dumpster pick ups), where the industrial park abuts the residential neighborhood. The desire of the community is to preserve existing single family neighborhoods, while supporting an aesthetically attractive, job creating industrial district that will contribute to the economic well-being of this area.

REC 44: Support the continued development of office park land uses within that portion of the industrial park that abuts the single family subdivision to the west, paying special consideration to locate loading bays, dumpster areas, and lighting away from the adjacent residences. (RP: COA, HHWHCNP)

REC 45: Support the installation of well-maintained vegetative buffer between industrial uses and residential properties. (RP: COA, HHWHCNP)

REC 46: Support more office park uses and light industrial uses that do not promote traffic, noise, odor and after hour operations. (RP: COA, HHWHCNP)

Norwood Shopping Center/Wal-Mart - #10

A number of neighborhood stakeholders expressed a desire for a greater mixture of uses at this large shopping center; uses which are more neighborhood serving, neighborhood scale, and a move away from 'big box' developments, which often do not stay long in an area before closing down or moving. The community supports the redevelopment of the Norwood Shopping Center and adjacent commercial properties to an urban village, which has a mix of uses, including residences and commercial uses.

REC 47: Support the creation of a vibrant, neighborhood urban center where Norwood Shopping Center/Wal-Mart currently exist (see Infill Options Map) that is pedestrian-oriented, neighborhood friendly, neighborhood-scaled and serves neighborhood needs. (RP: COA, HHWHCNP)

REC 48: Coordinate with property owners to encourage aesthetic improvements at the Norwood Shopping Center (e.g., additional policing of trash, additional trash cans, landscaping, and pedestrian improvements, etc.). (RP: COA, HHWHCNP)

REC 49: Improve communication between area residents and the Norwood Shopping Center property managers by inviting them to neighborhood association meetings and other neighborhood events. (RP: COA, HHWHCNP)

Infill Options Summary

In April 2000, City Council approved 'Special Use Infill Options' for Neighborhood Plan Combining Districts. These infill options are designed to: (1) permit a greater diversity of housing types within a Planning Area; (2) allow for redevelopment within existing neighborhoods; and (3) 'fill in' vacant or underutilized parcels of land within neighborhood Planning Areas (see maps, below: *Special Use Infill Tracts* and *E. Rundberg Lane Subdistrict*). In February 2010, HHWHCNP stakeholders held two meetings on infill options and using the information gathered made recommendations (Table 11). The intention of the community regarding these recommendations is to support different levels of affordability, while preserving and enhancing existing single family neighborhoods.

Table 11. Summary of Infill Options, Adopted and not Adopted, for the HHWHCNP

Infill Option	Description	Recommendation	Comments
Small Lot Amnesty	Permits construction on existing legally created lots that do not meet current minimum lot standards. The lot must have a minimum of 2,500 sq. ft and a minimum width of 25 ft.	Adoption for both the Heritage Hills and Windsor Hills Planning Areas.	Most of the small lots that would fall under small lot amnesty are located north of E. Rundberg Lane, in Windsor Hills.
Cottage Lot	Reduces the minimum lot size to 2,500 sq. ft.	Adopt as a subdistrict in Windsor Hills (E. Rundberg Lane Subdistrict, see below)	Community wants this infill option to promote homeownership in the area around Dobie Middle School, which has many rental duplexes
Urban Home	Reduces the minimum lot size to 3,500 sq. ft.	Adopt as a subdistrict in Windsor Hills (E. Rundberg Lane Subdistrict, see below)	Community wants this infill option to promote homeownership around Dobie Middle School
Secondary Apartment	Permits an accessory unit of 850 sq. ft. or less on a lot 5,750 sq. ft. or greater	Do not adopt	Community concerned about the lack of available off-street parking, along with issue of compatibility w/ ranch style housing.
Corner Store	Permits a small retail use on a property within residential zoning	Do not adopt	Community concerned about the increase of noise, traffic in community, along with compatibility issues.
Residential Infill	Permits a diversity of housing types on lots between 1 to 40 acres	Adopt on various lots specified on map (see below)	Community supported using this option on various parcels to increase homeownership
Neighborhood Urban Center	Permits redevelopment of an existing commercial center or development of a vacant site into a mixed use, pedestrian oriented transit center	Adopt at and around the Norwood Shopping Center, specified on map (see below)	Community supported this option to make this area a mixed use center with residential housing
Neighborhood Mixed Use Building	Permits a mix of uses, including residential, within a single building on a site.	Do not adopt	Only two properties are less than 1 acre in size in HHWHCNP

Design Tools Summary

As part of the neighborhood planning process, neighborhoods may choose to adopt Residential Design Tools to add additional design regulation to new structures or remodels of existing residences. Section 25-5-1602 of the City of Austin's Land Development Code has more detailed information about each of these design tools. Below Table 12 lists the design tools recommended for adoption in the HHWHCNP:

Table 12. Summary of Design Tools Adopted for the HHWHCNP

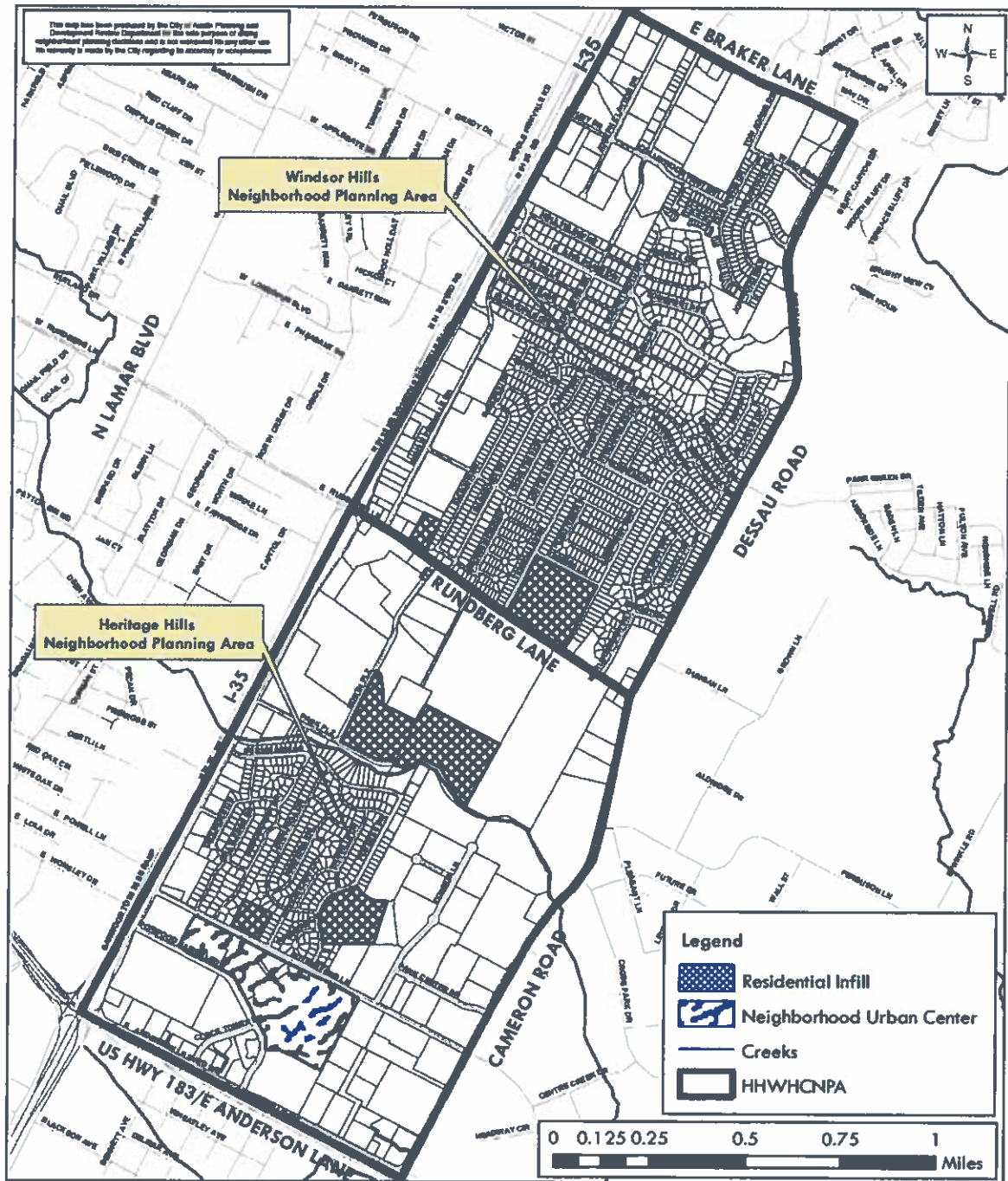
Design Tool	Description	Recommendation
Parking Placement for New Residential Construction	Limits impervious cover in the front yard to no more than 40 percent of the required front yard area	Adopt area-wide in the HHWHCNP
Garage Placement for New Single Family Construction	Requires attached or detached garages or carports to be located flush with or behind the front façade of the residence	Adopt area-wide in the HHWHCNP
Front Porch Setback	Allows front porches to extend to within 15' of the front property line	Adopt area-wide in the HHWHCNP

Affordable Housing Infill Option Tools Summary

As part of the neighborhood planning process, neighborhoods may choose to adopt Affordable Housing Infill Option Tools as either a district or subdistrict in a NP Planning Area (Table 13). Section 25-2-1407 of the City of Austin Land Development Code has more detailed information these Affordable Housing Infill Design Tools, which are intended to increase the amount of affordable housing in a Planning Area.

Table 13. Summary of Affordable Housing Infill Design Tools, Adopted and not Adopted, for the HHWHCNP

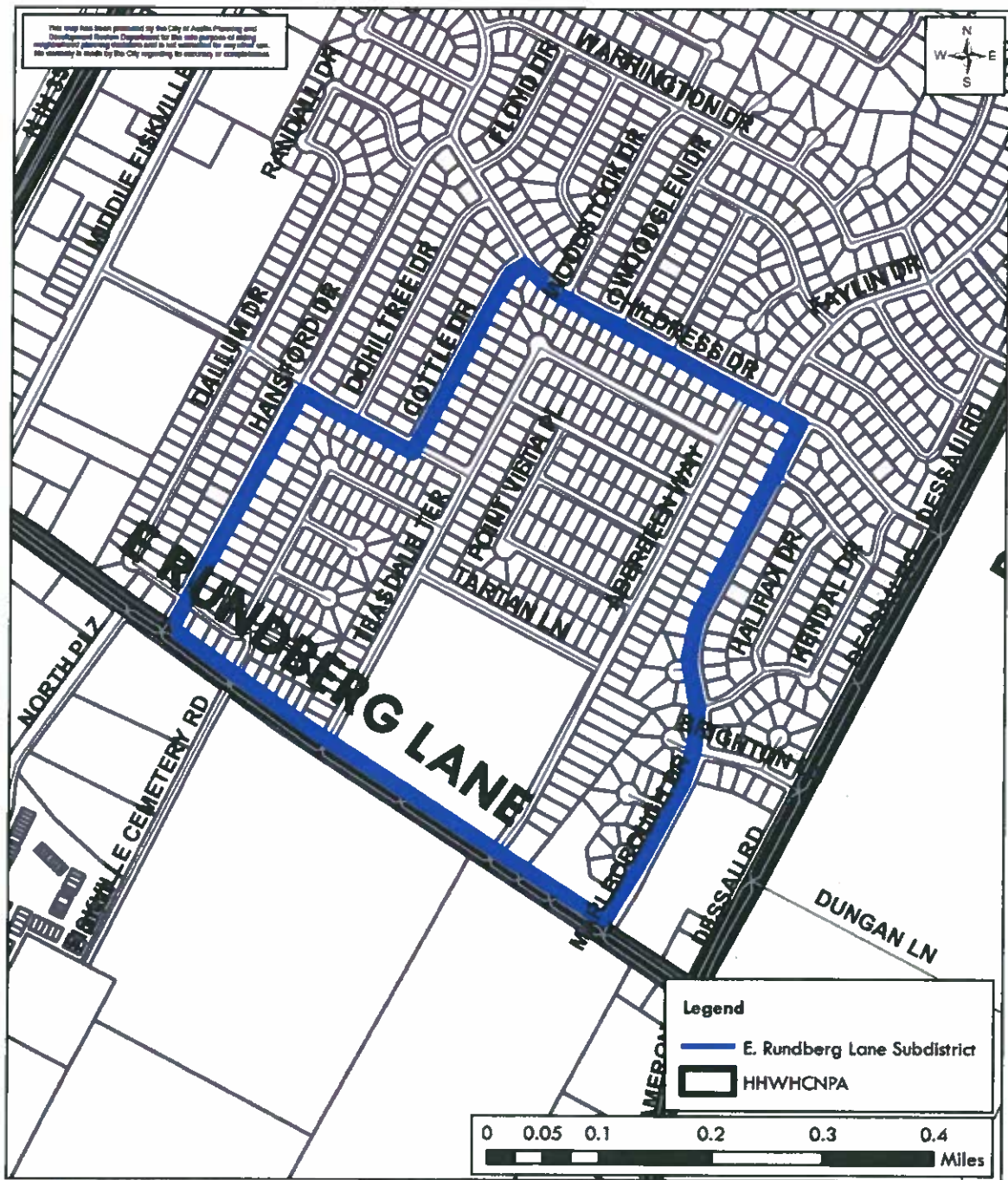
Affordable Housing Design Tool	Description	Recommendation
Single family residence standard lot (SF-2) district or single family residence (SF-3) district	Non-complying structures may be replaced with a new structure if it does not increase the existing degree of noncompliance with yard setbacks. Impervious surface may be increased to 50%.	Do not adopt
Duplex Residential Use	Reduce the minimum lot size to 5,750 sq. ft., increase the number of bedrooms <u>up to eight</u> , and increase the maximum impervious cover to 50% for a duplex use.	Do not adopt
Secondary Apartment Special	Increase the allowed gross floor area up to 850 sq ft and increase maximum impervious cover to 50% for a secondary apartment special use. Units must comply with the City's S.M.A.R.T. Housing Program for a period of at least 20 years at 60% MFI	Do not adapt



Heritage Hills/Windsor Hills Combined Neighborhood Planning Area

Special Use Infill Tracts

Created 11/5/10



**Heritage Hills/Windsor Hills Combined
Neighborhood Planning Area**
E. Rundberg Lane Subdistrict

Created 9/7/10

COMMUNITY LIFE

Community Life Goal: Promote a community of civically engaged residents and businesses who strive to achieve a safe, healthy, well-maintained and livable neighborhood.

Introduction

A community that is civically engaged can improve their quality of life in a number of ways by working together to reduce crime and code enforcement issues, and promote a healthier lifestyle. Even though public safety and health issues are usually singled out as top priorities to address, these issues are often the most difficult to achieve. It takes a persistent and long term effort by people working together to achieve a



HHWH Neighborhood Cleanup – April 2009

positive outcome to improve a community's quality of life. Most of the objectives and recommendations discussed in this chapter are the responsibility of the residents in the Heritage Hills/Windsor Hills Combined Neighborhood Planning Area (HHWHCNPA) and focus on improving public safety and promoting healthy living options.

Background

In May 2008, neighborhood stakeholders in the HHWHCNPA completed an initial neighborhood planning survey. In this survey, the mature tree canopy and quiet single family neighborhoods were identified as the most valued elements in their community. Conversely, 67% of the survey participants identified crime/public safety as their primary concern, closely followed by a tie between code enforcement and cut-through traffic.



HHWH Mid Process Open House Meeting

The Community Life Chapter is broken into four sections that present strategies to improve the quality of life in the HHWHCNPA:

- General Community Life Objectives and Recommendations
- Code Enforcement Objectives and Recommendations
- Crime and Public Safety Objectives and Recommendations
- Community Health Objectives and Recommendations

Community Life

Without people being civically engaged to improve the quality of life in their community, positive change is hard to implement. Civic engagement means ‘working to make a difference in the civic life of our communities and developing the combination of knowledge, skills, values and motivation to make that difference.’[†] Stated another way, civic engagement encourages individuals to collectively take action to identify issues of public concern and fix them. The following recommendations are a starting point to encourage more people to become actively involved in formulating positive change for the good of their community.

Objective C1: Build the HHWHCNPA's ability to improve community life by boosting civic pride, and community involvement.

REC 50: Create and promote a community task force to be responsible to organize and lead a variety of neighborhood based initiatives to deter crime and reduce code enforcement violations. (RP: HHWHCNPA)

REC 51: Organize more community events throughout the year (i.e. neighborhood cleanups, National Night Out, seasonal events, screen on the green, traveling theater performances, block parties, weed and seed program). (RP: HHWHCNPA)

REC 52: Establish a community presence on a variety of online social networking sites (such as Twitter, Facebook, MySpace, and yahoo groups) to promote greater civic involvement and neighborhood cooperation. (RP: HHWHCNPA)

REC 53: Install signage at neighborhood to define individual single family neighborhoods to bolster community pride. (RP: HHWHCNPA)

[†] From Civic Responsibility and Higher Education, Edited by Thomas Ehrlich, published by Oryx Press, 2000, p. vi.

Objective C2: Cultivate strong and productive relationships with the City of Austin's responsible departments (such as the Austin Police Department, the Code Compliance Department, and Health and Human Services) regarding Community Life issues.

REC 54: Identify key people, programs, and other relevant sources that are in place in City of Austin (COA) departments and programs to address crime and code enforcement issues. (RP: HHWHCNPA, COA)

REC 55: Communicate and collaborate with identified City of Austin contacts to build strong partnerships. (RP: HHWHCNPA, COA)

Code Enforcement

Code enforcement was identified as a major concern in the initial HHWHCNPA community survey and reinforced throughout the planning process. Litter filled streets and lots, along with dilapidated houses and buildings send out a message of neighborhood neglect. The following objectives and recommendations will help improve the appearance of houses and businesses that are unsightly or public health hazards. The following recommendations were developed by the community to show that it will not tolerate signs of neglect on residential or commercial properties.

Objective C3: Assist in improving the enforcement of existing ordinances related to code violations to encourage improved residential property maintenance and appearance.

REC 56: Utilize the City's 311 service to continually report and follow up any suspected code violations, including violations related to unsafe structures (RP: HHWHCNPA, COA)

REC 57: Encourage the City of Austin to create a new code ordinance that would require absentee landlords to register properties with the City of Austin (example: Fort Worth). (RP: HHWHCNPA, COA)



A potential code violation

REC 58: Design and send out a neighborhood code compliance form letter to building code violators to inform and give them a warning letter. *For an example of this type of letter, please see the North Austin Civic Association's form letter located in the appendices.* (RP: HHWHCNPA)

REC 59: Encourage the community to contact various local resources that support property maintenance. These resources include:

- City of Austin's Neighborhood Assistance Program
- Habitat for Humanity's Habitat ReStore
- Hands On Housing

REC 60: Encourage property owners who own the duplexes surrounding Dobie Middle School to improve the maintenance and appearance of those properties by contacting the Code Compliance Department. *Also see the form letter in the appendices regarding planning area code enforcement* (RP: HHWHCNPA, COA)

REC 61: Distribute bilingual code compliance educational materials and information via neighborhood newsletters, a community Facebook page, word of mouth, church newsletters, schools, and libraries. *Use the North Austin Coalition of Neighborhoods code pamphlet as an example.* (RP: HHWHCNPA, COA)



A potential code violation

REC 62: Organize a working group to highlight one code compliance issue each month in community newsletters. Coordinate with Code Compliance Officers and the Austin Police Department so they can concentrate on enforcing that issue during that month (e.g. front yard parking, illegal dumping, illegitimate home based businesses, occupancy standards). (RP: HHWHCNPA, COA)

REC 63: Create and distribute a pamphlet with specific code references and ordinance numbers, relevant to the code violations existing in the HHWHCNPA, including illegitimate home-based businesses. (RP: HHWHCNPA, COA)

REC 64: Encourage residents to take photographs of code violations during weekends that may be hard to detect, and relay these photographs and/or information to 311. (RP: HHWHCNPA)

Objective C4: Have the community take immediate action to address code compliance issues identified the following areas of concern:

- Middle Fiskville Road
- E. Rundberg Lane
- Blocks adjacent to Dobie Middle School



Trash in Little Walnut Creek (left) and Middle Fiskville Road (right)

REC 65: Organize monthly or quarterly clean-ups to address illegal dumping and littering on public property (rights-of-way, creeks, parks, roadsides). (RP: HHWHCNPA)

REC 66: Identify and engage elderly or disabled neighbors who are physically or financially unable to maintain their property and provide volunteer assistance in cleaning and maintaining their property. (RP: HHWHCNPA)

REC 67: Include in neighborhood newsletters, websites “help” numbers so people can access a variety of social service agencies, including non-profits (such as 211). (RP: HHWHCNPA)

REC 68: Identify organizations, such as Keep Austin Beautiful and volunteers that may be able to help with neighborhood clean ups (schools, youth groups). (RP: HHWHCNPA)

Crime and Public Safety

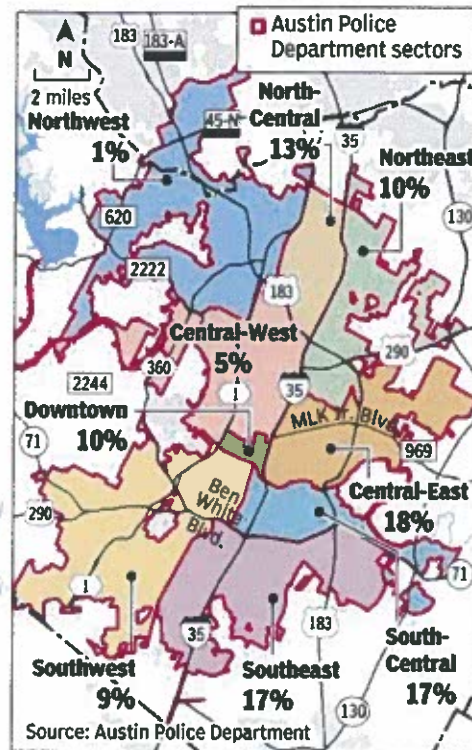
Neighborhood safety is an important indicator of a community's overall economic and social well-being, which is why neighborhood crime prevention efforts are essential. Safe neighborhoods promote feelings of well-being, civic pride, and improve the quality of life of a community. Criminal activity if left unchallenged by the community, contributes to not only to increased neglect and diminished security, but decreased property values. The maps on the next two pages show crime hot spots in the HHWHCNP from 2003 to 2008 (see maps below: *Major Crimes from 2003-2007* and *Major Crimes - 2008*), while the neighborhood map to the right shows that 10% of the crime committed in the part of Austin in 2009, which includes the HHWHCNP, was gang member related (labeled 'Northeast').

While there was a minor decrease in crime in the last 5 years in the HHWHCNP, neighborhood stakeholders repeatedly related to staff that they felt unsafe. Concerns included complaints on panhandlers, homeless camps, prostitution, drug dealing, sexually based offenses, car break-ins, burglary, vandalism, murder, and other crimes (see map, below: that make residents feel unsafe in their neighborhood and that crime is a priority issue that needs addressing.

The objectives and recommendations included in this section of the HHWHCNP Plan suggests that residents become greater active partners with the Austin Police Department to make their community a safer place to live and work.

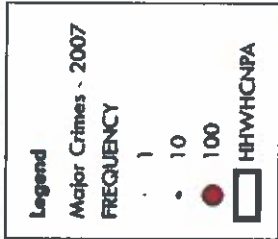
Gang related incidents by area

Percent of incidents that is gang-member-related



Robert Calzada AMERICAN-STATESMAN

Source: American-Statesman, March 27, 2009



Credited 9/7/10

Examples of Major Crimes - assault, robbery, burglary, theft, drug possession, prostitution, rape & murder

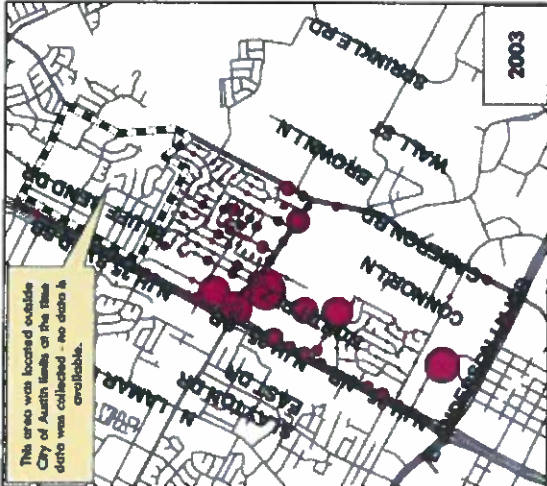
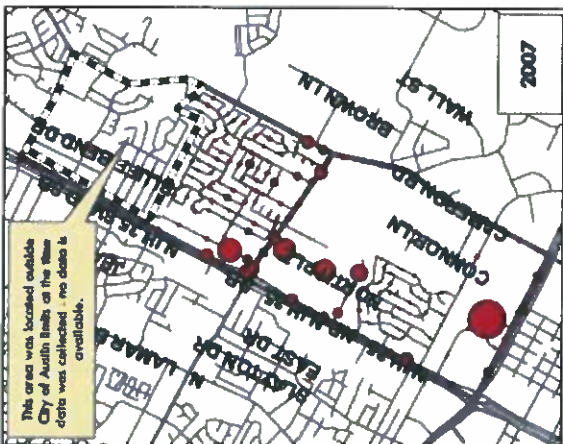
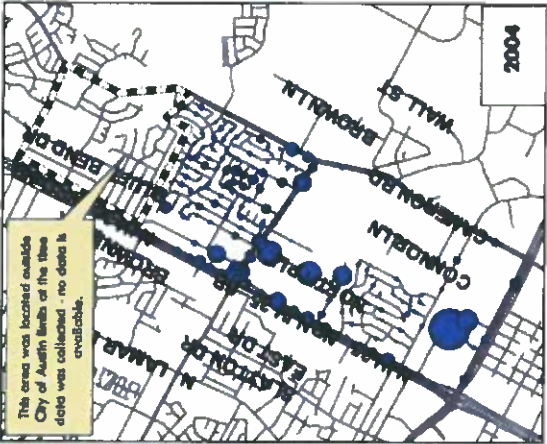


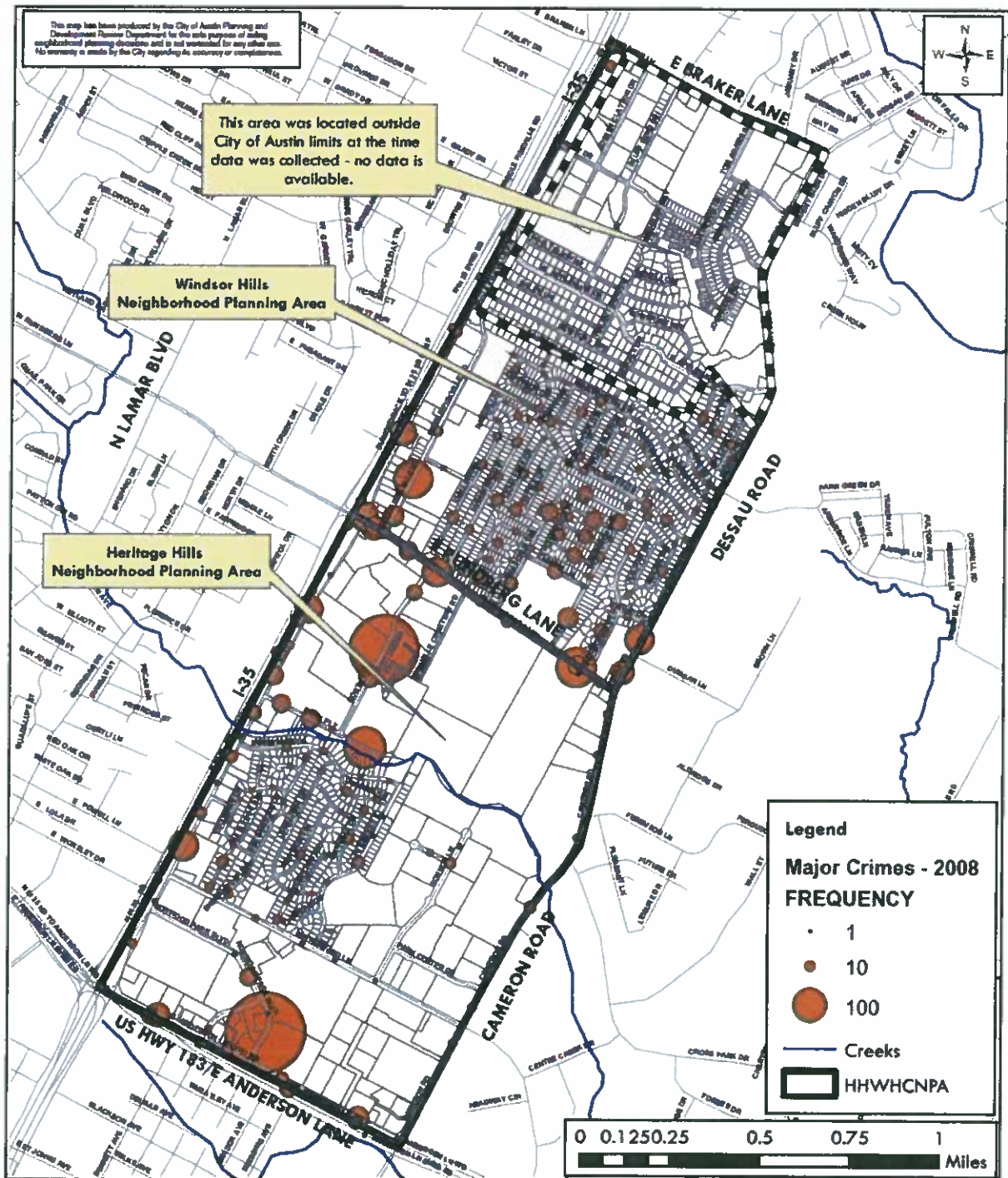
Heritage Hills/Windsor Hills Combined Neighborhood Planning Area

Austin Police Department Criminal Activity Hotspots
Major Crimes from 2003 - 2007



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Heritage Hills/Windsor Hills Combined Neighborhood Planning Area

Major Crimes - 2008

Created 9/7/10

Examples of Major Crimes - assault, robbery, burglary, theft, drug possession, prostitution, rape, and murder

Objective C5: Working with the Austin Police Department (including the NE District Representative), take immediate action to address criminal activity, especially in the following areas of concern.

- E. Rundberg/I-35 - (Drug dealing, prostitution, graffiti, panhandling, murder, rape, sexually based offenses, gang activity)
- Middle Fiskville - (Prostitution, car and home burglary, drug dealing)
- E. Rundberg Lane/North Plaza/apartment complexes - (Drug dealing, car and home burglary, drug dealing)
- Furness Drive (green belt/park at end of Furness near creek) - (Drug dealing, prostitution)
- Norwood Shopping Center/Wal-Mart - (theft; graffiti, burglaries, prostitution, drug dealers, sex offenders)

REC 69: Organize a neighborhood watch group to:

1. Patrol identified areas of concern to identify criminal activity and convey any critical information to the Austin Police Department. (RP: HHWHCNPA, COA)
2. Purchase and post Neighborhood Watch signs in areas of concern. (RP: HHWHCNPA)
3. Advocate for stay away orders. *A Stay Away Order is issued by a trial court prohibiting a person from meeting a person or loitering on private property.* (RP: HHWHCNPA, COA, Judicial System)
4. Promote awareness of the posting of 'No Trespassing' or purple ribbons. *Purple ribbons can be posted at intervals on fence posts or around trees and is another way to say 'No Trespassing.'* (RP: HHWHCNPA)



Police officers on duty



REC 70: Contact and join NACN (the North Austin Coalition of Neighborhoods) and other neighborhood organizations to identify and