

Services to the Community

Phoenix is the core of Maricopa County and the state's population and economic center. With its attractive climate, recreational opportunities, and affordable costs of living and doing business, the city has experienced sustained growth. The Phoenix area has been one of the most rapidly growing metropolitan regions in the country in recent decades in terms of population, employment and personal income growth. The city's area, just under 520 square miles, increases periodically with annexations.

Population has risen 20 percent since 2000 to 1.58 million, making Phoenix the nation's fifth-largest city. The city's employment base is the foundation of a deep and diverse metropolitan area economy. The primary employment sectors in the Phoenix metropolitan area consist of professional and business services, trade, government, education and health services, financial activities, leisure and hospitality, and construction. Historically, the unemployment rate in greater Phoenix has been well below that of the United States as a whole.

The city has recently experienced an unprecedented decline in revenues, primarily in sales tax, because of the downturn in the local and national economy. The downturn is not unique to Phoenix and most government entities in the country are seeing similar revenue declines. Program and service reductions of \$156 million in all General Fund departments are necessary to balance the 2008-09 and 2009-10 budgets and include the suspension of 923.5 positions. Several non-General Fund departments have also been hit particularly hard by the current economic downturn. In total, \$56.1 million in reductions including the suspension of

168.3 positions have been made in Aviation, Development Services, Convention Center, Public Transit and other smaller functions to offset the decline in revenues.

This budget limits public safety departments' spending growth to a combined \$6.7 million which recognizes their importance to the health and safety of our community. In order to prevent any impact to first responders and other critical public safety functions, public safety departments were reduced by 7.5 percent which is significantly less than all other departments.

Necessary cost increases are included for 2009-10 including employee compensation and benefits; police officers moving to the General Fund from expiring grants; estimated costs to open new facilities and a 2009-10 election.

Local and national economists are predicting that the broad economic recession will last until late 2009 or early 2010, meaning future reductions with more severe impacts to community services may become necessary. Furthermore, the current budget reductions do not reflect a decline in state-shared revenues. Any change in the formula that would decrease state-shared revenues would require deeper cuts to balance the budget.

In the non-General Fund areas of the budget, limited funding is available in Water and Wastewater funds to accommodate increased growth in water distribution systems and electrical maintenance services.

The chart that follows indicates how major services provided to Phoenix residents have been adjusted in response to local economic and financial conditions. Because benchmarking is an important

measure of the efficiency and effectiveness of services provided, we also have included multi-city comparisons of performance in several areas. Much of the data for these comparisons is taken from the 2007 International City/County Management Association's (ICMA) Center for Performance Measurement report.



**PUTTING PHOENIX
TO WORK**

PROGRAM SERVICE LEVEL IN 1998-99	SERVICE CHANGES THROUGH 2008-09	SERVICE CHANGES FOR 2009-10
PUBLIC SAFETY		
POLICE		
<p>Personnel Resources: In 1998-99, the Police Department had 2,616 sworn officers and 832 civilian employees.</p>	<p>The 2008-09 budget included \$13.7 million in budget reductions. The budget cuts reduced staffing within the department by one sworn and 72 civilian positions. The reduction also included cuts to contractual, capital and commodity line items.</p> <p>The budget also included the addition of one police sergeant that was be assigned to the Public Transit Safety Bureau. This position is funded by Public Transit. Funding was also provided to replace expiring grant funds for the Commercial Narcotics Interdiction Squad.</p> <p>Finally, the budget reflected the transfer of 10 civilian positions to the Family Advocacy Center to improve service to victims of crime and domestic violence.</p> <p>During 2008-09, 389 of the 575 Police Department positions planned to be added with Proposition 1 funding were hired.</p>	<p>The 2009-10 budget includes \$30.1 million in budget reductions. The reductions reflect the suspension of two sworn and 33 civilian positions. The budget also reflects the delayed hiring of 250 sworn police officer positions and 16 sworn supervisory positions to achieve salary savings. In addition, the following reductions were instituted: a reduction of flight hours for the Air Support Unit, reduced recruitment advertising and travel, and cuts in contractual and commodities line items.</p> <p>The 2009-10 budget includes the conversion of a temporary management services administrator to regular status and the continued hiring of Proposition 1 sworn and civilian positions to reach the goal of 575 new Police Department positions by June 2010.</p> <p>In 2009-10, the Police Department will have 3,642 sworn positions or 2.3 for every 1,000 residents, and 1,305 civilian employees.</p>
<p>Response Time Average: Response time for 1998-99 Priority 1 emergency calls was 4 minutes 48 seconds.</p>	<p>Because of increased service demand, budgeted response times for Priority 1 emergency calls have gradually increased to 5 minutes 18 seconds in 2008-09. During this same time period, the percentage of 911 calls answered within 10 seconds has remained consistent at 87 percent.</p> <p>Based on 2007 ICMA data, city of Phoenix actual response times compare favorably to those of the benchmark cities as noted below:</p> <p style="text-align: center;">Total Average Response Times to Top Priority Calls:</p> <p style="text-align: center;">Dallas – 9 min 6 sec Oklahoma City – 8 min 49 sec Austin – 8 min 9 sec Portland – 7 min 30 sec PHOENIX – 5 min 54 sec San Antonio – 5 min 11 sec</p>	<p>The 2009-10 budget provides for a continued 5 minutes 30 seconds average response time for Priority 1 calls.</p>



**PROGRAM SERVICE LEVEL
IN 1998-99**

**SERVICE CHANGES
THROUGH 2008-09**

**SERVICE CHANGES
FOR 2009-10**

PUBLIC SAFETY

FIRE

Response Time Average:

In 1998-99, the Fire Department maintained an average response time of 4 minutes 38 seconds for all fire and emergency medical calls.

Since 1998-99, response times have increased 13 percent to 5 minutes 13 seconds for all fire and emergency medical calls. This 35-second increase is primarily due to increased population growth and calls for service. The overall emergency call activity level increased 18 percent (since 1998-99) during this period.

The 2009-10 budget includes a \$19.2 million reduction. The budget cuts resulted in the suspension of 24.5 General-funded civilian positions, one assistant fire chief, one deputy chief and one firefighter. The budget also reflects the delayed hiring of 51 sworn positions to achieve salary savings.

The 2008-09 budget included \$7.3 million in budget reductions. The budget cuts reduced staffing within the department by two battalion chiefs responsible for managing alarm room staff and five civilian support positions. The reductions also included cuts to overtime, contractual, commodity and capital line items, and the delayed opening of fire stations 60 and 62.

Additionally, the department made significant budget reductions in fire and civilian overtime, and for contractual services and commodities.

The 2008-09 budget also reflected costs for 64 positions and related equipment funded by Proposition 1, a 0.2 percent sales tax increase that was approved by voters in 2007.

Based on 2007 ICMA data, city of Phoenix response times compare very favorably to those of other benchmark cities as noted below:

**Percentage of All Calls to Which
Response Time is Under 8 Minutes:**

- PHOENIX – 96 percent**
- Long Beach – 91 percent
- Oklahoma City – 87 percent
- Austin – 79 percent
- San Antonio – 78 percent





PROGRAM SERVICE LEVEL IN 1998-99	SERVICE CHANGES THROUGH 2008-09	SERVICE CHANGES FOR 2009-10
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PUBLIC SAFETY

FIRE

Emergency Transportation:

In 1998-99, the city of Phoenix had a total of 19 full-time and nine part-time ambulances in service.

The city initiated the Emergency Transportation System in 1985-86 with 10 full-time and six part-time ambulances. In 1987-88, the Emergency Transportation System was increased to 12 full-time and six part-time ambulances. The addition of four ambulances funded with revenue from Proposition 301 and the conversion of the department's last medic units to ambulances resulted in 19 full-time and nine part-time ambulances in service during 1997-98. The 2000-01 budget included funding to add a full-time ambulance at Station 38 in Ahwatukee Foothills. Two part-time ambulances were added in mid-2002-03 to improve response times in fast growing, outlying areas of the city.

The 2004-05 budget included funding for two additional full-time ambulances at stations located at 40th Street and Baseline Road and I-17 and Carefree Highway. These additions increased the Emergency Transportation System to 22 full-time and 11 part-time ambulances.

The 2005-06 budget included funding for three heavy rescues, funded with the revenue from new franchise agreements, to respond to emergency medical calls at incidents with mass casualties.

The 2006-07 budget included funding for four paramedic engines and one additional ambulance to be located at Station 57 (15th Avenue and Dobbins Road), Station 60 (19th Avenue and Dunlap Avenue); Station 61 (19th Street and Indian School Road); and Station 62 (99th Avenue and Lower Buckeye Road).

No changes were included in the 2008-09 budget.

The 2009-10 budget includes reductions in the total number of part-time rescues (2). In addition, the total hours worked each day for the remaining part-time rescues will be reduced from 15 hours per day to 12 hours per day.



**PROGRAM SERVICE LEVEL
IN 1998-99**

**SERVICE CHANGES
THROUGH 2008-09**

**SERVICE CHANGES
FOR 2009-10**

TRANSPORTATION

PUBLIC TRANSIT

Service Miles/Hours:

In 1998-99, 10,708,930 annual bus service miles were provided on weekdays and weekends in the city of Phoenix.

The 2008-09 budget funds the commencement of light rail operations (LRT) in December 2008. To ensure the proper coordination between bus and rail, the following changes in bus service were made when LRT service was implemented: eliminate the Red Line; eliminate Blue Line service on Central Avenue (Blue Line service north of Camelback Road will be renamed Route 39 (40th Street)); replace frequency of service on Central Avenue by increasing Route 0 (Central Avenue); extend Route 15 (15th Avenue) from the rail station at Montebello to Metrocenter along current Red Line routing; and divert Route 60 (Bethany Home Road) one-quarter mile to connect to the Montebello rail station.

Service before 5 a.m. and after 10 p.m. was suspended on weekdays, along with Sunday service hours implemented on Saturdays.

Annual 2008-09 bus miles are estimated at 19,755,962 and Dial-a-Ride service hours are estimated at 357,050.

Average Weekday Bus Ridership:

In 1998-99, the average weekday bus ridership was 118,000.

In the 2008-09 budget, average weekday ridership is estimated to be 161,000.

The 2009-10 budget will suspend the Phoenix portion of Route 156 serving Chandler Boulevard; reduce Neighborhood Circulator service for Deer Valley, Desert Ridge, Maryvale and ALEX to equally distribute mileage throughout the communities; and suspend the Seventh Street Limited route.

Annual 2009-10 bus miles are estimated at 18,760,708 and Dial-a-Ride service hours are estimated at 357,050.

In the 2009-10 budget, weekday ridership is estimated to rise to 163,400.





PROGRAM SERVICE LEVEL IN 1998-99	SERVICE CHANGES THROUGH 2008-09	SERVICE CHANGES FOR 2009-10
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TRANSPORTATION

STREET TRANSPORTATION

Major and Collector Street Sweeping and Maintenance:

In 1998-99, sweeping major and collector streets was scheduled for every 21 days.

The 2000-01 budget increased frequency of street sweeping service to every 14 days to improve air quality. The budget also added capital funding to improve maintenance, pave dirt alleys, and install additional sidewalks and curbs. In 2003 04, budget constraints reduced funding for making quick concrete repairs to infrastructure throughout the city. Funding for paving dirt alleys also was reduced as was funding for retrofitting sidewalk ramps. An asphalt crew responsible for repairing asphalt pavement on major, collector and local streets was eliminated.

Continued budget constraints in 2004-05 reduced funding for retrofitting sidewalk ramps and neighborhood concrete repairs.

Dust proofing of dirt alleys continued to see reduced funding in both 2004-05 and 2005-06.

The 2007-08 budget added funding to improve the general maintenance of streets.

No changes were included in the 2008-09 budget and street sweeping frequency will continue to be scheduled every 14 days.

The 2009-10 budget reduces funding for coordination of maintenance projects, suspends all heater panel crews responsible for repairing failed street cuts and would shift work to the asphalt crews, and suspends 25 percent of the downtown hand crews that pick up trash, sweep sidewalks, and hand sweep portions of the street that cannot be reached by the motor broom equipment. The downtown hand crews address all streets and sidewalks within the boundaries from Third Avenue to Seventh Street and Van Buren to Jefferson streets. In addition, the budget will suspend one of three equipment operator positions responsible for operating equipment used on large paving repairs, resulting in a 33 percent reduction in repairs. Reductions did not impact street sweeping which will continue to be scheduled every 14 days.

Residential Street Sweeping:

In 1998-99, the city of Phoenix provided street sweeping service four times a year.

In 1997-98, street sweeping frequency returned to four times a year from three to better coordinate with quarterly trash collection and improve the aesthetics of neighborhoods.

No changes were included in the 2008-09 budget.

No changes are included in the 2009-10 budget.



**PROGRAM SERVICE LEVEL
IN 1998-99**

**SERVICE CHANGES
THROUGH 2008-09**

**SERVICE CHANGES
FOR 2009-10**

TRANSPORTATION

STREET TRANSPORTATION

Sealcoat:

In 1998-99, the city of Phoenix provided 100 miles of sealcoat.

In 1997-98, sealcoat miles increased to approximately 100 miles annually.

In 2004-05, due to budget constraints and increased cost of materials, the number of sealcoat miles was reduced to 81 miles annually.

Increased material costs and continued budget reductions in fiscal year 2005-06 further reduced the number of annual miles to be sealcoated to 49.

In 2006-07, 35 miles of city streets were sealcoated. This decrease was due to continued increases in material costs.

In 2007-08, 37 miles of city streets were sealcoated.

In 2008-09, it is estimated that 33 miles of city streets will be sealcoated. The reduction is due to the elimination of the micro-seal program resulting from reduced Arizona Highway User Revenue funds.

Based on 2007 ICMA data, city of Phoenix paved road rehabilitation expenditures per capita compare favorably to those of other benchmark cities as noted below:

Paved Road Rehabilitation

Expenditures per Capita:

- San Antonio – \$36.73
- Oklahoma City – \$28.02
- Portland – \$26.19
- Austin – \$20.86
- Las Vegas – \$17.89
- PHOENIX – \$15.93**
- San Jose – \$4.42

The 2009-10 budget provides for 32 miles of city streets to be sealcoated annually.

Asphalt Overlay:

In 1998-99, 140 miles of overlay were performed.

Between fiscal years 1998-99 and 2003-04, an average of 131 miles of overlay was performed annually.

In 2004-05, 105 miles were overlaid. This decrease in miles was due to increased cost of materials and bad weather.

In 2005-06, 89 miles were overlaid and in 2006-07, 76 miles overlaid. These decreases were primarily due to continued increases in cost of materials.

In 2007-08, due to continued increases in cost, 62 miles of asphalt overlay were completed.

For 2008-09, due to continued cost increases and budget reductions impacting the installation of ADA sidewalk ramps, which also impact street overlay projects, 60 miles of asphalt overlay were estimated to be completed.

The 2009-10 budget provides for 74 miles of overlay. This increase is due to a diversion of \$1 million in Capital Improvement Project (CIP) funds from other CIP projects to the overlay and sidewalk ramp contracts. These additional funds will cover the increased material costs.





PROGRAM SERVICE LEVEL IN 1998-99	SERVICE CHANGES THROUGH 2008-09	SERVICE CHANGES FOR 2009-10
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COMMUNITY DEVELOPMENT

HOUSING

Scattered Sites Housing Program:
In 1998-99, the Housing Department had 470 units.

This homeownership program allows eligible tenants the opportunity to purchase their home. Between 1998-99 and 2007-08, the program's total inventory expanded to 480 units. The 2008-09 inventory of 433 units reflects the sale of 47 homes to eligible tenants over the past decade.

In 2009-10, the program is expected to sell 13 Scattered Sites homes, bringing the inventory down to 420 homes.

Affordable Housing Program:
In 1998-99, this program had 998 units for families and individuals.

By the end of 2008-09, the Affordable Housing Program was expanded to a total of 1,409 city-owned units for families and individuals with the addition of 10 units at the Columbus property and 18 units at the Reflections on Portland property.

For 2009-10, the program is expected to maintain its inventory of 1,409 affordable housing units for families and individuals.

Conventional Housing Program:
This program has been in effect since 1951-52. In 1998-99, there were 2,176 units.

The program's beginning inventory before the Matthew Henson HOPE VI project was initiated was 2,176 units. Due to the reconstruction activities funded by the HOPE VI grant, 280 units became unavailable at the Matthew Henson housing site. One additional unit was transferred to the St. Vincent de Paul organization. The conventional housing inventory at the end of 2004-05 was 1,895 units.

The McCarty on Monroe project is anticipated to be completed in 2009-10, adding back 34 units. The projected inventory of conventional housing units will be 2,047 at the end of 2009-10.

In 2005-06, the department demolished the remaining 78 Matthew Henson HOPE VI units and leased 99 units from Phase I for a gain of 21 units and a year-end total of 1,916 units.

In 2006-07, Phase II of the Matthew Henson HOPE VI project was completed, which added 100 senior housing units to the inventory. Also during this period, 14 original units at Matthew Henson were removed from the inventory and are being maintained for historical preservation. The total inventory at the end of 2006-07 was 2,002.

Phase III of the Matthew Henson HOPE VI project was completed during 2007-08, adding 68 units, bringing the total inventory of conventional housing units to 2,070. Finally in 2008-09, Phase IV of the Matthew Henson project added 43 units, bring the total inventory to 2,113.

In addition, a new HOPE VI (Krohn West) project was awarded in 2008-09, which involved the demolition of 76 units. The project is anticipated to add 83 new units in 2012-13. Also in 2008-09, the McCarty on Monroe project was initiated which demolished 24 existing units for reconstruction. The project is anticipated to be completed in 2009-10 and add 34 units. The removal of 76 units from the Krohn West HOPE VI project and the 24 units from McCarty on Monroe reduces the total conventional housing inventory to 2,013.



**PROGRAM SERVICE LEVEL
IN 1998-99**

**SERVICE CHANGES
THROUGH 2008-09**

**SERVICE CHANGES
FOR 2009-10**

COMMUNITY DEVELOPMENT

NEIGHBORHOOD SERVICES

**Neighborhood Preservation
Case Cycle Time (Days)**

With the implementation of neighborhood initiative areas in 1998-99, cases were resolved in an average of 101.5 days.

Over time, the scope and volume of caseloads increased, positions fluctuated, and technology improvements and quality control measures were implemented, resulting in the overall average case cycle time improving from 83 days in 2001-02 to 53 days in 2004-05.

With a 19 percent reduction in staff in the 2009-10 budget, case cycle times are projected to increase to 72 days.

Case cycle times increased to 61 days in 2005-06 due to reduced staff and abatement funding, but improved to 56 days in 2006-07 and was 51 days at the close of 2007-08, with the continued application of technology, training and quality control measures.

With March staff and budget reductions, 2008-09 case cycle times were projected to increase to 60 days.

Based on 2007 ICMA data, city of Phoenix code enforcement expenditures per capita compares favorably to those of other benchmark cities as noted below:

**Code Enforcement Expenditures
per Capita:**

Long Beach – \$7.54

Austin – \$6.42

PHOENIX – \$5.32

San Antonio – \$5.20

Portland – \$5.09

ECONOMIC DEVELOPMENT

**Employment Growth Rate
Compared to Other Cities**

Beginning with 2000-01, this is a new measure.

In 2008, Phoenix's employment growth rate was significantly lower than some of the other benchmark cities due to the declining housing market. Phoenix has one of the highest foreclosure rates in the country and is experiencing a significant downturn in the construction industry.

It is anticipated employment will continue to decline in 2009-10 although the decline will be at a more modest rate.

Employment Growth Rate:

Austin – 1.2%

Dallas – 1.3%

Ft. Worth-Arlington – 1.8%

San Antonio – 1.8%

San Jose – (1.3)%

PHOENIX – (4.5)%

San Diego – (1.4)%

Kansas City – (1.2)%

Los Angeles/Long Beach – (1.5)%





**PUTTING PHOENIX
TO WORK**

PROGRAM SERVICE LEVEL IN 1998-99	SERVICE CHANGES THROUGH 2008-09	SERVICE CHANGES FOR 2009-10
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COMMUNITY ENRICHMENT

HUMAN SERVICES

Head Start Program:

In 1998-99, the Human Services Department served 3,155 children.

The program was expected to serve 2,990 children during 2008-09.

The program is expected to serve 2,990 children in 2009-10.

School-Based/School-Linked Program:

In 1998-99, this program provided services at 25 school sites and served 9,000 youth.

The program ran for 8 months during 2008-09 serving 1,200 youth at 11 sites.

The program was suspended as part of the 2009-10 budget reductions. This change was effective in March 2009.

Senior Nutrition Program:

In 1998-99, the Human Services Department served 499,000 congregate and home-delivered meals.

For 2008-09, the program was expected to serve 660,000 congregate and home-delivered meals.

It is anticipated that the number of congregate and home-delivered meals will continue to increase to 670,000 in the 2009-10 budget.



**PROGRAM SERVICE LEVEL
IN 1998-99**

**SERVICE CHANGES
THROUGH 2008-09**

**SERVICE CHANGES
FOR 2009-10**

COMMUNITY ENRICHMENT

PARKS AND RECREATION

Swimming Pools:

In 1998-99, the city of Phoenix had 28 public swimming pools

In 1996-97, the Paradise Valley pool was added, resulting in 28 total swimming pools. In 2000 01, staffing was added to provide year-round operation for the Paradise Valley Diving Well. In 2003-04, Pecos Pool was opened, increasing the number of pools to 29.

In 2009-10, 21 of 29 pools will continue to provide open swim. Eight pools will be closed for infrastructure repairs.

No changes were included in the 2008-09 budget.

Swimming Pool Season:

In 1998-99, swimming pools were open for 12 weeks during the summer months.

In 1996-97, eight lifeguards were added to maintain health and safety standards. In 2003-04, budget considerations forced the city to reduce the swim season to 10 weeks. All pools closed in mid-August to coincide with the beginning of the school year.

The 2009-10 budget reduces the swimming season by eliminating open swim hours during the last week in July. The 2009-10 budget also reduces daily open swim hours, and closes all city pools on Friday. Pools will be open to the public from 1 to 7 p.m. instead of noon to 8 p.m.

The 2005-06 budget reduced the swim season by closing pools one week earlier, resulting in a nine-week season.

Changes included in the original 2007-08 budget added funding to increase the pool season at all 29 pools. These funds added weekend hours beginning in August and continuing through Labor Day.

The 2008-09 budget eliminated weekend pool hours in May and August except for the Memorial Day weekend.

**Children's Summer
Recreation Programs:**

In 1998-99, the city of Phoenix provided recreation programs at 121 schools for 24-30 hours of programming for 6-8 weeks during the summer months.

In 2007, the Parks and Recreation Department conducted a comprehensive evaluation of this programming. Changes were implemented including re-defining what constituted an after-school program versus an after-school site. Based on this new definition, the 2007-08 summer program had 32 sites and 50 program units (some sites have more than one program).

The 2009-10 budget reduced all but 16 summer PAC sites and increased fees to \$30 per week to fund an additional six sites for a total of 22 program sites.

No changes were included in the 2008-09 budget.

**School Recreation Program
During School Year:**

In 1998-99, funding was provided for 76 sites. Also at these four sites, Saturday programming was provided from 10 a.m. to 4 p.m.

In 1996-97, 11 new sites were added citywide for a total of 72 sites. In 1998-99, four new sites were added for a total of 76 sites. Also at these four sites, Saturday programming was provided from 10 a.m. to 4 p.m. In 1999-00, 25 new sites were added for a total of 101. The 2000-01 budget added 32 new sites, for a total of 133. The 2001-02 budget added another 33 sites, raising the total to 166.

The 2009-10 budget reduces the number of after school program sites to 42 (the department no longer uses program units in their definition of program sites). Fees increased from \$30 per year to \$30 per month. This fee increase will add 11 more program sites for a total of 53. These sites will be selected based on Council-approved criteria and school interest. Additionally, the program will consider adding full-cost recovery sites by charging an \$81 fee at locations where participants are willing to pay this fee.

In 2007-08, additional funding was provided to improve after-school programming.

In 2007, the Parks and Recreation Department conducted a comprehensive evaluation of this programming. Changes were implemented including re-defining what constituted an after-school program versus an after-school site. Based on this new definition, the 2007-08 school year had 83 sites and 166 program units (some sites have more than one program).

Budget reductions in 2008-09 reduced the number of after-school program units to 104, which included reducing the number of sites to 81.



**PUTTING PHOENIX
TO WORK**

PROGRAM SERVICE LEVEL IN 1998-99	SERVICE CHANGES THROUGH 2008-09	SERVICE CHANGES FOR 2009-10
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COMMUNITY ENRICHMENT

LIBRARY

Central Library:

The new Burton Barr Central Library opened in May 1995. In 1998-99, the hours of operation per week were 70.

The 1998-99 budget added Thursday evening hours, increasing total weekly hours to 70. The 2000-01 budget extended service hours to 9 p.m. on school nights. As a result, the Central Library provided service 75 hours per week. In April 2003, Central Library hours were reduced to 66 hours per week as a result of citywide budget reductions.

The 2007-08 budget included opening the Central Library at 9 a.m. Monday through Saturday, increasing hours of service from 66 to 72 hours per week.

In 2008-09, the budget for books and other circulating materials for Central Library was reduced and the printed version of the calendar of events was eliminated.

The 2009-10 budget reduces hours at Central Library from 72 hours per week to 52 hours per week, effective March 2009. The new hours are as follows: 11 a.m. to 7 p.m. Monday, Wednesday and Friday; 9 a.m. to 5 p.m. Tuesday, Thursday and Saturday; 1 to 5 p.m. on Sunday.

The budget for books and other circulating materials for Central Library will be reduced, facilities maintenance projects will be delayed, and reduced programming for children, teens and adults will be available.

Branch Libraries:

In 1998-99, the city had 12 branch libraries. Five branches increased hours to 9 a.m. to 9 p.m. Monday through Thursday and 9 a.m. to 6 p.m. Fridays. This provided consistent hours at all branch libraries across the city.

Desert Sage Library opened in July 1997 for 70 service hours per week, increasing the number of branch libraries to 12 and the total hours of service to 751 during the school year. Beginning in 1998-99, five branches increased hours to 9 a.m. to 9 p.m. Monday through Thursday and 9 a.m. to 6 p.m. Fridays.

Beginning in 1999-00, seven branches that were only open on Sundays during the school year received funding to open on Sundays all year.

In 2000-01, all branch library hours were extended to 9 p.m. on school nights. As a result, every branch library was open 75 hours per week, increasing total branch library service hours to 900 per week.

In April 2003, as a result of budget reductions, branch library hours were reduced to 66 hours per week, decreasing total branch library service hours to 792 per week.

The new 15,000-square-foot Desert Broom Library serving the Desert View Village area opened in February 2005 for 66 hours per week, increasing total branch library service hours to 858 per week.

The new Palo Verde Library opened in January 2006. This 16,000-square-foot branch library replaced the existing 10,000-square-foot Palo Verde Library, which opened in 1966.

The new 25,000-square-foot Cesar Chavez Library, serving the western South Mountain Village, opened in January 2007 for 66 hours per week, increasing total branch library service hours to 924 per week.

The 2007-08 budget included opening all branch libraries at 9 a.m. Monday through Saturday, increasing total branch library service hours to 1,008 per week.

The renovation of Saguaro Library was completed during spring 2008, with a grand re-opening to the public on June 6, 2008.

Due to budget reductions in 2008-09, staffing was reorganized to create regional managers and reduce a supervisory layer at the branches; facilities maintenance projects were deferred; the opening of the new Agave library was delayed; the printed calendar of events was eliminated, and the budget for books and other circulating material was reduced by 18.9 percent.

The new Agave Library, located at 33rd Avenue and Pinnacle Peak Road, is expected to open in June 2009.

No changes to hours of service are included in the 2008-09 budget.

The new 12,300-square-foot replacement for Harmon Library is scheduled to open in April 2009.

Due to budget reductions, a number of changes will be implemented: staffing will be reorganized to reduce a supervisory layer at the branches, creating regional managers responsible for several branch libraries; facilities maintenance projects will be deferred; the opening of the new Agave Library, located at 33rd Avenue and Pinnacle Peak Road, will be delayed until July 2009. It had originally been scheduled to open in December 2008; the printed calendar of events will be eliminated; and the budget for books and other circulating materials for Central Library and the branches will be reduced by 18.9 percent.



PROGRAM SERVICE LEVEL IN 1998-99	SERVICE CHANGES THROUGH 2008-09	SERVICE CHANGES FOR 2009-10
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COMMUNITY ENRICHMENT

LIBRARY

Comparisons with Other Library Systems:

This is a new measure.

Based on 2007 ICMA data, the Phoenix library system compared very favorably to other benchmark cities as noted below:

This trend is expected to continue in 2009-10.

Cost per Item Circulated:

Long Beach – \$6.89

Austin – \$4.74

San Antonio – \$4.30

Dallas – \$3.01

PHOENIX – \$2.10

ENVIRONMENTAL SERVICES

WATER SERVICES

Water Bill Comparison for Single-Family Homes

Beginning with 2002-03, this is a new measure.

In a March 2009 survey, Phoenix's average monthly water bill compared favorably to the following benchmark cities:

It is anticipated Phoenix water rates will continue this trend during 2009-10.

San Jose – \$47.72

Kansas City – \$41.64

Austin – \$39.82

Dallas – \$39.21

Tucson – \$32.52

PHOENIX – \$31.38

Albuquerque – \$28.84

San Antonio – \$19.77

Wastewater Bill Comparison for Single-Family Homes

Beginning with 2002-03, this is a new measure.

In a March 2009 survey, Phoenix's average monthly wastewater bill compared favorably to the following benchmark cities:

It is anticipated Phoenix wastewater rates will continue this trend during 2009-10.

Austin – \$53.50

Dallas – \$31.74

Kansas City – \$28.42

San Jose – \$27.09

Tucson – \$23.18

PHOENIX – \$21.52

San Antonio – \$19.92

Albuquerque – \$14.99

