



City of Phoenix

Neighborhood Resource Guide



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Introduction



Introduction

About This Guide

The Phoenix Neighborhood Resource Guide was created to give you access to City Hall and make you an informed resident and neighbor. With more than 1,000 registered neighborhood associations and Block Watch groups in Phoenix, a strong sense of community is reflected in your commitment to improving and preserving the quality of life for all residents and future Phoenixians.

Albert Einstein once said, "The world is a dangerous place to live; not because of the people who are evil, but because of the people who don't do anything about it." We encourage you to get involved and have an impact on our community.

This Guide includes descriptions of city of Phoenix government, programs and services, including how to interact with us by phone, mail, e-mail or in person. The city offers numerous programs and services, many just waiting for you to discover. Review the categories and sections in the Table of Contents and you should have no problem "guiding" your way through! A list of phone resources for the city, county, state and other agencies are found at the back of the Guide.

Acknowledgments

The city of Phoenix and the Neighborhood Services Department acknowledges the following neighborhood leaders for their contributions and commitment in creating the first edition of this guide:

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Otis Jackson	Laurie Smith
Donna Neill	Helen Wilcox
Former Councilman Doug Lingner, District 7	

A Word About The Information In This Guide

Every possible effort was made to ensure that the information provided in this guide was correct and up to date. However, in an organization as dynamic as the city of Phoenix, people and programs change.

We encourage you to use this guide as one of several tools to obtain the information you need. Where possible throughout the guide, we have given you links to city of Phoenix websites to obtain information which may have changed since the creation of this guide.

Visit phoenix.gov for up-to-date information at any time!

About Phoenix

History

- As early as 700 AD, the Hohokam civilization occupied the land that would become Phoenix, creating roughly 135 miles (217 km) of irrigation canals
- In 1868, after a series of other names including “Stonewall” and “Salina,” Phoenix was named
- Phoenix was incorporated on Feb. 25, 1881
- In 1900, the population of Phoenix was 5,554
- The City Charter was adopted on Oct. 11, 1913

Growth

Today, the city covers approximately 518 square miles and has a population of over 1.5 million, ranking it fifth in the country.

Year	Square Miles	Population
1950	17.1	106,818
2003	512	1,393,381
2004	512	1,422,822
2006	515	1,512,986
2007	518	1,551,009

Since 1950, the residents of Phoenix have showed their faith in city government by approving bond issues totaling about \$3.5 billion for necessary improvements in urban facilities and services. The 1988 Phoenix bond election, which authorized the issuance of more than \$1 billion in bonds, was one of the largest general-purpose municipal bond elections in U.S. history.

Blessed with energetic and interested citizens willing to give of their time to solve tremendous problems of growth, Phoenix faces an era of quality development. As long as the people have vision, the past will be but a prologue of what is to come.

Phoenix Fun Facts:

Population - 5th largest city in the U.S.	1,551,009
Area in square miles	517
Average annual temperature	72.6F
Average annual precipitation in inches	7.66
Average number of sunshine days per year	325
Airports	3
Fire stations	57
Sworn police officers	3,114
Parks total acreage including mountain preserves	40,689
Parks cleaned and maintained	209
Municipal golf courses	8
Miles of bicycle pathways	278
Libraries	15
Library books	1.9 million
Municipal swimming pools	29
Municipal tennis courts	140
Bus fleet	492
Average daily bus riders	152,502
Miles of streets	4,945
Signalized intersections	1,000
Miles of water mains	6,800
Drinking water produced (billions of gallons per year)	107
Zoo More than 300 species More than 1,300 animals More than 150 endangered animals	1

City of Phoenix Honors and Awards

This is just a sampling of honors and awards bestowed on the city of Phoenix Government during 2008. For a comprehensive list, visit phoenix.gov/awards

Silver State Bank/ASBA/O'Neil Associates Arizona Economic Indicators

Monitor, Most Business Friendly City - (July 2008) Twenty-seven percent of the Arizona Small Business Association's 3,000 members polled in the June survey listed Phoenix as the most business friendly government entity in the state's metro areas.

Sister Cities International, Best Overall Sister City Program in U.S. - (July 2008) The Sister Cities International organization in Washington, D.C., awarded Phoenix its highest honor for cities with a population of 500,000 or more. This is the seventh time in the past 13 years that Phoenix has won this award.

U.S. Green Building Council, LEEDS Silver Certification - (June 2008) The Phoenix Convention Center's West Building received the certification for its use of the Leadership in Energy and Environmental Design (LEED) rating system.

29th Annual Telly Awards - (June 2008) The Water Services Department won numerous awards for its highly entertaining Empty Glasses public service video and the acclaimed PHX 11 WATERways series. The public service announcement, featuring actor Leslie Nielsen, was awarded a silver Telly, the organization's highest honor, for writing, and three bronze Tellys for use of humor, lighting and set design.

POLICOM Corporation, 2008 Economic Strength Rankings - (June 2008) POLICOM, an organization that specializes in studying the dynamics of local economies, recently ranked the Phoenix Metropolitan Area sixth out of 363 metropolitan areas in terms of economic strength. Last year, Phoenix was ranked seventh.

International Academy of the Visual Arts, Communicator Award - (May 2008) The Neighborhood Services Department (NSD) and PHX11 received the award for "Phoenix Working for You," a live, call-in show in March 2007 that featured interviews with NSD staff about department programs and services.

Standard & Poors (S&P) and Moody's Investors Service, AA- and Aa3 Bond Ratings - (May 2008) Airport Revenue Bonds, which are used to help fund major projects at Phoenix Sky Harbor International Airport, received the ratings from two of the world's most respected and widely used sources for credit ratings. The ratings are among the highest afforded to airports nationwide

National Association of Housing and Redevelopment Officials (NAHRO), Awards of Merit - (May 2008) The Neighborhood Services Department (NSD) is receiving national recognition for removing abandoned shopping carts in neighborhoods and providing home maintenance classes to homeowners receiving housing rehabilitation assistance.

Public Technology Institute, 2007-2008 Technology Solutions Awards - Significant Achievement - (May 2008) The Neighborhood Services Department (NSD) received the award for implementing the use of laptops, docking ports and wireless printers for its housing rehabilitation specialists to use in the field.

Public Technology Institute, 2007-2008 Technology Solutions Awards - Winner - (May 2008) The Aviation Department recently was recognized in the Technology and Information Technology category for its disaster recovery plan.

Public Technology Institute, 2007-2008 Technology Solutions Awards - (May 2008) The Public Technology Institute (PTI), a national, non-profit technology organization that promotes the use of technology to achieve excellence in local governance and management, recently recognized the city of Phoenix.

American Association of Museums, Publications Design Competition First Prize - (May 2008) Phoenix Sky Harbor International Airport's Museum program received the award for Supplementary Materials for postcards of featured art exhibits at the airport. This award recognizes the outstanding work of the talented and dedicated Airport Museum staff.

American Planning Association, National Planning Landmark Award - (April 2008) The Planning Department received the award for the Phoenix Mountain Preserve Plan. More than 30 years ago, the city of Phoenix set a national precedent when it protected 7,500 acres of open space in the Phoenix Mountains.

Phoenix College, Award of Excellence - (April 2008) The city's Language Education and Diversity Sensitivity (LEADS) cultural awareness and language program received an award of excellence from Phoenix College. Instructors for the program have taught classes on 15 different cultures to more than 1,300 people in the past 7 years.

National Association for the Advancement of Colored People (NAACP), Roy Wilkins Award - (April 2008) Assistant Police Chief Kevin Robinson received this highest honor from the Maricopa County branch of the NAACP for outstanding community service. Chief Robinson has served with Phoenix Police Department for 27 years.

City of Phoenix Public Works Department, Electrical Apprentice of the Year - (April 2008) Aviation electrician Erica Thomas received the honor following 8,000 hours of training and classroom instruction. Erica works in the Facilities and Service division and joined the Aviation Department from the Public Works Department.

Phoenix College, Black Student Union Living Legend Award - (April 2008) Fannie Jackson in Councilman Michael Johnson's office received the award in recognition of a lifetime of service to the community and local organizations.

Arizona State University, A. Wade Smith Community Award - (April 2008) Doris Marshall from the Human Services Department was honored with this year's award for her part in the advancement of race relations. Doris oversees the city's senior centers and has been helping the elderly community in many ways for more than a quarter century.

Arizona Department of Transportation-Aeronautics Division, Airport of the Year - (April 2008) Phoenix Goodyear Airport received the honor for its excellence in community relations, airport management, airport maintenance activities as well as innovative activities and programs implemented at the airport.

The Phoenix Business Journal, 2008 Forty-Under- 40 - (April 2008) The publication recognized four city employees for their community service efforts by featuring them in the 2008 Forty-Under-40 section of a recent edition. The employees are Alexandra Jones from Budget and Research, Ruben Gallego from District 7 Councilman Nowakowski's office, and Cynthia Weaver and Stephanie Ribodal from the Public Information Office.

Black Enterprise Magazine Online, Growing a Green Business - (April 2008) The city's Environmentally Preferable Purchasing (EPP) program was featured in a recent article as an example of how government is getting green.

Federal Aviation Administration (FAA), Perfect Safety Inspection - (March 2008) The FAA announced that Phoenix Sky Harbor International Airport had completed its third straight year of receiving a perfect safety inspection, citing its clean and well-maintained airfield, with zero runway incursions in the past year.

USA Today, "10 Great Places to Find a Nook and Read a Book" - (March 2008) Burton Barr Central Library was featured in a March 6, 2008, listing of the ten greatest places to curl up and read. The list was compiled by Nancy Pearl, author of "Book Lust."

Valley Forward Association, "A" Grade in Annual Environmental Report Card - (March 2008) Phoenix received straight A's in the report that rated local government agencies' response to growth in their region. The report card is an analysis of how individual communities address issues that impact the quality of life for residents today and tomorrow.

Just Moved to Phoenix?

Water/Sewer (Turn-on/off service)

To start water service, call 602-262-6251. Homeowners must provide their name, mailing address, daytime phone number, title company and escrow number.

Renters need to provide their name, address and phone number, and the name, address and phone number of the property owner.

To turn your water service off and arrange for final billing, call 602-262-6251 at least one day before you want service discontinued.

Garbage/Trash602-262-7251, pwserve@phoenix.gov

Electric Service

APS 602-371-7171, or 1-800-253-9405

SRP.....602-236-8888

Natural Gas Service

Southwest Gas602-861-1999

..... 1-800-873-2440

To report a gas odor or damage to natural gas facilities:

Day or night (emergencies only).....602-271-GASS (4277)

..... 1-800-528-4277

Local Telephone Service

Cox Communication623-594-1000/ cox.com

Qwest..... 1-800-244-1111/ qwest.com

U.S. Postal Service

Phoenix Main Post Office..... 1-800-275-8777/ usps.gov

4949 E. Van Buren St., Phoenix, AZ

Public Schools (*see Education & Youth*)

Driver's License/Vehicle Registration/License Plates.....602-255-0072

Mandatory Annual Vehicle Emissions Testing.....602-470-4646

Call to find the nearest test site location in the metropolitan area.

Environmental Quality, Arizona Department of.....602-771-2203

Voter Registration, Maricopa County.....602-506-1511

Pet Licenses/Lost or Found Pets

Maricopa County Animal Care & Control Services.....602-506-7387

2630 W. Eighth St.

Mesa, AZ 85201

2323 S. 35th Ave.....602-506-7387

Phoenix, AZ 85009

Phoenix Chamber of Commerce (voice mail).....602-254-5521

