A Publication for the Residents of Phoenix

July / August 2012

notes

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Seamless Service Directory & Information

This guide should assist you in getting answers to your questions and action on requests for city services. Keep it by your telephone for year-round use or visit phoenix.gov for detailed city information.

All numbers are in 602 area code unless indicated

Abandoned Vehicles
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Airport (Sky Harbor International)
24-hour Switchboard 273-3300
Noise Information 683-2669
Paging 273-3455
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Alley
Repair or Grading, Hazards, Permit for Dust Proofing 262-6441
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Animals
Barking Dogs 262-6466
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Dog Licenses (Maricopa County).....506-7387
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Route & Schedule Information 253-5000
Taxi Vouchers (senior cab/kidney dialysis/work trips for persons with disabilities).....801-1163
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If problems aren't resolved by cable companies 495-0102
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City Council.....262-7029
Mayor Greg Stanton 262-7111
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District 2 Jim Waring.....262-7445
District 3 Bill Gates.....262-7441
District 4 Tom Simplot.....262-7447
District 5 Daniel Valenzuela.....262-7446
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Conservation (water).....256-3370
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General Information..... 262-7811
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To Report Fires 9-1-1
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Agave–23550 N. 36th Ave.....262-4636
Century–
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Encanto (18 hole) 253-3963
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Papago 275-8428
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Information 262-6861
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Centralized Booking.....262-6134
Chief's Office 262-7626
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Program 495-6897
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G.R.E.A.T. Program.....495-0431
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Central City 495-5005
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Mountain View.....495-5007
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Professional Standards Bureau (complaints, commendations).....262-4580
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Reporting Crime to Police
Emergencies 9-1-1
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Reserves Program.....534-9000
Silent Witness 480-948-6377
or.....1-800-343-TIPS
Speeding and Recurring Traffic Issues.....534-SPEED (7733)
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South 495-5003
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Arizona Herpetological Society 480-894-1625
Social Assistance
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Special Assessment Payments 262-6876
State of Arizona Government 542-4900
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Illegal Dumping.....256-3190
Information.....256-3190
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(24 hours) 262-6441
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Abandonment of Alleys 256-3487
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Street Hump Program 262-4659
Street Sweeping (including glass, accident debris) 262-6441
Visibility Blocked at Intersection.....262-4659
Symphony Hall Box Office ..262-7272
Taxes
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Tax & License Information Line 262-6785
Tenant (Renter) Information 262-7210
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Traffic Signals
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Installation, Damage Report 262-4659
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Trees Maintained by City Only
Trimming, Removal or Permit for Planting in Right of Way 262-6501
Utilities (Before you dig - Blue Stake) 263-1100
Vehicles
Abandoned, Public Property (streets/alleys) 262-6151
Inoperable, Private Property 262-7844
Village Planning Committees 262-6882
Volunteering
Blight Busters.....495-7014
Boards and Commissions 262-7111
Fire Cadets.....534-4488
Head Start Program 262-4040
Human Services 262-6899
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Municipal Volunteer Program ..261-8793
Parks/Recreation.....262-6862
Police Reserves Program.....534-9000
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Maricopa County 506-1511
Water
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Pressure or Quality 262-6251
Water Conservation 256-3370
Water in Streets/Irrigation Flooding 262-6251
Water Leaks, Broken Hydrants & Water Mains.....262-6251
Water Meters & Taps.....262-6551
Water Safety Hotline ...534-POOL (7665)
Weeds/Grass Over 6 Inches High.....262-7844
Women's Commission.....262-7716
Youth Programs
Library.....262-6625
Parks and Recreation After-School Programs 262-7370
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Variances and Use Permits 262-7131
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EMERGENCY NUMBERS
(24-hour service)

Police, Fire, Medical Emergency 9-1-1
Accident Cleanup 262-6441
Crime Stop (Police) 262-6151
Gas Leaks - Southwest Gas. . . . 271-4277
Police (Crime Stop) 262-6151
Police (General Information) . . . 262-7626
Poison Control 253-3334
or. 1-800-222-1222
Power Outages
APS 371-7171
SRP. 236-8811
Sewers (Sanitary) Clogged
Weekdays 6 a.m. - 4:30 p.m. 262-6691
Nights, weekends, holidays . 261-8000
Sewers (Storm) Clogged 262-6441
Traffic Signals, Malfunctioning . 262-6021
Water Leaks, Broken Hydrants & Water Mains Emergency. . . . 261-8000

Trash and Recycling Pickup on Labor Day

Since the city switched to same-day collection in July, there will be no change in collection day on Labor Day, Monday, Sept. 3. Residents with Monday collection may place their trash and recycling containers as usual.

Bulk Trash Pickup

Need to know the date of the next bulk trash pickup in your neighborhood? Visit phoenix.gov/publicworks, go to "garbage services" and click on the "bulk trash" link (left of the screen) then enter your address. Or, call 602-262-7251 for more information.

notes

Phoenix City Council

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District 7 602-262-7492
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Garbage/Trash Service 602-262-7251
Landfill/Disposal Information 602-262-7251
Recycling 602-262-7251
Water/Wastewater 602-262-6251

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For alternate format/reasonable accommodations, call 602-262-7176 or city TTY relay 602-534-5500.
Find Notes online at phoenix.gov/PIONEWS/notesidx.html

City of Phoenix

Council approves water and sewer rates

The City Council consistently has taken the necessary actions to meet the water and wastewater needs of a growing city, maintain the infrastructure for existing residents and meet or exceed all federal standards for safe drinking water. These actions have not only provided for a safe and reliable system but also resulted in a AAA bond rating from Standard and Poor's that provides the overall lowest cost to finance this infrastructure.

The City Council recently approved a water rate increase of 4.5 percent and wastewater rate decrease of 7.5 percent that results in a zero increase to the combined water and wastewater typical single-family average monthly bill, effective July 2012. The City Council voted in November to reduce the Jail Excise Tax by 50 percent. Beginning with this month's bill, customers will realize a 50 percent reduction on the line item that reads, "State Mandated Jail Costs."

Over the course of the year, the typical single-family customer using 136,000 gallons of water per year will see an average monthly increase in water charges of $1.63 and a decrease in the wastewater charges of $1.63.

Water

The monthly service charge, which is based on meter size, includes a basic amount of water and recovers the billing and meter maintenance costs, remains the same. The new water rate applies to the volume of water used beyond the amount included in the monthly service charge. Under the new schedule, for the months of December through March, the per-unit (748 gallons) rate goes to $2.86; for the months of April, May, October and November, the rate goes to $3.37; and for the months of June through September, the rate remains the same at $3.77. The environmental charge decreases to 38 cents per unit.

Wastewater

On average, customer bills for sewer service will decrease by 7.5 percent. Depending upon the actual amount of consumption, some customers may pay more or less than this average. The wastewater rates decrease is reflected in the sewer user, "other" and environmental charges that vary by customer class. The rates are applied to a portion of the average water consumption for the period of January, February and March. Customer classes include residential, commercial, public and industrial users. There is no change to the monthly service charge.

Reliable Water and Wastewater Services Remain a Value

Phoenix's combined water and wastewater typical single-family average monthly bill remains the third lowest as compared to 10 other Southwest cities and the sixth lowest as compared to 20 largest U.S. cities.

Monthly Operations and Maintenance Distribution of Sewer Charges

The sewer services bill includes a monthly service charge of $1, a sewer fee based on a portion of the average water consumption for the period of January, February and March and an environmental mandates – sewer fee.

The monthly service charge recovers the cost of billing and collections. The sewer fee recovers operation, maintenance and new facilities costs.

Percentage of total charges attributed to Operation and Maintenance (O & M) by major user type

User	% (O & M)
Residential	
Single Family Residence	34.25%
Multi-Family Residence	34.25%
Commercial	
Domestic Strength	33.37%
– With Dining	33.37%
Laundries/Commercial	34.79%
Mortuaries	37.48%
Restaurants & Bakeries	34.29%
– With Dining	35.09%
Public	
Federal Buildings	34.24%
– With Dining	33.76%
All Other Public Buildings	34.24%
– With Dining	33.76%

The percentage of the sewer environmental charge used for operation and maintenance of the system equals 41.51 percent. The remainder pays for new environmental facilities costs.

The sewer information is based on rates effective through March 2012.

Household Hazardous Waste Event

Sept. 13, 14, 15, 8 a.m. to noon, Cesar Chavez Park, 7858 S. 35th Ave. (enter from Baseline Road, west of 35th Avenue). Find out what is and isn't Household Hazardous Waste at phoenix.gov/publicworks or call 602-262-7251.