



ENERGIZE EIGHT DEPARTMENT UPDATES

See document at:
phoenix.gov/district8/energize8campaign

Community and Economic Development Department (CED)

South Mountain Community College Library Meeting

Concerns/Solutions

- Lack of dining and grocery options “food deserts” – request for more sit-down/fast casual dining to provide more opportunities for gathering and socializing.
- Seeking project updates on developments happening in District 8, such as Rio Montana, AZ Fresh, and looking for consistent job opportunities and affordable/attainable housing.

Solutions/Recommendation

- Promotion of dining and grocery options
 - Working with the Frys team and several other grocers regarding sites in the South Mountain area.
 - Create marketing packages for Baseline Road corridor sites to market dining and grocery options.
- AZ Fresh
 - The AZ Fresh Project held a ground-breaking in October 2022. Since that time the group has been working to finalize agreements with development partners to the project and has continued pre-development activities including design and environmental work. It is anticipated by the summer of 2024 that DDC (Deep Dynamic Compaction) activities will be taking place on the site, preparing the former landfill for the construction of roads, the park, and buildings.
- Job Opportunities
 - The attraction team is working on several large employment opportunities at the Cotton Center and south of the I-10 freeway at 32 and 40th Streets and the industrial submarket surrounding Sky Harbor International Airport. Recent locates in this area include Lololoft, BMC Fashion, Schott Mini-Fab, PennyMac, Reference Medicine, Caris Life Sciences, Lab Corps, ASML’s national training center, CAE, and Mercury Systems. The only qualifying sound stage in Arizona is located in this corridor and they have become very busy lately with the new State of Arizona film incentives.

Saguaro Library Meeting Concerns

- Request for focus on micro-businesses and start-ups

Solutions/Recommendations

- Continued and increased cooperation with Gateway Community College and CEI (Center for Entrepreneurial Innovation).
 - CEI has been very active in this area located near Van Buren and 40th Street. Since 2013 CEI has helped over 80 startups, and 872 jobs and generated \$177 million in sales revenue. CEI recently opened CEI LabForce at the Biomedical campus to develop new resources for entrepreneurs, workers, and businesses.

Laveen Education Center Meeting

Concerns

- Improvements for managing traffic as sometimes it doesn't keep up with development.
- Concerns about high-end jobs.
- Seeking accessible internet for the entire community.
- Need for new commercial construction including business suites, hotels (in the right locations), and nutritional restaurants.

Solutions/Recommendations

- Assistance with Public Infrastructure Improvements
 - Street improvements are primarily the responsibility of private development, Community and Economic Development has taken 6 development agreements that will help offset the high cost of public infrastructure on developers in the Laveen corridor through construction sales tax. As these projects come on board street improvements will be made that should offset traffic concerns.
- Attraction of high-wage employers
 - The City, GPEC, and State have all prioritized the Loop 202 Corridor as the premier site in Arizona for high-wage jobs. Several companies have short-listed this area, and many are close to making decisions.
- Accessible Internet
 - Through ARPA and the FCC, there is an outreach program to help eligible residents apply for free or low-cost internet service. If there is interest in collaborating on an event, this can be arranged through Gretchen Wolfe in CEDD.
<https://www.investinphoenix.com/living-here/phoenix-acp>
- New Commercial and Retail Development
 - The pandemic has taken a toll on new office development. That has not stopped the City from making steps to include this very needed and valuable asset class in future zoning, in the Laveen area and push for more office with private development at 59th and Elliot, Dobbins and 63rd Ave and Estrella, and 51st Ave. Kitchell's Laveen Park Place and Vestar's Laveen Towne Center are both underway and will provide amazing locations for hotels, restaurants, and retail along the freeway. Several other parcels north of Baseline, Dobbins, and Elliot all have designated restaurants and retail, and projects are planned and under construction.

Neighborhood Services Department (NSD)

South Mountain Community College Library Meeting

Concerns/Solutions

- *Provide more public information on the Gated Alley Program to avoid dumping* ○

The Neighborhood Services Department launched a comprehensive website

(phoenix.gov/gatedalley) with access to critical GAP documents and detailed instructions and videos on how to submit requests to gate alleys. The request form, petition, and videos are all in English and Spanish.

- A new and improved GAP flyer in English and Spanish with a QR code was approved at the beginning of November to hand out at meetings and events to educate the public on the Gated Alley process. This flyer will also be provided on phoenix.gov/gatedalley.
- Neighborhood Specialists are providing information to neighborhoods at neighborhood meetings and resource events, and the Gated Alley Program has been highlighted in the Neighborhood Services Department's monthly newsletter.
- Any residents interested in the program, or in providing more recommendations to make the program more accessible, are encouraged to email us at gatedalley@phoenix.gov.

• *Increase the use of the Broadway Heritage Neighborhood Resource Center*

- Staff is working with neighborhood associations that regularly meet at this facility to assist them in finding a nonprofit partner that can offer free ongoing community services at the NRC. The neighborhood associations identified a potential partner to offer youth workshops beginning next year, unfortunately, that partner recently fell through.

- *Clarification on who is responsible for maintaining easements, alleys, etc.*

- Any owner or responsible party in control of land abutting a sidewalk, alley easement or street shall maintain the area(s) free of litter/debris, vegetation more than six inches in height, abutting property line. Property owners are also required to maintain alleys from their property line to the centerline of the alley.
- NSD hosted a session at the first Neighborhood Synergy Conference on "Who Enforces What?" to help better explain what department enforces each of the different areas of property maintenance for which the City is responsible for enforcing. Staff is working on ideas for how to package this information for better access online at phoenix.gov/nsd.
- Any questions about maintenance responsibilities can be addressed through NSD at (602) 5344444, or blight@phoenix.gov.

- *Is there a list of all business alliances in District 8? Are there any updates on the new business alliance that was being formed along Thomas?*

There are three businesses alliances in District 8 see list below.

- 24 Sky Harbor Business Alliance
- Miracle Mile Business Association
- Roosevelt Row Merchant Association

In addition to the listed alliances, the following are alliances that are new/informal that are not an official Business Alliance.

The Tower Business Alliance, a newly formed business alliance along Thomas Road are meeting. The business owners and managers from AZ Ice, Walgreens, Walmart, and the Rudyville Neighborhood President have been meeting to organize fellow businesses in the area of 32nd Street and Thomas to create a business alliance. The group along with Neighborhood Services Department (NSD) staff has conducted three knock and talks to invite other local business members to the meetings. Staff from the Prosecutors Office, Police Department, and PHX CARES

have attended the meetings regularly. Recently, Home Depot has reached out to NSD staff and is interested in participating in future meetings to support the group. Council District 8 has been present at a past meeting to show support from the office.

The 51st Ave/ Baseline Business Alliance has been collaborating more formally on area improvements and safety issues since 2022. Representatives from local businesses include Fry's, Circle K, Walgreens, CVS, LA Fitness, Scooptacular and Robeks Juice. Members of the group along with Neighborhood Services Department (NSD) staff have conducted knock and talk efforts to invite other local business members to the meetings, organized private security, community resource fairs and clean-ups in the area to offset negative activity. Staff from the Prosecutors Office, Police Department, and PHX CARES have attended the meetings regularly. Council District 7 and 8 have expressed their support to the area businesses. Leadership for the group has turned over recently and is currently being coordinated by representation from Wells Fargo and a consultant that formerly managed the McDonald's in the area. The group has not officially listed as a Business Alliance with NSD's Neighborhood LINK.

Saguaro Library Meeting

Concerns

- *Barriers - Storefront improvement program*
 - Unfortunately, due to reduced grant funding we are not able to allocate funds to this activity this fiscal year. However, if businesses are interested in applying for future funds, we are willing to meet with them and discuss program requirements.
- *Provide more public information in terms of the other services that are not 911, more appropriate than police.*
 - Neighborhood Services Department (NSD) and the Police Department partnered to create the "See Something – Say Something" flyer see attachment.
- *Graffiti occurring on smaller spaces i.e. street signs*
 - NSD is working on developing a new campaign as part of the next Graffiti Free Awareness Month which takes place in February to focus on some of the new trends of graffiti tagging. This will include the shift to smaller surfaces that are sometimes less visible (behind signs, on electrical boxes, on the sidewalk, etc.).

Solutions/Recommendations

- *Public awareness issue, maybe through NSD, business alliances, phone numbers that can be provided or posted on their property from a business point of view.*
 - NSD works with other departments to send out important notifications about the community through Neighborhood Link, which can send an email blast to nearly 1,000 neighborhood leaders, including business alliance contacts.
 - NSD also sends its own monthly newsletter to 1,000+ Phoenix residents and subscribers with information on grants, events, and other opportunities available to the community. •
- *Improving the reporting process on myPHX311 specifically location services*
 - NSD is working with the Information Technology Services Department on improving the myPHX311 reporting tool. This will include upgrades to make the tool more seamless for future updates to allow for continual improvement.
 - Neighborhood Specialists include myPHX311 reporting information during neighborhood meetings and community meetings they attend.

- The NSD call center is presenting to the myPHX311 staff on what types of calls NSD receives and the department's intake process to provide a better understanding of NSD's call center's role in the organization.
- *Community engagement – if communities are banded together then it helps to get information out, for people who want to get involved*
- NSD launched the first annual Neighborhood Synergy Conference to better communicate information to neighborhood leaders, increase civic participation of residents, and provide a platform for neighborhood leaders to share ideas and collaborate.
- Staff encourage residents to connect with their neighborhood leaders or work with their neighbors to establish a neighborhood organization, to better coordinate on issues that are important to them. Neighborhood Services and other city staff can present at neighborhood meetings upon request. Residents can find their neighborhood organizations, neighborhood leaders, and Neighborhood Specialists at phoenix.gov/nsd.
- *Educate businesses about their responsibilities and collaboration importance.*
- The Neighborhood Services Department PHX C.A.R.E.S. team continues to educate businesses experiencing encampments and safety issues. This includes equipping businesses with information on how to properly deal with encampment concerns and connecting them to various resources including the use of Crime Prevention through Environmental Design (CPTED) principals, installing No Trespassing signage, signing an Authority to Arrest among other resources that can help prevent future encampments.
- Neighborhood Specialists are actively engaging with neighborhood businesses who have an interest in creating a business alliance to find solutions to concerns specific to local businesses in the area.
- **Information on the Gated Alley Program (GAP)**
- A new and improved GAP flyer in English and Spanish with a QR code was approved at the beginning of November to use at meetings and events to educate the public on the Gated Alley Program process.
- Currently working with the Communications Office to update the webpage about the GAP on phoenix.gov.

Laveen Education Center Meeting

Concerns

- *Understanding reporting graffiti and who is responsible and who is held accountable?* ○ Graffiti may be reported by three separate methods phoenix.gov/myPHX311; blight@phoenix.gov or calling 602-534-4444.
- Graffiti Busters will remove graffiti from public property and some private property locations with owner permission. The Neighborhood Services Department provides an online permission slip at phoenix.gov/graffiti.
- If no permission is available a Neighborhood Services Preservation enforcement case is opened, and the assigned area inspector will work with the responsible parties to bring the property into compliance. If compliance is not met, a civil citation may be issued.
- The Graffiti Buster team works 7 days a week to remove reported graffiti within two days.
- *Understanding HOA vs. private property- what is the City's purview vs. HOA purview?* ○ The Neighborhood Services Department is responsible for the enforcement of the neighborhood preservation ordinance (Chapter 39), zoning ordinance (Chapter 41), animal ordinance (Chapter 8),

and licensing ordinance (Chapter 10) on private property. Homeowner Associations are responsible for enforcing the neighborhood Covenants, Conditions, and Restrictions which govern how the community operates. Usually when homeowners first buy into the community, they are provided a copy of the documents. These documents dictate additional requirements and/or limitations on what homeowners can do with, or on, their property.

Solutions/Recommendations

- ***More consistent neighborhood clean-ups***
 - Neighborhood Specialists can offer more information/presentations on community cleanups and what they entail for the residents' consideration.
 - NSD will continue to work with the Public Works Department in finding ways to fund more rolloff bins for use during cleanups.
 - NSD's volunteer program has a goal to increase the number of registered volunteers to assist the community with cleanups.
 - NSD's Love Your Block grants program can support the cost associated with community cleanups and will ensure the neighborhood leaders are aware of the grant cycles.
- ***Consistent blight enforcement***
 - Working with the Planning and Development and Street Transportation Department to update City Code Enforcement Policy Chapter 31 to better support the neighborhoods e.g., issues in the Rights of Way, short-term rental, accessory dwelling units, and vacant property registry.
 - NSD is complaint-driven. Report blight, graffiti, and abandoned shopping carts by going to myPHX311 or emailing blight@phoenix.gov, or calling 602-534-4444.
 - Neighborhood Services staff will continue to conduct arterial street sweeps for common blight, and graffiti and make the necessary referrals to PHX CARES for encampments.
- ***More communications out to the neighborhood***
 - NSD will continue to work with Communications Office staff to ensure that pertinent and timely information is shared on all of the city's social media and communication channels.
 - NSD will continue to use its monthly newsletter as a resource of updated information for the residents and other subscribers.
 - NSD Specialist will continue to update residents and businesses on any information regarding to their neighborhoods at neighborhood meetings and events.
- ***Making sure people get a response/acknowledgment when submitting to myPHX311***
 - NSD is updating the myPHX311 email response templates to better respond to online myPHX311 requests for NSD-related submissions, including PHX CARES.
 - NSD staff will continue to assist those who may not have access to the internet or a computer to report any concerns via myPHX311.
- ***Coordinating more activities in the neighborhood***
 - The Neighborhood Specialists will continue to inform neighborhood leaders and residents of grant opportunities that could support fun and meaningful activities for the neighborhood, such as Movie in the Park, tree planting events, neighborhood Holiday market events, cleanup opportunities, etc.
 - NSD can also connect neighborhoods to other departments and external organizations who could be potential partners for neighborhoods to organize events.
 - Residents can find their neighborhood organizations, neighborhood leaders, and Neighborhood Specialists at phoenix.gov/nsd.

Office of Homeless Solutions (OHS)

South Mountain Community College Library Meeting

Concerns/Solutions

- Not enough shelter affordable housing shelter for seniors with fixed incomes.
- Bus stop benches being used by unsheltered individuals.
- More clarification on overcoming encampments on private properties.
- What do individuals with cars or RVs do?
- Abandoned property around encampments.
- Pet, partner, property – are 3 main reasons why people decline to receive shelter services.
- SRP Transformers – unsheltered congregation location.

Solutions/Recommendations

- There is a facility on the I-17 being developed for seniors.
- People can bring pets and personal property to the shelter and the city works to resolve these issues as instances arise.
- Police Dept. and OHS lead with services to deal with abandoned property around encampments.
- Provide a variety of sheltering opportunities that accommodate many different situations that might otherwise be an obstacle for a person to accept shelter and services.

Saguaro Library Meeting

Concerns

- Homeless and heat-related deaths:
 - Impacting neighborhoods that are causing safety concerns.
 - Some neighborhoods are experiencing more of an issue than others.
- Difficulties reaching out to a representative phone tree.
- Sometimes the problem moves from one area to another.
- Lack of accountability—unsheltered individuals are given lots of opportunities to refuse services, but there should be more accountability:
 - Misdemeanor crimes

Solutions/Recommendations

- Connect the unsheltered to services.
- Try to fill empty lots with affordable housing.

Laveen Education Center Meeting

Concerns

- Homelessness is not being dealt with proactively enough and needs a more holistic approach.
- One of the things we hear is the voice of property owners, one of the missing voices is people who are experiencing homelessness.

- Seeking more details regarding the connection between homelessness and substance issues.
- More affordable housing options.
- Addressing unsheltered fatalities during the heat.
- Encampments with families and pets at 7th Ave by the freeway.
- Look into the turnover rate at transitional housing contacts/providers.
- Encourage sensitivity about describing unsheltered vs. homeless.
- How do we humanize vs criminalize unsheltered people?

Solutions/Recommendations

- More centers and resources to help and assist people congregating on the corners.
- More accountability with city shelter contracts, especially the larger shelter providers and ensure shelters are following guidelines.
- Residents can rally/seek to find more funding sources and seek other ways to come to the table.
- Understand the metrics of the un-homed communities we are trying to serve, then you know how best to target, find a holistic approach, and measure results.
- Encourage residents to regularly attend community meetings.

Updates from OHS:

- Conducting proactive coordinated engagement efforts in areas where encampments are prevalent.
- Expanding Behavioral Health Engagement Teams (BET) to address criminal behavioral and substance use issues that are often conflated with homelessness.
- Community Bridges, Incorporated has a dedicated BET navigator in the Laveen area from Monday to Friday (8 am to 4 pm).
- Expanding Phoenix CARES program to address community concerns and reports of encampments; goal to reduce response time frames.
- OHS recently added six new Homeless Liaison positions, whose focus is encampments. These individuals can connect people with needed indoor shelter services, address property located at encampment sites, and work with community groups to address other homelessness-related concerns.
- OHS has added 482 new temporary transitional lodging units in 2023 to be able to offer indoor shelter options when engaging with people. This is important because before this shelter surge, there was no shelter availability for people and case workers did not have indoor locations to offer when working with people in encampments. There are 790 permanent beds in various stages of construction expected to begin opening in 2024.
- Interdepartmental coordination with the Parks, Police, and Neighborhood Services Departments to address known issues at Cesar Chavez, Perry, and Pierce Parks.
- OHS is funding Homelessness Prevention Services through our Community & Senior Services Division to prevent individuals from entering the homeless services system.

Parks and Recreation Department (PRD)

South Mountain Community College Library Meeting

Concerns

- *No access points near Western Service Canal and no pavement light*
 - Parks has reached out to SRP who owns and manages the property and there is no interest at this time from SRP to improve the area.
- *Esteban Park needs more shade/trees, and the bathrooms are closed.* ○ Esteban Park will be going through an upcoming infrastructure renovation. The restrooms are currently open for public use. As part of the infrastructure improvements in the park, the restrooms will be replaced and more trees/ramadas will be added to the park. The design plans are currently at 30% and we anticipate construction to begin at the park in late fall 2024. Construction is expected to last 8 months.
- *Manzanita Park – get youth involvement in planting flowers in flower beds.*
 - There are existing flower beds adjacent to regulation signs. Parks staff will be planting flowering shrubs in these areas in the spring. **UPDATE:** Unfortunately, this did not happen due to some major irrigation issues in the park this past spring. Staff did not want to plant the plants and have them die because of the water issues. Staff is currently targeting fall planting dates once the cooler temperatures occur. They will let the District know when they lock down the event dates.
- *High physical/mental health risk students need more outlets.* ○ The Parks and Recreation Department provides many outlets that focus on the well-being of teens/students. There are existing teen programs at various locations around the city and the BRAVE program out of South Phoenix Youth Center is centered on positive youth development.
- *More solutions, not excuses for flooding at Circle K/Highline Park*
 - In 2012, a joint project between Maricopa County Flood Control District, Phoenix Streets Flood Team, the Office of Arts and Culture, and the Parks and Recreation Department was completed to mitigate the flood issues happening due to water runoff from South Mountain. Since the completion of that project, there have been no issues of flooding caused by the park to our knowledge.

Solutions/Recommendations

- *Potential to partner with an entity that manages the canal – program should partner in South Mountain* ○ Please see the response above regarding the Western Canal.
- *Esteban Park is installing ADA restrooms which is why restrooms are currently unavailable.*
 - Please see the response above regarding Esteban Park.
- *Provide landscaping detail for overgrown grass.*
 - Due to an issue with the weed control, certain sites throughout the park system did not get preemergent weed control applied before the monsoon season. The result was a growth of unwanted grass in decomposed granite areas in the park. The contract issue is resolved, and we have since applied post-emergent to limit unwanted weed growth. In the spring of 2024, Parks will apply pre-emergent weed control to minimize unwanted grass/weed growth in decomposed granite areas. **Update:** South Division staff completed the cleanup of the park, but this will be an ongoing item. Staff applied pre-emergent down to minimize the new growth and has been able to manage any

other issue that comes up. They will continue to be vigilant at all parks when it comes to weed control and overgrown grass.

- *Students need more outlets. Students suggested starting their own snack shack - Arizona at Work as a public/private partner. Provide transportation for youth and teens to be able to do this.*
- The Parks and Recreation Department has various youth/teen-focused centers and teen-focused programs that offer a positive environment for all those who attend the sites. Some of the centers in the area and times are the following:
 - (Teen Center) South Phoenix Youth Center – 5245 S. 7th St. (M-F: 3-7 pm)
 - Daily teen programming
 - Phoenix BRAVE program
 - Educational tutorial classes
 - Field trips and cultural events
 - (Large Center) South Mountain Community Center – 212 E. Alta Vista Road (M-F: 9 am-9 pm, F: 9 am-6 pm, Sat: 9 am-5 pm)
 - Junior Suns program
 - Summer Program
 - Varieties of classes
 - Activities for youth
 - Community classes on activenet - https://anc.apm.activecommunities.com/phoenix/activity/search?onlineSiteId=0&days_of_week=0000000&activity_select_param=2&activity_category_ids=18&viewMode=list
 - (Small Center) Hermoso Park – 5550 S. 20th St. (M-F: 3-8 pm, Sat: 10 am-2 pm)
 - Daily youth programming
 - Field trips and cultural events
 - Summer Program
 - Variety of special events (backpack giveaways, jacket giveaways, etc.)

SAGUARO LIBRARY MEETING

Concerns

- *Do we have enough Park Rangers?*
 - Park Rangers play a critical role in helping with education and enforcement as it relates to the Parks Code of Conduct. With the support of Phoenix City Council, the department has been able to increase the number of Park Rangers who patrol urban parks to 42. Rangers work three different shifts to provide coverage 7-days a week/24-hours per day. In a typical shift, there are six urban Park Rangers and a Supervisor working to patrol 186 parks.
- **Preserve 218 W Sherman (Grant Park) building.**
 - This comment is in reference to the historic adobe Duppa structure. Parks is currently working with Historic Preservation (HP) to develop a design plan to preserve the facility. A structure assessment was recently completed, and Parks, HP, and Streets are working together to make improvements to stabilize and improve the structure.

- Grant Park pool is still closed, and kids need to know how to swim, not just in the splash pad.
 - Through the Bond Program, a large “super pool” will be constructed at Harmon Park which is located less than ½ mile away from Grant Park. Swim lessons will be provided at the new pool and the existing aged pool at Grant Park will be converted into a large splash pad area. The new amenity will still provide respite from the heat for the community. This splash pad was approved by the Bond Committee and City Council.
- There were conversations about transportation to other pools from Grant Park. Was transportation attempted and what was the outcome?
 - This summer, staff were at the sites twice a week and there were 30-35 participants that were transported in total to an open pool. The program has been very successful, and the community has appreciated the effort.

Solutions/Recommendations

- *Need to have 3rd shift of park rangers (in the works) – See above (first bullet in section).*
- *Would like a 24-hour park phone number to contact a ranger, to have a floating ranger, Park.*
 - There is currently no 24-hour phone line as there are not enough staff to support a process like the one requested. Rangers do respond to staff requests based on existing conditions in parks citywide. The department is looking into options for after-hours contact for rangers. **Update: We are currently finalizing the contract phase with this item with the Law Department. Services with a third-party call center will be available in approximately 60 days from 9/16/24.**
- *Activation Grant opportunities* ○ On November 16, the Parks and Recreation Board approved the allocation of \$330,000 to 56 neighborhoods and non-profits to help activate parks throughout the city, including funding for a variety of programs and events in several District 8 parks.
- *Need to make sure pools are open and kids learn to swim Fix fence at 28th St and Adams* ○ The Parks and Recreation Department is working hard to recruit the number of lifeguards and Pool Managers needed to open as many Phoenix pools as possible. The hole in the chain link Fence at Hilaria Rodriguez Park has been repaired on numerous occasions. Unfortunately, the fence continues to get vandalized requiring Parks staff to continue to make repairs repeatedly.
- *What are the long-term solutions that Parks can look into to curb vandalism?*
 - The Parks Department will continue to address when vandalism occurs. Also, Park Rangers continue to patrol this park as they do the other city parks.
- *Park –eliminate shade to deter congregation and look at fences.*
 - The Parks and Recreation Department, per the request of Phoenix PD, has temporarily removed the tables/benches under the ramada to eliminate negative congregation at the park. Parks is working with Phoenix PD, OHS, and NSD to resolve some issues in the neighborhood.

LAVEEN EDUCATION CENTER MEETING Concerns

- *Ensuring that youth have a safe space to use.*
 - Park’s maintenance and recreation staff work hard to keep our parks and centers safe for youth. The centers offer open play time for youth and

- *Concerns with lighting at Eastlake and Highline Park. Is there a timeline available for when these improvements will begin?*
 - New lighting was installed at Eastlake Park in 2013 and upcoming improvements at Highline Park include new LED lighting throughout the park. Highline Park is currently in design with improvements expected to begin in late fall of 2024. Often the public may see that lights are out which requires staff to make repairs. The public can report any lighting issues for parks in South Phoenix by contacting the South Division office at 602262-6111.
 - **Update: South Division staff has resolved any lighting issues at Eastlake Park. Currently, there is the plan to replace the lighting system at the park. At Highline, we just completed the construction plans for a new lighting system. The plans are in Planning and Development for review and permits.**

Solutions/Recommendations

- *Changing the image of the park and creating partnerships with local non-profits to be more family-oriented, using social media, and email blasts that help people know what's going on.*
 - The Parks and Recreation Department is open to developing partnerships with local businesses, non-profits, and local community groups. We currently have some established partnerships with all the groups listed previously. As a department, there is an active calendar that holds all the upcoming park events citywide.
- *Parks can be more proactive about reaching out to constituents by mailers.*
 - As there are community events or improvements in park facilities, Parks reaches out through emails, social media, banners in the park, etc. to include the community as much as possible.
- *Providing economic permits.*
 - There is currently no funding to help with permit costs for park events.
- *Parks has added park rangers 3rd shift from 8:30 pm- 7:00 am.*
 - Park Rangers' 3rd shift has been added to the Park's team.
- *Renovations are pending for Eastlake and Highline Park. – See above (second bullet in concerns section)*

Police Department (PD)

(South Mountain Precinct Feedback)

SMCC Library Meeting

- *Increase in illicit drug sales:*
 - Officers routinely patrol parks and areas known for illegal drug use as available time permits. Additionally, NET officers target known drug dealers in the precinct with the goal of reducing visible drug sales/ use. The Drug Enforcement Bureau completed a recent investigation within the South Mountain Precinct which resulted in a search warrant at a home, adult arrests for drug sales, and illegal drugs seized.

- *Homelessness:*
 - Our CAO team continues to work with the Office of Homeless Solutions to address homelessness in the precinct. Sgt. Theriault and I recently had a meeting with St. Vincent De Paul and other city departments to address the homeless after-hours near St. Vincent De Paul.
- *Liquor license:*
 - Liquor license enforcement is handled through the Drug Enforcement Bureau. Please provide some specific instances and/ or locations for follow-up.
- *Community Metrics:*
 - In the South Mountain Precinct there will be an increase in community involvement moving forward with attendance at meetings and/ or other instances. This is a step in the right direction to build transparency and dialogue and look for other spaces for the community to connect to officers (ride-along, coffee with a cop, etc.)
- **PD complaints:**
 - The Police Department has several layers for looking into and overseeing officer conduct. There is oversight conducted at the precinct level in terms of random review of BWC footage along with complaint phone numbers for PSB. Each community complaint is logged and assigned to a supervisor for follow-up and disposition. If the officer's conduct arises to discipline, then he/ she will be served the appropriate discipline.
- **Disenfranchised communities:**
 - Community involvement and support from the police department is necessary to connect to disenfranchised communities. Continued involvement in community events and dialogue regardless of location is a goal of the South Mountain Precinct moving forward.
- **Calls for service:**
 - Calls for service are low in this precinct but looking at November 2023 this precinct is not the lowest (over 8200 calls for service). There is a strong emphasis on community protection and crime prevention within the precinct and officers take pride in solving crime long-term, if possible, oftentimes partnering with investigative details to do so.

Saguaro Library Meeting

- **Drug/ prostitution:**
 - Officers routinely patrol parks and areas known for illegal drug use as available time permits. Additionally, NET officers target known drug dealers in the precinct to reduce visible drug sales/ use. The Drug Enforcement Bureau completed a recent investigation within the South Mountain Precinct which resulted in a search warrant at a home, adult arrests for drug sales, and illegal drugs seized. Prostitution is known nationally to occur along the 27th Avenue corridor from Indian School Road to Northern, if there are specific locations within our precinct, please provide those locations for follow-up.
- **Deter Crime:**

- Community vigilance is one of the best ways to deter crime. Be cognizant of what is going on in your neighborhood and if something looks suspicious call the police, often just an officer responding to calls for service in a neighborhood can be a deterrent to future crime. Increased lighting around your property can also be a deterrent. Officers in the precinct are generally answering calls for service most of their shift but when free there is an expectation, they will be conducting traffic enforcement as well as looking for criminal activity in known areas. Also, the department is down officers, so encouraging others to be a police officer would be a help, law enforcement is still a noble and necessary profession for society to thrive. [Laveen Education Center Meeting](#)
- **Illegal parking:**
 - Illegal parking is important, but there are only so many officers on the street at any given time and their priority is violent crime and crimes in progress. The city did recently hire several more police assistants who will be assigned to police precincts who will be able to address illegal parking and abandoned cars when officers are busy. The new PA's will be coming in service in the next few weeks.
- **Drug use:**
 - Officers routinely patrol parks and areas known for illegal drug use as available time permits. Additionally, NET officers target known drug dealers in the precinct to reduce visible drug sales/ use. The Drug Enforcement Bureau completed a recent investigation within the South Mountain Precinct which resulted in a search warrant at a home, adult arrests for drug sales, and illegal drugs seized. Enforcing crime is a partnered approach. The police play a huge role but so does the community, if you witness a crime please report it and be good witnesses. Also, understanding charging is the responsibility of the court system even though an officer arrests an individual the courts have the ultimate say in prosecution.
- **Someone other than the police:**
 - 911 operators have been trained to triage calls which could be best handled by other city departments. This not only frees up officers but also ensures the best possible service for the community.

(Maryvale-Estrella Precinct Feedback)

1. **Increase in Illicit Drug Sales and Use:**
 - Strengthen community policing efforts to build trust and gather intelligence on drug activities by encouraging citizens to report drug activity to the Drug Enforcement Bureau, Narcotics Hotline at (602) 426-1231. ○ Launch awareness briefings on fentanyl at Community Engagements to parents and the youth, through the CAO (Community Action Officer) Squad from the South Mountain precinct.
2. **Homelessness:**
 - Inform the community about the implementation of the CHOICE program by the Community Action Officer squad from the South Mountain precinct. CHOICE stands for Community Health and Outreach for Individuals with Coordinated Encouragement.

- Work with resources within the city, such as Phoenix Cares and the Office of Homeless Solutions.
 - Educate the public on reporting homeless encampments using the myPHX311 app.
3. Liquor License Enforcement:
- Introduce South Mountain Precinct's Liquor Enforcement Detective, Kenny Osborn, to provide quarterly statistical updates on liquor license activities.
 - Conduct periodic community meetings to discuss concerns related to liquor license establishments.
4. Community Metrics for Transparency:
- Request an update from Lt. Dallin Webb on statistical updates related to complaints against the PD.
 - Provide the link to the City of Phoenix Critical Incident Briefing on the Phoenix PD YouTube channel: <https://youtu.be/D86PxkHpX54?si=uKxXZfT3eW2d5qrO>.
5. Complaints Against the Police Department:
- Misconduct investigations are detailed in Operations Order 3.19.
 - Minor policy violations, classified as performance issues, are governed by Operations Order 3.18, detailing the discipline policy and review boards.
 - Bureau and precinct commanders are responsible for ensuring complaints involving minor policy violations are investigated within 30 days of the complaint.
 - Complaints against officers are taken seriously and investigated at the highest level by the Professional Standards Bureau (PSB).
6. Dealing with Disenfranchised Communities:
- Continue to leverage the Community Action Officer squad from the South Mountain precinct to engage with community groups of all races, religions, and cultures.
 - Community Action Sergeant: Carmina Theriault #8909, email: Carmina.Theriault@phoenix.gov.
 - Community Action Officers (C.A.O.):
 - 41 Area: Officer Devan Fischer, email: Devan.Fischer@phoenix.gov.
 - 42 Area: Officer Kyle Leonard, email: Kyle.Leonard@phoenix.gov.
 - 43 Area: Officer Kenny Osborn, email: Kenneth.Osbon@phoenix.gov.
7. Calls for Service in South Phoenix:
- Implement outreach campaigns to increase awareness about available services and promote community reporting.
 - Conduct a comprehensive report, validated by the Crime Analysis Research Unit (CARU), to analyze calls for service in the 41, 42, and 43 areas, aiming to understand the reasons behind lower call rates.

Public Works Department (PWD)

- No follow-up was needed from the PWD.

Public Transit Department (PTD)

South Mountain Community College Library Meeting

Timeline for South Central light rail project Light

Rail Division response:

- The opening date of the South-Central Extension/Downtown Hub light rail project has been revised to mid-2025, from late 2024, due to several factors, including material and workforce shortages, a large amount of unanticipated underground utility work and difficulties, and greater-than-expected archaeological challenges.
 - Overall high demand for construction materials and skilled workers, coupled with industry labor shortages and increased lead times for materials since the pandemic. Efforts are underway by Kiewit, Valley Metro's construction contractor, to address workforce shortages to ensure continued progress.
 - Underground utility work plays a significant role in the construction process for light rail projects. Our efforts have uncovered a significant number of unknown utilities, often in conflict with our work. We are working diligently to ensure substantial progress continues to be made to resolve such conflicts, including implementing process efficiencies that enable crews to actively resolve underground utility conflicts in the field, and re-sequencing construction activities as needed while working around impacted areas. Additionally, third-party utilities have dedicated additional resources to assist with the increased workload created by unanticipated utility conflicts. ○ Finally, the significant number of archaeological discoveries required additional preservation measures to ensure safe excavation. Close collaboration with archaeological experts is ongoing and processes are in place to ensure careful extraction and preservation of historical significance.
- Despite the delay, most of the roadway-related infrastructure improvements will be substantially complete by the end of 2024. At that point, much of the roadway construction will be concluded, with vehicle and pedestrian access in near-permanent condition. The community will then be able to experience a project that largely feels complete, with work mainly centered in the trackway. Work outside of the trackway will be minimal and may include final landscaping as well as final property restoration and repairs.
- The project team will continue to identify ways to mitigate impacts and advance construction to minimize delays. We appreciate the understanding and patience of the community and remain dedicated to delivering a light rail extension that enhances connectivity and improves the quality of life for the South and Downtown Phoenix communities. We are committed to keeping stakeholders informed about any further developments and progress regarding the light rail extension. Regular updates will continue to be provided through our official channels and community engagement efforts.

Business owners are concerned about property bought by the South-Central corridor.

Light Rail Division response:

- There have been no recent purchases of property by the project. Concern appears to be regarding property purchased by private entities, but if there is additional information about this concern, staff can assist with a more detailed response.

Saguaro Library Meeting

Why are Dial-a-Ride vehicles idling excessively at/near Grant Park?

PTD activity since Energize 8 meetings:

- Public Transit staff worked with the Dial-a-Ride contractor to educate their drivers on when and where it is appropriate to idle paratransit vehicles while in service and/or waiting for their next assigned pick-up.

How do we get more people to use transit?

PTD's response to how the department has been and will continue to, encourage the use of transit:

- Phoenix Transportation 2050 (T2050) is a 35-year plan that looks to improve the city's transit network, making it easy to use transit for residents and visitors alike. The plan has already allowed Phoenix to increase bus frequencies, extend bus and Dial-A-Ride service hours, and continue to expand the light rail network.
- Upcoming improvements to the fare collection system will make it easy for transit users to buy fare on a mobile device, as well as reloadable cards from local retailers.
- In early 2024, the region will introduce fare capping, which means local bus and light rail riders paying a full fare will not pay more than \$4 per day, \$20 per week or \$64 per calendar month. Express and RAPID riders will not pay more than \$6.50 per day or \$104 per calendar month. Fare capping allows riders to build up their accounts towards these capped amounts, versus today where such passes require being purchased in advance.
- During the development process of the T2050 plan, improved shade was a consistent request throughout the public engagement process. The city maintains more than 4,000 bus stops and a goal of the T2050 plan is to provide shade at all of them. Since 2016, the department has installed more than 550 new shade shelters at bus stops in Phoenix and will continue to install at least 80 a year until the goal is achieved.

Laveen Education Center Meeting

Concerns with not having enough shade at bus stops.

PTD's ongoing activity to increase shade at bus stops and minimize rider wait times:

- During the development process of the T2050 plan, improved shade was a consistent request throughout the public engagement process. The city maintains more than 4,000 bus stops and a goal of the T2050 plan is to provide shade at all of them. Since 2016, the department has installed more than 550 new shade shelters at bus stops in Phoenix and will continue to install at least 80 a year until the goal is achieved.
- Until the T2050 shade goal is reached, the Public Transit Department continues to improve bus frequency and improve other rider-focused amenities, such as the Valley Metro mobile app, which now has a real-time bus location feature that allows users to see where the next bus or light rail is currently located, which allows riders to better plan their trip and minimize the need to wait at a stop.

Update: As of June 2024, the department has installed 613 new bus shelters citywide as part of the T2050 Plan, with a focus on adding them (where feasible) on routes and intersections with the highest ridership.

To give you some numbers specific to District 8:

159 new shelters installed since January 2018,

3 new shelters installed in FY 23-24, and

5 new shelters planned for FY 24-25.

Concerns with removing bus stop seating to address issues would like transit to look at how this is punitive to riders.

PTD response:

- When the department receives concerns about loitering and non-transit activity at a bus stop, the first response is to focus on tactics that have proven to help in other areas, such as posting no loitering signs, ensuring frequent cleaning at the stop, and working with the Police Transit Unit on any recurring issues reported at the bus stop. If the issues continue, the department may decide to replace the bench at a stop with single-seat chairs.
- The only recent instance that bus benches in Laveen were removed was in 2022, after several city departments and City Council Offices (Districts 7 and 8) received repeated community concerns about loitering and non-transit activity taking place at the 51st Avenue and Baseline Road bus stops. The decision to remove the benches was made after consulting with Council Offices and ensuring that chairs would be installed as soon as they could be supplied by the manufacturer, who was experiencing a delay at the time due to supply shortages.

PTD activity since Energize 8 meetings:

- Bus stops at 51st and Baseline Road ○ Transit is working with the Law Department to create language for bus stop signage to address concerns the community has regarding illegal and non-transit activity.

Street Transportation Department (STD)

South Mountain Community College Meeting

Speed bumps are needed in certain areas:

- Speed humps are permitted on local streets where the speed limit is 25 mph. Residents must obtain support from at least 70 percent of residents in the affected area and must obtain support from 100 percent of the residents whose home is within 100 feet of the proposed speed hump. For more information about speed humps:
<https://www.phoenix.gov/streets/neighborhood-traffic-programs-services/speed-humpprogram>

Drainage problem at 24th-28th Streets Winston to Patricia

- Water backs up. Street Maintenance staff will review the area to improve the flow of water.

Drainage at 7th St Grant St to Buckeye Rd, no curbs as residents cannot park in front:

- Street maintenance staff will clean storm drains on the north side of Grant Street, west of 7th Street. Staff will remove vegetation that obstructs water flow and repair lifted curbs.

No streetlights at Dobbins and 7th Street:

- This location is built to Maricopa County standards. The location has been placed on the Capital Improvement Project list for evaluation for street lighting.

Trees needed at 16th Street between Broadway Rd and Baseline Rd:

- This location will be added to the list of potential Cool Corridor locations. **Update: This entire section is not on the list as a Cool Corridor as the majority of it is not in the Streets' landscape maintenance inventory. However, we can add these sections: east side from Roeser to Chipman, and east side from St. Catherin to Greenway Rd.**

Is there a timeline for completion or are projects place in a queue and taken in order?

- For 16th St and Broadway, the contractor is performing an assessment on the irrigation system. Depending on the results, it could take 6 to 8 months to get the trees installed.

Garfield neighborhood yellow arrow for people turning left after exiting the freeway at 7th Street southbound (Roosevelt).

- The intersection was evaluated on September 26, 2023, and determined that the location does not qualify for a left turn signal. Evaluations take into consideration vehicle speed, posted speed limit, crash history, and many other factors that are reviewed by the Traffic Engineer. Left turn arrow and traffic signal evaluations may be requested: str.traffic.signal.design@phoenix.gov

Stop signs are needed on Pierce from 16th to 11th Streets, especially at 11th St and Roosevelt (numerous fatalities at location) no one stops. Enforcement. 7th to 9th Streets on Roosevelt bad lighting. Racing through street signs:

- Stop signs are installed based on existing traffic conditions and are not installed to address speeding. To request a review of an intersection, please contact michael.vellotti@phoenix.gov or to read more information about Stop signs: <https://www.phoenix.gov/streets/safetytopics/stop-signs>
- Streetlights on Roosevelt, from 7th Street to 9th Street, meet the current City of Phoenix standards. Please report street light outages online, using the Phoenix 311 website: <https://phxatyourservice.dynamics365portals.us/>

Clear pathway for curb cutting and water harvesting in right of ways:

- The city of Phoenix was awarded pro bono consultant support from Bloomberg Philanthropies through its Global Mayors Challenge. Since late 2022, the Street Transportation Department has been actively engaged with Bloomberg's pro bono consultants to develop viable strategies for including Green Stormwater Infrastructure (GSI) solutions in the city right of way and other applications.

Speeding and local streets:

- Speed Limits for Local streets are set at 25 mph and cannot be lowered. An evaluation for speed limit changes on arterial and collector streets may be requested. A radar study along the segment with a minimum of 100 vehicles will be conducted and is good for one year from the time of study. For more information: <https://www.phoenix.gov/streets/safety-topics/speedlimit>

On Central, south of Baseline, some pavers keep coming apart, make it better and then fix the issue:

- Staff anticipates that it would take 90-120 days for pavers to be repaired.

Saguaro Library Meeting

Bike infrastructure - limited ability to travel north and west safely:

- The Active Transportation Team is always looking for opportunities to expand the bike infrastructure network and connect the infrastructure we have. We review every pavement

project for the opportunity to add bike lanes. The team also plans proactively for connecting infrastructure through Capital Improvement Plan (CIP) projects and through the new Connected Active Neighborhoods Program, which is kicking off this year in Central City and South Mountain. Over the next several years, the program will work in every Village in Phoenix to identify bike lane infrastructure through community engagement and then work to rapidly implement projects. With more information on where the resident hopes to travel, I can share more specific information on upcoming projects.

Potential to make bike lanes wider to decrease traffic:

- The Active Transportation Team works to add buffers to bike lanes wherever there is space to help slow traffic by visually narrowing lanes. Generally, widening bike lanes will not decrease traffic in adjacent driving lanes, though reconfiguring a roadway to add bike lanes and remove a driving lane may encourage traffic to shift to another street. The Active Transportation Team reviews every pavement project for the opportunity to change striping to make the street more complete. We also regularly review streets that are not getting paved but have the opportunity to retrofit striping. If there is a specific location the resident is interested in, I can provide more details or review the street.

42nd Street and Thomas signal would be great to add safety HAWK or traffic signal:

- An evaluation for a traffic signal was completed on September 27 and an evaluation for a HAWK was completed in March 2023. It was determined that the location did not meet the criteria for a traffic signal or HAWK. The City of Phoenix follows the national engineering standards before a HAWK or traffic signal can be considered appropriate for a location. HAWK information: <https://www.phoenix.gov/streets/safety-topics/hawk-pedestrian-beacon-information> Traffic signal information: <https://www.phoenix.gov/streets/safety-topics/traffic-signals>

36th Street south of McDowell needs crack seal:

- 36th Street has been identified for mill and overlay project but is not currently funded in the 5year Pavement Maintenance Program. Crack seal would be done in preparation of the overlay project. **Update: 36th Street South of McDowell Rd is included in a project identified for mill and overlay in FY2029. Since the required treatment is a mill and overlay, an interim treatment will not be an efficient use of resources. Any immediate hazards or deteriorated areas should be reported to be addressed.**

If this area isn't currently funded in the 5-Year Pavement Maintenance Program, when will it be considered?

- The project is currently programmed in FY2029, which means it could go to construction as soon as July 2028. Prep work is done usually the year before, sometimes sooner. Construction schedules are subject to change at any time.

Change signage on "No Thru Trucks" to "No Trucks" on 40th Street:

- The City of Phoenix does not install "No Trucks" signs. For questions about No Thru Trucks signs please contact: michael.vellotti@phoenix.gov

Widen bike lane on 40th St to current standard:

- The next time 40th St has a pavement treatment that allows for the striping to be changed, the bike lanes will be restriped with the current Department standards. There have been two fog seal projects on 40th St relatively recently (McDowell Road to Thomas Road in 2020 and Thomas Road to Indian School Road in 2021). Fog seals do not completely cover the stripes and allow

“ghost lines” to show through, which create confusion. Pavement treatment types and project prioritization are based on pavement conditions.

Based on the current conditions of the road, when will repaving be considered?

- The pavement condition is assessed on a continual basis, taking two years to collect new data on the entire city. This year, local streets are being assessed; majors and collectors will be assessed again next year. An analysis is done at the end of each assessment to determine if adjustments are needed in the five-year plan. So, reconsideration of 40th St is about 18 months out at the earliest from 9/10/24. Since it is classified as a collector street, it is assessed based on its condition compared to all other arterials and collector streets in the city.

Add bike lanes on Oak East from 51 FWY to 48th St:

- The Street Transportation Department recently wrapped up the Oak St, 3rd St to 20th St project. The Active Transportation Team is now looking for opportunities to extend the bike lanes further east on Oak St. Staff has reviewed the options at a high level and based on the width of the street, adding bike lanes would require parking removal on one or both sides of the street.

Timeline for adding bike lanes in this area:

Update: The next time a section of Oak St is programmed for pavement maintenance that allows us to restripe the street, it will be evaluated for the potential to add bike lanes. This is anticipated to be at least several years from now as there are no current pavement projects planned.

How is parking removal determined?

Update: Virtual public meetings are used to present any proposed parking removal. At the public meeting, the addition of bike lanes would also be discussed. Virtual public meetings to propose parking removal are typically done 6 to 18 months before the pavement project is planned.

Laveen Education Center Meeting

Lighting is not efficient on 19th Avenue and Dobbins:

- Street lighting is installed as these sections of the city develop. Partnerships with developers provide funding resources for additional lighting in growing locations. If at any time, existing street lights require repairs, please visit: <https://www.phoenix.gov/streets/neighborhoodtraffic-programs-services/street-light-information/street-light-repair>

There is a lack of visibility when turning southbound from the left lane on 19th Avenue and Baseline:

- This location is a signalized intersection with a left turn arrow with no vegetation in the median causing an obstruction. To request a field review, please contact: gretchen.naehrbass@phoenix.gov

Requests to address road improvements before adding the bike lanes on 19th Ave south of Olney:

- The decision-making process for the 19th Ave bike lanes is ongoing and once a decision is made it will be shared with the community. The bike lanes were proposed as an opportunity to help address concerns around speeding and bicycling. The Street Transportation Department will continue to work with the community on other potential updates to 19th Ave. The Pavement Maintenance team prioritizes pavement treatments citywide based on pavement conditions.