RESILIENTPHX

Community Leader Reference Book

Dear Community Leader,

This Resilience Leader Reference Book was created to serves as a guide in facilitating resilience work in your community. The U.S. Department of State defines resilience as the "ability to successfully adapt to stressors, maintaining psychological well-being in the face of adversity." It is the ability to "bounce back" from difficult experiences and a way of creating a forward-thinking, resourceful, and self-sufficient lifestyle.

Because of its comprehensive approach, resilience-building can seem challenging. While recent efforts have largely been on extreme weather events, communities face a wide array of challenges, ranging from public health issues to financial literacy. This workbook aims to address the most common and most significant issues in communities across Phoenix and the region. We have included resources from the City of Phoenix, Maricopa County, the State of Arizona, as well as other sources across the country in an attempt to collect the most useful information available. We hope that this workbook will complement your resilience work by providing vital information quickly and easily.

Beyond its use as a quick guide, the Community Leader Resilience Reference book is meant to connect you with City government resources and programs. The Resilient PHX Community Leader Reference Book was developed as part of the Cities of Service Resilience AmeriCorps program. Its design and printing was made possible with funding from the Tohono O'odham Nation.

Sincerely, Nicholas Roosevelt Willa Altman-Kaough Resilience Engagement Coordinator Cities of Service Resilience AmeriCorps VISTA

Thank you for building resilience in your community.



Table of Contents

Heat

Extreme Heat	1
Heat Related Illness	2
Heat Relief Network Maps	
Hydration Stations	3
Cooling Refuges	5
Low Income Home Energy	
Assistance Program	
Take a Hike do it Right	8

Monsoon

Monsoon Safety		9
----------------	--	---

Emergency Planning

Emergency Planning Go Kit	1	1
Pet Preparedness	1	2
Family Communication Plan	1	3
Community Emergency		
Response Team	1	4
Shelter In Place	1	5

Flooding

Flooding: Business Protection 17
Flooding: Protect Your Home 18
Food and Water Safety During
Power Outage and Flooding 19
Flooded Streets Hazards 21
Flood Barriers
Sand Pick Up Locations

Storms & Dust Storms

Dust Storms Driving Safety	25
Lightning and Thunder Storms	26

Air Quality

Air Quality Awareness Program	29
Ozone	31
Burn Cleaner	32

Health

Mosquito Prevention	33
FIND HELP PHX	35
CPR	36
Health Tips	37
Health Resources	38

Fire and Phoenix Fire Department

Phoenix Fire Station Map	45
Phoenix Fire Cadet Program	46
Home Fire Escape Plan	47
Fire Extinguisher Use	49
Home Safety for People	
with Disabilities	50
Clothes Dryer Safety	51
Smoke Alarms	52
City of Phoenix Outreach and	
Emergency Numbers	53

Crime & Phoenix Police Department

Phoenix Police Stations	55
Block Watch Information	56
Resident Block Watch Form	57
Burglary Prevention	58
See Something Say Something	
Graffiti Free Phoenix	60
What To Do When Stopped	
By Police	61
Domestic Violence	
Phoenix Police Citizen Advisory	
Boards Contact Information	63

Renters Rights & Neighborhood Services

Guide to Residential Landlord	
Tenant Act	67
Housing Complaint Contacts	79

Table of Contents (continued)

Citizen Resources & Grant Opportunities

opportaintieo
Love Your Block Grant
Program
City of Phoenix Arts and
Culture Grant Program 82
Community Development Block
Grant Program (CDBG) 83
Neighborhood Services Clean
Up & Tool Lending 87
Neighborhood Services Housing
Rehabilitation Programs
Neighborhood Leadership
Studio
Neighborhood Sevices
Neighborhood College Program 90
Blight Buster Volunteer Program91
Good Neighbor Program
Tree Shade Programs
Financial Literacy Programs 93

Library

City of Phoenix Library Map	95
Library Programs, College Depot,	
hive @ Central Business	
Program	96

Resilience Activities & Resources

Resilience Tools	97

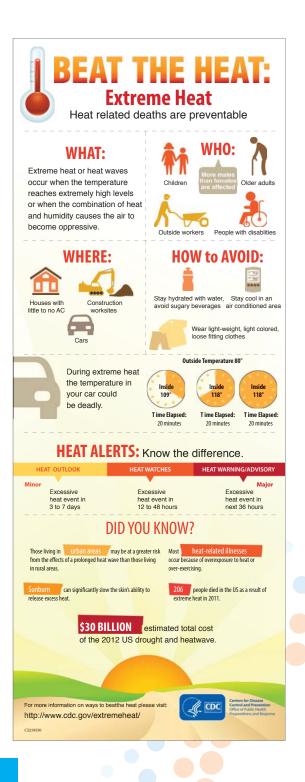
Sustainability

2050 Sustainability Goals	.99
Growing Healthier Community	
with Trees1	80
Recycle Phoenix1	09
Valley Metro Map1	10

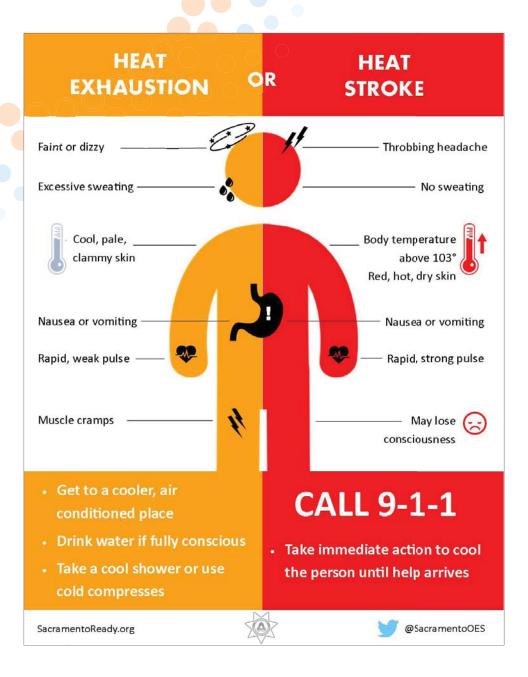
Human Services & Parks Department

.....

•
Human Services Department
Family Service Centers111
City of Phoenix Parks Map 112
City of Phoenix Community
Centers Map113
City of Phoenix Head Start
Program114
Human Services Department
Senior Center Locations and
Contact
City of Phoenix Phone
Directory117



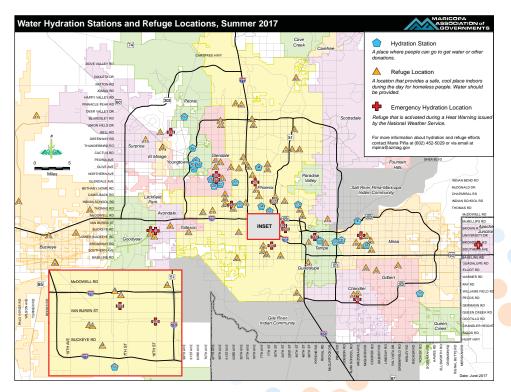
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Heat Relief Network Maps



Look for the We're Cool logo on the door! In the City of Phoenix that logo will tell you it is a hydration station/cooling refuge.





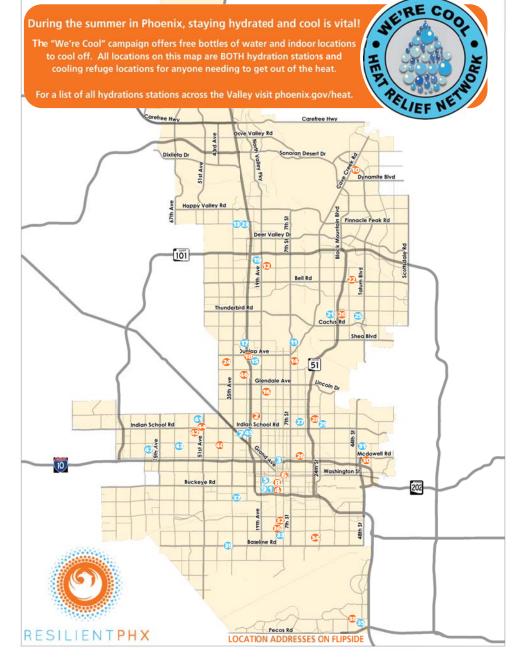
Hydration Stations

-1

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Business/Organization	Address	Contact	Hours
 Central Arizona Shelter Services (CASS)* 	230 S. 12 th Ave. Phoenix, AZ 85007	602-256-6945	Mo-Su: 8 am – 8 pm
4. Church on the Streets*	12th ave & Madison Phoenix, AZ 85017	602-518-8287	Mo-Fr: 6:30 am – 7:30 am
6. Circle the City-Parsons Family Health Clinic	3522 N. 3 rd Ave. Phoenix, AZ 85013	602-776-7676	Mo-Fr: 8 am – 5 pm
12. City of Glendale - Glendale Community Housing	6842 N 61 st Avenue Glendale, AZ 85301	623-930-3433	Mo-Fr: 8 am – 5 pm
12. City of Glendale - Glendale Community Housing	6210 W Myrtle Avenue, Suite 111 Building B	623-930-3433	Mo-ri. 8 ani – 5 pri
14. City of Glendale - Park/Field Operations	Glendale, AZ 85301	025-550-5455	Mo-Fr: 8 am – 5 pm
16. El Mirage Police Department	12409 W. Cinnabar Avenue El Mirage, AZ 85373	623-500-3042	Mo-Fr: 8 am – 5 pm
20. HIS Kingdom Ministries	Verde Park 916 E Van Buren, Phoenix, AZ 85006	602-373-7169	Mo: 24 hours; We/Sa: 11 am – 1 pm
21. Honor Health Desert Mission Food Bank	9229 N 4th Street Phoenix, AZ 85020	602-870-6060 ext 1345	Mo-Fr: 8:30 am – 2 pm
24. Salvation Army/Project Hope*	2702 E Washington Street Phoenix, AZ 85034	602-769-5192	Mo-Su: 8 am – 2 pm
27. Church of Scientology of Phoenix*	3875 North 44th Street Phoenix, AZ 85018	602-954-1417	Mo-Fr: 9 am -6 pm
29. Connections Az UPC	1201 S. 7th Ave Suite 150 Phoenix, AZ 85007	602-416-7650	Mo/Tu/Th-Su 7 am – 7 pm
45. City of Peoria - Development and Community Services Bldg	9875 N. 85th Ave. Peoria, AZ 85345	623-773-5140	Mo-Th: 7 am – 6 pm
51. City of Phoenix - Bret Tarver Learning Center	1516 N. 35th Ave Phoenix, AZ 85009		Mo – Fr: 5pm – 7pm
52. City of Phoenix - Harmon Recreation Center	1425 S. 5th Ave. Phoenix. AZ 85004		Mo – Fr: 5pm – 7pm
53. City of Phoenix - Hayden Recreation Center	420 W. Tamarisk Ave. Phoenix, AZ 85004		Mo – Fr: 5pm – 7pm
54. City of Phoenix - Holiday Park Recreation Center	4560 N. 67th Ave. Phoenix, AZ 85041		Mo – Fr: Spm – 7pm Mo – Fr: Spm – 7pm
	4500 N. 67 (11 AVe. Prioenix, AZ, 85035 4535 N. 23rd Ave. Phoenix, AZ 85015	-	
55. City of Phoenix - Marc Atkinson Recreation Center			Mo – Fr: 5pm – 7pm
56. City of Phoenix - University Park Recreation Center	1002 W. Van Buren Phoenix, AZ 85007		Mo – Fr: 5pm – 7pm
57. City of Phoenix - Verde Park Recreation Center	916 E. Van Buren Phoenix, AZ 85006		Mo – Fr: 5pm – 7pm
58. City of Phoenix - Alkire Pool	1617 W Papago St. Phoenix, AZ 85007		Sa-Th: 1 pm-7 pm
59. City of Phoenix - Cielito Pool	4551 N 35th Ave. Phoenix, AZ 85017		Sa-Th: 1 pm-7 pm
60. City of Phoenix - Coronado Pool	1717 N. 12th St. Phoenix, AZ 85006		Sa-Th: 1 pm-7 pm
61. City of Phoenix - Cortez Pool	3434 W. Dunlap Ave. Phoenix, AZ 85051		Sa-Th: 1 pm-7 pm
62. City of Phoenix - David C. Uribe (Cactus) Pool	3801 W. Cactus Rd. Phoenix, AZ 85029		Sa-Th: 1 pm-7 pm
63. City of Phoenix - El Prado Pool	6428 S. 19th Ave. Phoenix, AZ 85041		Sa-Th: 1 pm-7 pm
64. City of Phoenix - Madison Pool	1440 E. Glenrosa Ave. Phoenix, AZ 85016		Sa-Th: 1 pm-7 pm
65. City of Phoenix - Marivue Pool	5625 W. Osborn Rd. Phoenix, AZ 85031		Sa-Th: 1 pm-7 pm
66. City of Phoenix - Perry Pool	3131 E Windsor Ave Phoenix, AZ 85008		Sa-Th: 1 pm-7 pm
67. City of Phoenix - Pierce Pool	2150 N. 46th St. Phoenix, AZ 85008		Sa-Th: 1 pm-7 pm
68. City of Phoenix - Starlight Pool	7810 W. Osborn Rd. Phoenix, AZ 85033		Sa-Th: 1 pm-7 pm
69. City of Phoenix - Sunnyslope Pool	301 W. Dunlap Rd. Phoenix, AZ 85021		Sa-Th: 1 pm-7 pm
70. City of Phoenix - Deer Valley Community Center	2001 W. Wahalla Lane, Phoenix, AZ 85027		Mo-Th:11 am-8 pm; Fr: 11 am-5 pm Sa: 11 am-6 pm
71. City of Phoenix - Desert West Community Center	6501 W. Virginia Ave. , Phoenix, AZ 85035		Mo-Th:11 am-8 pm; Fr: 11 am-5 pm Sa: 11 am-6 pm
	1		Mo-Th:11 am-8 pm; Fr: 11 am-5 pm
72. City of Phoenix - Devonshire Senior Center	2802 E. Devonshire Ave., Phoenix, AZ 85016		Sa: 11 am-6 pm
73. City of Phoenix - Eastlake Community Center	1549 E. Jefferson St. Phoenix, AZ 85034		Mo-Th:11 am-8 pm; Fr: 11 am-5 pm Sa: 11 am-6 pm
74. City of Phoenix - Goelet A. C. Beuf Community Center	3435 W. Pinnacle Peak Rd. Phoenix, AZ 85027		Mo-Th:11 am-8 pm; Fr: 11 am-5 pm Sa: 11 am-6 pm
75. City of Phoenix - Longview Recreation Center	4040 N. 14th St. Phoenix, AZ 85014		Mo-Th:11 am-8 pm; Fr: 11 am-5 pm Sa: 11 am-6 pm
76. City of Phoenix - Maryvale Community Center	4420 N. 51st Ave. Phoenix, AZ 85031		Mo-Th:11 am-8 pm; Fr: 11 am-5 pm Sa: 11 am-6 pm
77. City of Phoenix - Mountain View Community Center	1104 E. Grovers Ave. Phoenix, AZ 85022		Mo-Th:11 am-8 pm; Fr: 11 am-5 pm Sa: 11 am-6 pm
78. City of Phoenix - Paradise Valley Community Center	17402 N. 40th St. Phoenix, AZ 85032		Mo-Th:11 am-8 pm; Fr: 11 am-5 pm Sa: 11 am-6 pm
79. City of Phoenix - South Mountain Community Center	212 E Alta Vista Rd. Phoenix, AZ 85042		Mo-Th:11 am-8 pm; Fr: 11 am-5 pm Sa: 11 am-6 pm
80. City of Phoenix - Sunnyslope Community Center	802 E. Vogel Ave. Phoenix, AZ 85020		Mo-Th:11 am-8 pm; Fr: 11 am-5 pm Sa: 11 am-6 pm
81. City of Phoenix - Washington Activity Center	2240 W. Citrus Way Phoenix, AZ 85015		Mo-Th:11 am-8 pm; Fr: 11 am-5 pm Sa: 11 am-6 pm

P=phone, Mo=Monday, Tu=Tuesday, We=Wednesday, Th=Thursday, Fr=Friday, Sa=Saturday, Su=Sunday *open during Holidays



HEAT

CENTRAL PHOENIX

1. City of Phoenix Senior Opportunity West Senior Center 1220 S. 7th Ave., 602-262-6610 M-F: 8am-5pm

2. City of Phoenix-Chinese Senior Center 734 W. Elm St., 602-262-6411 M-F: 8am-5pm

3. Phoenix Public Library-Burton Barr 1221 N. Central Ave., 602-262-4636 Tu-Th 9am-9pm M/Sa 9am-5pm Su 1-5pm

4. City of Phoenix Marcos De Niza Senior Center 305 W. Pima St., 602-262-7249 M-F: 8am-5pm

5. Health Care for the Homeless 220 S. 12th Ave., 602-372-2101 M-W/F: 7am–5pm Th 9am–5pm

6. Grace Lutheran Church 1124 N. 3rd., 602-845-0215 M-F: 9am-5pm

7. Church on the Streets 3210 N Grand Ave., 602-518-8287 M-Su: 8am–5pm

8. Phoenix Public Library-Harmon 1325 S. 5th Ave., 602-262-4636 Tu-Th 11am-7pm F-Sa 9am-5pm

9. St. Vincent de Paul Phoenix Dining Room 1075 W. Jackson St., 480-307-2752 M-Su: 1:30-5pm

NORTH PHOENIX

10. Phoenix Public Library-Desert Broom 29710 N. Cave Creek Rd., 602-262-4636 Tu-Th 11am-7pm F-Sa 9am-5pm

11. City of Phoenix-Sunnyslope Senior Center 802 E. Vogel Ave., 602-534-2234 M-F: 8am–5pm

12. Phoenix Public Library-Juniper 1825 W. Union Hills Dr., 602-262-4636 Tu-Th 10am-8pm M/Sa 9am-5pm Su 1-5pm

13. City of Phoenix Goelet A.C. Beuf Senior Center 3435 W. Pinnacle Peak Rd., 602-534-9743 M-F: 8am-5pm

14. Phoenix Public Library-Acacia 750 E. Townley Ave., 602-262-4636 Tu-Th 11am-7pm F-Sa 9am-5pm

15. Terros Health 8836 N. 23rd Ave. #B1, 602-216-7039 M-F 7:30am-5:30pm

16. Phoenix Public Library-Yucca 5648 N. 15th Ave., 602-262-4636 Tu-Th 10am-8pm F-Sa 9am-5pm

17. Phoenix Public Library-Cholla 10050 Metro Prky. E., 602-262-4636 Tu-Th 10am-8pm M/Sa 9am-5pm Su 1-5pm

18. Terros Health

2400 W. Dunlap Ave. #300, 602-389-3757 M-F 7:30am-5:30pm

19. City of Phoenix-Deer Valley Senior Center 2001 W. Wahalla Ln., 602-495-3714 M-F: 8 am-5pm

20. City of Phoenix Shadow Mountain Senior Center 3546 E. Sweetwater Ave., 602-534-2303 M-F: 8am-5pm

21. Terros Health 12835 N. 32nd St., 602-389-3662 M-F 7:30am-5:30pm

22. City of Phoenix Paradise Valley Senior Center 17402 N. 40th St., 602-495-3785 M-F: 8am-5pm

23. Phoenix Public Library-Agave 23550 N. 36th Ave., 602-262-4636 Tu-Th 10am-8pm F-Sa 9am-5pm

24. Ktizo United Church of Christ 8724 N. 35th Ave., 602-284-6156 M/W: noon-4pm

25. Phoenix Public Library-Mesquite 4525 E. Paradise Village Prky. N., 602-262-4636 Tu-Th 10am-8pm M/Sa 9am-5pm Su 1-5pm

EAST PHOENIX

26. City of Phoenix McDowell Place Senior Center 1845 E. McDowell Rd. 602-262-1842 M-F: 8am-5pm

27. Terros Health 4201 N. 16th St., #250, 602-389-3685 M-F 7:30am-5:30pm

28. Phoenix Public Library-Century 1750 E. Highland Ave., 602-262-4636 Tu-Th 11am-7pm F-Sa 9am-5pm

29. City of Phoenix-Devonshire Senior Center 2802 E. Devonshire Ave. 602-256-3130 M-F: 8am-5pm

30. Terros Health 4909 E. McDowell Rd., 602-797-7045 M-F 7:30am-5:30pm

31. Phoenix Public Library-Saguaro 2808 N. 46th St., 602-262-4636 Tu-Th 10am-8pm M/Sa 9am-5pm Su 1-5pm

SOUTH PHOENIX

32. City of Phoenix Travis Williams Family Services Center 4732 S. Central Ave., 602-495-7504 M-F: 8am-5pm

33. City of Phoenix South Mountain Senior Center 212 E. Alta Vista, 602-262-4093 M-F: 8am-5pm **34. Phoenix Public Library-South Mountain** 7050 S. 24th St., 602-262-4636 M-Th 7:30am-9pm F-Sa 7:30am-5pm Su 1-5pm

35. City of Phoenix-Pecos Senior Center 17010 S. 48th St., 602-534-5362 M-F: 8am-5pm

36. Phoenix Public Library-Ocotillo 102 W. Southern Ave., 602-262-4636 Tu-Th 11am-7pm F-Sa 9am-5pm

37. Phoenix Rescue Mission 1801 S. 35th Ave., 602-346-3383 M-F: 8am-5pm

38. Phoenix Public Library-Ironwood 4333 E. Chandler Blvd., 602-262-4636 Tu-Th 10am-8pm M/Sa 9am-5pm Su 1-5pm

39. Phoenix Public Library-Cesar Chavez 3635 W. Baseline Rd., 602-262-4636 Tu-Th 10am-8pm M/Sa 9am-5pm Su 1-5pm

WEST PHOENIX

40. City of Phoenix-Adam Diaz Senior Center 4115 W. Thomas Rd., 602-262-1609 M-F: 8am-5pm

41. Terros Health 4616 N. 51st Ave. #108 , 602-285-6829 M-F 7:30am-5:30pm

42. City of Phoenix John F. Long Family Service Center 3454 N. 51st Ave., 602-256-4359 M-F: 8am-5pm

43. City of Phoenix-Desert West Senior Center 6501 W. Virginia Ave., 602-495-3711 M-F: 8am-5pm

44. Phoenix Public Library-Palo Verde 4402 N. 51st Ave., 602-262-4636 Tu-Th 10am-8pm M/Sa 9am-5pm Su 1-5pm

45. Terros Health 3864 N. 27th Ave., 602-389-3711 M-F 7:30am-5:30pm

46. City of Phoenix-Helen Drake Senior Center 7600 N. 27th Ave., 602-262-4949 M-F: 8 am-5 pm

47. Phoenix Public Library-Desert Sage 7602 W. Encanto Blvd., 602-262-4636 Tu-Th 11am-7pm F-Sa 9am-5pm



Low Income Home Energy Assistance Program

Some of your community members may qualify for LIHEAP assistance to help with their air conditioning bill. LIHEAP is a Federally-funded program that helps low-income households pay their heating/cooling bills, minimize crises, and make energy costs more affordable. Eligible energy customers may receive help in three ways: Help to pay current and past due energy bills; Help with utility deposits; Help with energy efficiency measures to reduce future energy costs. To gualify for the LIHEAP program, the applicant must have an income that falls within the program guidelines. Priority for service assistance is determined at the local Community Action Agency level. Higher priority is granted if someone in your home is a senior citizen (60 years of age & older), a person with disabilities or a young child under six years old. These persons are especially at risk for life threatening illnesses or death if their home becomes too cold in the winter or too hot in the summer. For further information visit: https://des.az.gov/services/aging-and-adult/community-services/energyassistance or contact the City of Phoenix Human Services Office 200 W. Washington St. 18th Floor Phoenix, AZ 85003 Phone: 602-262-4520.

7

Take a Do it HIKE. RIGHT.

More than **200** hikers annually are rescued from City of Phoenix desert and mountain parks and preserves. This simple checklist can help keep you from becoming a statistic.

evenings when there's more shade.

Watch the Weather:



Dress Appropriately: Wear proper shoes, clothing, hat and sunscreen.

Bring Water:

Hydrate before you go. Have plenty of water, more than you think you need. Turn around and head back to the trailhead before you drink half of your water.

Yes, "it's a dry heat" – but Arizona's temperature can be deceiving and deadly. Hike when it's cool outside, try early mornings and

Keep in Contact:

Carry a mobile phone.

Team Up:

Hike with others. If hiking solo, tell someone your start and end times, and location.

Be Honest:

Do you have a medical condition? Asthma, heart problems, diabetes, knee or back problems? Don't push yourself! (Even trained athletes have been caught off guard by getting dehydrated on Arizona trails.)

Don't Trailblaze:

Enjoy the Sonoran Desert's beautiful and undeveloped landscape, but please stay on designated trails.

Take Responsibility:

Don't be "that person" - the one who wasn't prepared, shouldn't have been there for health reasons or ignored safety guidelines. Be the responsible hiker, who takes a hike and does it right!

A public service message from the City of Phoenix Parks & Recreation Department and Fire Department





www.phoenix.gov 🚹 🕥 🛗



Monsoon



MONSOON

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EMERGENCY PLANNING



11

City of Phoenix Keeping You Safe 🎱

Pet Preparedness

When preparing for an emergency, make sure your entire family is ready by planning for your pet. Below are some helpful tips to ensure your furry friend is ready for any in home shelter or evacuation event:

PET SHELTERS	PET IDE
Where will your pet stay?	Does yo

entification your pet have roper ID? SUPPLIES What does your pet need?

Pet Shelters

Many emergency shelters do not allow pets, unless they are service animals. Identify a safe place to take your pet by calling and asking local resources like the ones listed below:

- Your veterinary office
- Local animal sheltersKennels nearby
- Rennets nearby
 Boarding facilities
- Pet- friendly hotels
- Friends and family



et Identificatio

Here are some tips to help your pet return home safely if lost during an emergency:

- · Ensure that your pets ID tags are up to date
- · Carry a recent photo of you and your pet to
- help so that others can help you reunite
- Consider microchipping your pet so that
- others can help with their return home

Pet Disaster Kit Supply List

Water

Toys

- Blanket
- Sanitary supplies (newspaper, cat litter, etc.)
 bowls
 Carrier or cage
- Travel bowls
 Ca
- Extra collar and leash
 Cage cover for transporting
 - First aid items and medicines

What is a Service Animal

A service animal is any guide dog, signal dog, or other animal individually trained to provide assistance to an individual with a disability. A person with a service animal may not be asked to remove the animal unless:

- 1. The animal is out of control
- 2. The animal poses a direct thre

Make sure you and your pet are prepared to evacuate or shelter in place.

For more information go to

https://www.ready.gov/animals

ready.gov/anima

http://www.fema.gov/pdf/conferences/iaconference/2010/wednesday830am_household_pets_intro_1.pdf

City of Phoenix Keeping You Safe 🔊

FAMILY EMERGENCY COMMUNICATION PLAN



What is a Family Emergency Communication Plan?

Family Emergency Communication Plans help coordinate how you will contact and where you will meet your family during an event. Below are things to consider when creating your Family Emergency Communication Plan:

Questions to ask:

- · How will we let family members know that we are safe?
- · How will our family get alerts and warnings of potential events?
- · What safe locations can we go to in the event of an emergency?
- What is the best form of communication in the event of a disaster when phone lines and internet may be down?

What to Include

1. Meeting Locations

Identify locations in your neighborhood and community where you can meet your family in the event of an emergency

2. Contact Information

Make sure you have written record of important contact information including family members, work, schools and medical numbers

Text. Don't Talk.

Texts are more likely to go through and help keep phone lines open for emergency responders during a disaster event. Keep this in mind when creating your communication plan.

> For more information visit https://www.ready.gov/make-a-plan

Created by the City of Phoenix Office of Emergency Manage



EMERGENCY PLANNING

EMERGENCY PLANNING

The Community Emergency Response Team (CERT) program trains people to be better prepared to respond to emergency situations in their communities. When emergencies happen, CERT members can give critical support to first responders, provide immediate assistance to victims and organize spontaneous volunteers at a disaster site. CERT members can also help with nonemergency projects that improve the safety of the community.





In addition to community preparedness training, Phoenix CERT has the following functional groups:

Sheltering Group: Establishes and operates shelters for people displaced during a disaster.

Search Teams: Partners with Phoenix Police Missing Persons Bureau to aid in urban searches for missing persons and for evidence.

Communications Group: Establish and manage communications utilizing various radio systems within CERT operations, as well as in support of other agencies.

Recovery Information Centers: Establish and manage postdisaster Information Centers to aid residents & business owners in beginning recovery efforts.

What You'll Learn

The types of hazards most likely to affect your home and community

The function of CERT and your role in the immediate response

How to take steps to prepare for a disaster

How to identify and reduce potential fire hazards in your home And workplace

How to work as a team to apply basic fire suppression strategies, resources, and safety measures to extinguish a small fire.

How to apply techniques for opening airways, controlling bleeding and treating shock

> How to conduct triage under simulated conditions

How to perform head-to-toe assessments

How to select and set up a treatment area

How to employ basic treatments for various wounds

Logistics Group: Arranges for, and provides material and human resources to support CERT groups.

Volunteer Reception Center (VRC) Group: Sets up and manages centers to register community volunteers when needed for a disaster.

Medical Group: Provides medical aid and support to CERT teams and citizens during incidents.

Visit and Like us on Facebook at: www.facebook.com/PhoenixCERT

For more information on the local CERT program, the training calendar, and to sign up for classes please visit: www.phoenix.gov/fire/directory/cert

For more information on the national program please visit: http://www.fema.gov/communityemergency-response-teams





After a disaster, first responders (fire and police) and other government service providers are overwhelmed. Public safety cannot be delivered everywhere that help is needed. Experience has shown that in a disaster setting ordinary citizens make over 80 percent of successful rescues as they respond to the emergency in their community. However, many untrained volunteer rescuers actually may cause harm or become injured in the process.



The Phoenix CERT program exists to support the mission of the Phoenix Homeland Defense Bureau. The Bureau consists of the Phoenix Fire Department, Phoenix Police Department, the Office of Emergency Management, and the Department of Public Health.





FACT SHEET ON SHELTER-IN-PLACE

What Shelter-in-Place Means:

One of the instructions you may be given in an emergency where hazardous materials may have been released into the atmosphere is to shelter-in-place. This is a precaution aimed to keep you safe while remaining indoors. (This is not the same thing as going to a shelter in case of a storm.) Shelter-in-place means selecting a small, interior room, with no or few windows, and taking refuge there. It does not mean sealing off your entire home or office building. If you are told to shelter-in-place, follow the instructions provided in this Fact Sheet.

Why You Might Need to Shelter-in-Place:

Chemical, biological, or radiological contaminants may be released accidentally or intentionally into the environment. Should this occur, information will be provided by local authorities on television and radio stations on how to protect you and your family. Because information will most likely be provided on television and radio, it is important to keep a TV or radio on, even during the workday. The important thing is for you to follow instructions of local authorities and know what to do if they advise you to shelter-in-place.

How to Shelter-in-Place

At Home:

- Close and lock all windows and exterior doors.
- · If you are told there is danger of explosion, close the window shades, blinds, or curtains.
- Turn off all fans, heating and air conditioning systems.
 Close the fireplace damper.
- Get your family disaster supplies kit <u>http://www.redcross.org/services/disaster/beprepared/supplies.html</u>, and make sure the
 radio is working.
- Go to an interior room without windows that's above ground level. In the case of a chemical threat, an above-ground location is preferable because some chemicals are heavier than air, and may seep into basements even if the windows are closed.
- Bring your pets with you, and be sure to bring additional food and water supplies for them.
- It is ideal to have a hard-wired telephone in the room you select. Call your emergency contact and have the phone available if you need to report a life-threatening condition. Cellular telephone equipment may be overwhelmed or damaged during an emergency.
- Use duct tape and plastic sheeting (heavier than food wrap) to seal all cracks around the door and any vents into the room.
 Keep listening to your radio or television until you are told all is safe or you are told to evacuate. Local officials may call for evacuation in specific areas at greatest risk in your community.

At Work:

Close the business.

- Bring everyone into the room(s). Shut and lock the door(s).
- If there are customers, clients, or visitors in the building, provide for their safety by asking them to stay not leave. When
 authorities provide directions to shelter-in-place, they want everyone to take those steps now, where they are, and not drive
 or walk outdoors.
- Unless there is an imminent threat, ask employees, customers, clients, and visitors to call their emergency contact to let them know where they are and that they are safe.
- Turn on call-forwarding or alternative telephone answering systems or services. If the business has voice mail or an
 automated attendant, change the recording to indicate that the business is closed, and that staff and visitors are remaining
 in the building until authorities advise it is safe to leave.
- · Close and lock all windows, exterior doors, and any other openings to the outside.
- If you are told there is danger of explosion, close the window shades, blinds, or curtains.
- Have employees familiar with your building's mechanical systems turn off all fans, heating and air conditioning systems. Some systems automatically provide for exchange of inside air with outside air – these systems, in particular, need to be turned off, sealed, or disabled.
- Gather essential disaster supplies, such as nonperishable food, bottled water, battery-powered radios, first aid supplies, flashlights, batteries, duct tape, plastic sheeting, and plastic garbage bags.
- Select interior room(s) above the ground floor, with the fewest windows or vents. The room(s) should have adequate
 space for everyone to be able to sit in. Avoid overcrowding by selecting several rooms if necessary. Large storage closets,
 utility rooms, pantries, copy and conference rooms without exterior windows will work well. Avoid selecting a room with
 mechanical equipment like ventilation blowers or pipes, because this equipment may not be able to be sealed from the
 outdoors.
- It is ideal to have a hard-wired telephone in the room(s) you select. Call emergency contacts and have the phone available
 if you need to report a life-threatening condition. Cellular telephone equipment may be overwhelmed or damaged during an
 emergency.
- · Use duct tape and plastic sheeting (heavier than food wrap) to seal all cracks around the door(s) and any vents into the room.

1

February, 2003



EMERGENCY PLANNING

EMERGENCY PLANNING

- Write down the names of everyone in the room, and call your business' designated emergency contact to report who is in the room with you, and their affiliation with your business (employee, visitor, client, customer.)
- Keep listening to the radio or television until you are told all is safe or you are told to evacuate. Local officials may call for evacuation in specific areas at greatest risk in your community.

At School:

- Close the school. Activate the school's emergency plan. Follow reverse evacuation procedures to bring students, faculty, and staff indoors.
- If there are visitors in the building, provide for their safety by asking them to stay not leave. When authorities provide
 directions to shelter-in-place, they want everyone to take those steps now, where they are, and not drive or walk outdoors.
- Provide for answering telephone inquiries from concerned parents by having at least one telephone with the school's listed telephone number available in the room selected to provide shelter for the school secretary, or person designated to answer these calls. This room should also be sealed. There should be a way to communicate among all rooms where people are sheltering-in-place in the school.
- Ideally, provide for a way to make announcements over the school-wide public address system from the room where the top school official takes shelter.
- If children have cell phones, allow them to use them to call a parent or guardian to let them know that they have been asked to remain in school until further notice, and that they are safe.
- If the school has voice mail or an automated attendant, change the recording to indicate that the school is closed, students
 and staff are remaining in the building until authorities advise that it is safe to leave.
- Provide directions to close and lock all windows, exterior doors, and any other openings to the outside.
- If you are told there is danger of explosion, direct that window shades, blinds, or curtains be closed.
- Have employees familiar with your building's mechanical systems turn off all fans, heating and air conditioning systems. Some systems automatically provide for exchange of inside air with outside air these systems, in particular, need to be turned off, sealed, or disabled.
 Gather essential disaster supplies, such as nonperishable food, bottled water, battery-powered radios, first aid supplies,
- Bashlights, batteries, duct tape, plastic shearting, and plastic garbage bags.
 Select interior room(s) above the ground floor, with the fewest windows or vents. The room(s) should have adequate space
- Select interior room(s) above the ground floor, with the fewest windows or vents. The room(s) should have adequate space for everyone to be able to sit in. Avoid overcrowding by selecting several rooms if necessary. Classrooms may be used if there are no windows or the windows are sealed and can not be opened. Large storage closets, utility rooms, meeting rooms, and even a gymnasium without exterior windows will also work well.
- It is ideal to have a hard-wired telephone in the room(s) you select. Call emergency contacts and have the phone available
 if you need to report a life-threatening condition. Cellular telephone equipment may be overwhelmed or damaged during an
 emergency.
- · Bring everyone into the room. Shut and lock the door.
- Use duct tape and plastic sheeting (heavier than food wrap) to seal all cracks around the door(s) and any vents into the room.
- Write down the names of everyone in the room, and call your schools' designated emergency contact to report who is in the room with you.
- Listen for an official announcement from school officials via the public address system, and stay where you are until you are told all is safe or you are told to evacuate. Local officials may call for evacuation in specific areas at greatest risk in your community.

In Your Vehicle:

If you are driving a vehicle and hear advice to "shelter-in-place" on the radio, take these steps:

- If you are very close to home, your office, or a public building, go there immediately and go inside. Follow the shelter-inplace recommendations for the place you pick described above.
- If you are unable to get to a home or building quickly and safely, then pull over to the side of the road. Stop your vehicle in the safest
 place possible. If it is sunny outside, it is preferable to stop under a bridge or in a shady spot, to avoid being overheated.
- Turn off the engine.
 Close windows and vents.
- If possible, seal the heating/air conditioning vents with duct tape.
- · Listen to the radio regularly for updated advice and instructions.
- Stay where you are until you are told it is safe to get back on the road. Be aware that some roads may be closed or traffic detoured. Follow the directions of law enforcement officials.

Local officials on the scene are the best source of information for your particular situation. Following their instructions during and after emergencies regarding sheltering, food, water, and clean up methods is your safest choice.

Remember that instructions to shelter-in-place are usually provided for durations of a few hours, not days or weeks. There is little danger that the room in which you are taking shelter will run out of oxygen and you will suffocate.

2

February, 2003

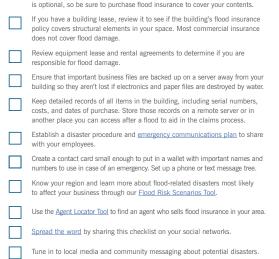
PROTECT YOUR BUSINESS

Review your current insurance policies to see if coverage is provided for flood damage to the building and its contents. Contents coverage typically

Flooding is the most common and costly natural disaster in the United States. Unfortunately, businesses are not immune to the destruction caused by major storms and flood events. Challenges for business owners affected by flooding are vast. You must not only prepare your staff to safely respond to a flood emergency, but also ensure that your facility and product inventory are secure in order to rebuild and reopen once the storm has passed.

Preparing before, during, and after a flood is vital for a business. Use this checklist to protect your business and staff.





Visit FloodSmart.gov for more resources and information.

FLOODING

PROTECT YOUR HOME

Flooding is the most common and costly natural disaster in the United States. Unfortunately, not everyone is aware of their flood risk and how to prepare for a flood.

This checklist provides useful information on how to financially prepare before a flood event. Help us spread the word to protect what matters, and be flood smart by sharing this checklist on your social platforms.

Review your current insurance policies to see if coverage is provided for flood damage to your home and its contents.
Most homeowners insurance does not cover flood damage, so be sure to purchase flood insurance to cover both your property and contents.
Recover more quickly and easily by following these <u>three steps</u> when filing your flood insurance claim: notify your insurer to start the claims process, document the damage, and complete a proof of loss to support your claim.
Use the Agent Locator Tool to find an agent who sells flood insurance in your area, or call 800-427-2419.
Ensure that medical and financial records—including your insurance policy— are in a waterproof container and store additional copies in a separate secure location.
Create a contact card small enough to put in a wallet with important names and numbers to use in case of an emergency.
Establish a disaster procedure and <u>family communications plan</u> to share with your family members.
Identify ways to make your community more aware of the flood risks in your area.
Spread the word by sharing this checklist on your social networks.
Tune in to local media and community messaging about potential disasters.
Share your flood stories with us at info@femafloodsmart.com.

Visit <u>FloodSmart.gov</u> for more resources and information.





FOODFACTS From the U.S. Food and Drug Administration

Food and Water Safety During Hurricanes, Power Outages, and Floods

What Consumers Need to Know

Emergencies can happen. When they do, the best strategy is to already have a plan in place. This includes knowing the proper food and water safety precautions to take if hurricanes - or other flooding/power outages - do occur.



Be Prepared for Emergencies

- 1. Make sure you have appliance thermometers in your refrigerator and freezer
- · Check to ensure that the freezer temperature is at or below 0 °F, and the refrigerator is at or below 40 °F.
- · In case of a power outage, the appliance thermometers will indicate the temperatures in the refrigerator and freezer to help you determine if the food is safe.
- 2. Freeze containers of water for ice to help keep food cold in the freezer, refrigerator, or coolers in case the power goes out. If your normal water supply is contaminated or unavailable, the melting ice will also supply drinking water.
- 3. Freeze refrigerated items such as leftovers, milk, and fresh meat and poultry that you may not need immediately. This helps keep them at a safe temperature longer.

- 4. Group food together in the freezer. This helps the food stay cold longer
- 5. Have coolers on hand to keep refrigerated food cold if the power will be out for more than 4 hours.
- 6. Purchase or make ice cubes in advance and store in the freezer for use in the refrigerator or in a cooler. Freeze gel packs ahead of time for use in coolers.
- 7. Check out local sources to know where dry ice and block ice can be purchased, just in case
- 8. Store food on shelves that will be safely out of the way of contaminated water in case of flooding.
- 9. Make sure to have a supply of bottled water stored where it will be as safe as possible from flooding.



Power Outages: During and After KEEP

OSED

When the Power Goes Out . . .

- Here are basic tips for keeping food safe: · Keep the refrigerator and freezer doors closed as much as possible to maintain the cold temperature.
 - The refrigerator will keep food cold for about 4 hours if it is unopened.
 - A full freezer will keep the temperature for approximately 48 hours (24 hours if it is half full) if the door remains closed.

fully-stocked freezer cold for two days.

discard it.

contaminated

eating.

of time. Fifty pounds of dry ice should hold an 18 cubic foot,

· If you plan to eat refrigerated or frozen meat, poultry, fish or eggs

while it is still at safe temperatures, it's important that each item is

thoroughly cooked to its proper temperature to assure that any

foodborne bacteria that may be present are destroyed. However, if

· Wash fruits and vegetables with water from a safe source before

· For infants, try to use prepared, canned baby formula that requires

no added water. When using concentrated or powdered formulas,

prepare with bottled water if the local water source is potentially

at any point the food was above 40 °F for 2 hours or more -

 Buy dry or block ice to keep the refrigerator as cold as possible if the power is going to be out for a prolonged period

Once Power Is Restored You'll need to determine the

safety of your food. Here's how:

· If an appliance thermometer wa kept in the freezer. check the temperature when the power comes back on. If the freezer thermometer reads 40 °F or below, the food is safe and may be refrozen.



- · If a thermometer has not been kept in the freezer, check each package of food to determine its safety. You can't rely on appearance or odor. If the food still contains ice crystals or is 40 °F or below, it is safe to refreeze or cook.
- · Refrigerated food should be safe as long as the power was out for no more than 4 hours and , the refrigerator door was kept shut. Discard any perishable food (such as meat, poultry, fish, eggs or leftovers) that has been above 40 °F for two hours or more.

Keep in mind that perishable food such as meat, poultry, seafood, milk, and eggs that are not kept adequately refrigerated or frozen may cause illness if consumed, even when they are thoroughly cooked.

FDA Safety
Health
Science
Nutrition December 2007

FOODFACTS - -

When Flooding Occurs — Keep Water Safe

- Follow these steps to keep your WATER SAFE during and after flood conditions.
- Use bottled water that has not been exposed to flood waters if it is available.
- If you don't have bottled water, you should boil water to make it safe. Boiling water will kill most types of disease-causing organisms that may be present.
 - If the water is cloudy, filter it through clean cloths, or allow it to settle and then draw off the clear water for boiling.
 - Boil the water for one minute, let it cool, and store it in clean containers with covers.
- If you can't boil water, you can disinfect it using household bleach. Bleach will kill some, but not all, types of disease-causing organisms that may be in the water.
- If the water is cloudy, filter it through clean cloths, or allow it to settle and then draw off the clear water for disinfection.
- Add 1/8 teaspoon (or 8 drops) of regular, unscented, liquid household bleach per each gallon of water.
 Stir it well and let it stand for at least 30 minutes before you use it.
- · Store disinfected water in clean containers with covers.
- 4. If you have a well that has been flooded, the water should be tested and disinfected after flood waters recede. If you suspect that your well may be contaminated, contact your local or state health department or agricultural extension agent for specific advice.

When Flooding Occurs — Keep Food Safe

Follow these steps to keep your FOOD SAFE during - and after - flood conditions.

- **1. Do not eat** any food that may have come into contact with flood water.
- Discard any food that is not in a waterproof container if there is *any* chance that it has come into contact with flood water.
 - Food containers that are not waterproof include those with screw-caps, snap lids, pull tops, and crimped caps.
 - Also discard cardboard juice/milk/baby formula boxes and home canned foods if they have come in contact with flood water, because they cannot be effectively cleaned and sanitized.
- 3. Inspect canned foods and discard any food in damaged cans. Can damage is shown by swelling, leakage, punctures, holes, fractures, extensive deep rusting, or crushing/denting severe enough to prevent normal stacking or opening
- with a manual, wheel-type can opener.
- 4. Undamaged, commercially prepared foods in all-metal cans and "refort pouches" (like flexible, shelf-stable juice or seafood pouches) can be saved if you follow this procedure:
 - Remove the labels, if they are the removable kind, since they can harbor dirt and bacteria.
 - · Brush or wipe away any dirt or silt.
 - Thoroughly wash the cans or retort pouches with soap and water, using hot water if it is available. Rinse the cans or retort pouches with water that is safe for drinking, if available, since dirt or residual soap will reduce the effectiveness of chlorine sanitation.

- Sanitize cans and retort pouches by immersion in one of the two following ways:
 - Place in water and allow the water to come to a boil and continue boiling for 2 minutes, or
 - Place in a freshly-made solution consisting of I tablespoon of unscented liquid chlorine bleach per gallon of drinking water (or the cleanest, clearest water available) for 15 minutes.
- Air dry cans or retort pouches for a minimum of 1 hour before opening or storing.
- If the labels were removable, then re-label your cans or retort pouches, including the expiration date (if available), with a marking pen.



December 2007

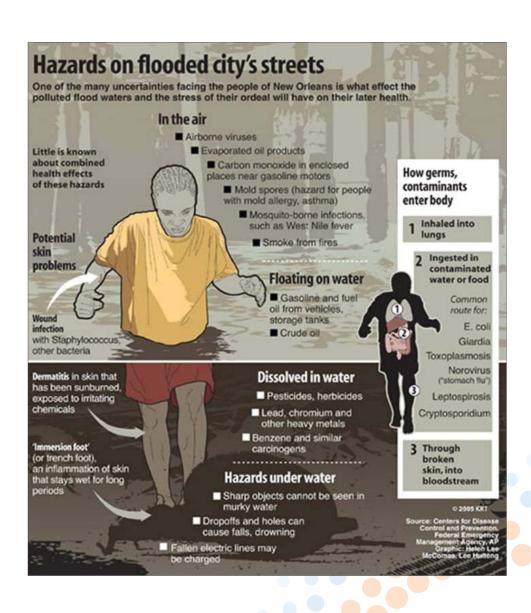
- Food in reconditioned cans or retort pouches should be used as soon as possible thereafter.
- Any concentrated baby formula in reconditioned, all-metal containers must be diluted with clean drinking water.
- 5. Thoroughly wash metal pans, ceramic dishes, and utensils (including can openers) with soap and water, using hot water if available. Rinse, and then sanitize them by boiling in clean water or immersing them for 15 minutes in a solution of 1 tablespoon of unscented, liquid chlorine bleach per gallon of drinking water (or the cleanest, clearest water available).
- 6. Thoroughly wash countertops with soap and water, using hot water if available. Rinse, and then sanitize by applying a solution of 1 tablespoon of unscented, liquid chlorine bleach per gallon of drinking water (or the cleanest, clearest water available). Allow to air dry.

Everyone can practice safe food handling by following these four simple steps:

Safety
Health
Science
Nutrition



For more information, contact: The U.S. Food and Drug Administration Center for Food Safety and Applied Nutrition Food Information Line at 1-888-SAFEFOOD (toll free), 10 AM to 4 PM ET, Monday through Friday. Or visit the FDA Web site at www.cfsan.fda.gov. 9



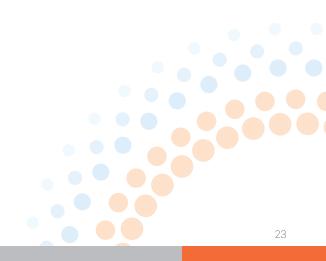
FLOODING

Flood Barriers

The city of Phoenix encourages residents to explore innovative, long-term water barrier options such as self-activating flood barriers. These barriers are activated when they come in contact with water in a matter of minutes, diverting water like sand bags. They can be stored throughout the year and reused and can be found online or at local hardware stores. Residents can leave these barriers in flood-prone areas before leaving for work. This may be an easier option for some residents, who don't wish to manually fill sand into bags, transport and dispose of them. Call your local hardware store for options.

Sand Pick Up Locations

In the event of a major storm and potential flooding the City of Phoenix will provide free sand to residents. Please refer to the Office of Homeland Security and Emergency Management website for hours and current locations: www.Phoenix.Gov/Update.



24

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PULL ASIDE • STAY ALIVE

Will you know what to do?

- □ Avoid driving into or through a dust storm. □ If you encounter a dust storm, immediately check traffic around your vehicle (front, back and to the side) and begin slowing down. Do not wait until poor visibility makes it difficult to safely pull off the roadway -- do it as soon as possible. Completely exit the highway if you can. □ Do not stop in a travel lane or in the emergency lane. Look for a safe place to pull completely off the paved portion of the roadway. □ Turn off all vehicle lights, including your emergency flashers. You do not want other vehicles approaching from behind to use your lights as a guide, possibly crashing into your parked vehicle. □ Set your emergency brake and take your foot off the brake. □ Stay in the vehicle with your seatbelts buckled and wait for the storm to pass.
 - Drivers of high-profile vehicles should be especially aware of changing weather conditions and travel at reduced speeds.



National Oceanic and Atmospheric Administration U.S. Department of Commerce



NOAA Knows... Lightning

ightning is one of the most underrated severe weather hazards, yet ranks as one of the top weather killers in the United States. Lightning strikes in America kill about 50 people and injure hundreds of others each year.

Unlike other weather hazards that often involve sophisticated watches and warnings from NOAA's National Weather Service, lightning can occur anywhere there is a thunderstorm. That's why the National Weather Service conducts an on-going campaign to educate people about lightning risks.

The Shocking Truth

Lightning is a rapid discharge of electrical energy in the atmosphere. The resulting clap of thunder is the result of a shock wave created by the rapid heating and cooling of the air in the lightning channel.

During a thunderstorm, winds within the thunderstorm cloud cause collision between the various precipitation particles within the storm cloud. These collisions cause very small ice crystals to lose electrons while larger particles of soft hail gain electrons.

Upward winds within the cloud redistribute these particles and the charges they carry. The soft hail causes a negative charge build up near the middle and lower part of the storm cloud which, in turn, causes a positive charge to build up on the ground beneath the storm cloud.



Eventually, when the charge difference between the negative charge in the cloud and the positive charge on the ground become large, the negative charge starts moving toward the ground. As it moves, it creates a conductive path toward the ground.

This path follows a zigzag shape as the negative charge jumps through segments in the air. When the

Lightning Quick Facts

- Lightning often strikes the same place repeatedly if it is a tall, isolated object.
- Most lightning victims are in open areas or near a tree.
- Lightning strikes the U.S. about 25 million times each year.
- Lightning can heat its path through the air to five times hotter than the surface of the sun.

negative charge from the cloud makes a connection with the positive charge on the ground, current surges through the jagged path, creating a visible flash of lightning.

Thunder, high winds, darkening skies, rainfall and brilliant flashes of light are warning signs for lightning strikes.

(continued on back)



While most lightning casualties occur at the beginning of an approaching storm, a significant number of lightning deaths occur after the thunderstorm has passed. If thunder is heard, then the storm is close enough for a lightning strike. It is very important to seek safe shelter immediately.

When Thunder Roars, Go Indoors

When you hear thunder or see lightning, you should immediately seek safe shelter — a building with electricity and/or plumbing or a metal-topped vehicle with the windows closed. Picnic shelters, dugouts, small buildings without plumbing or electricity are **not** safe. Once inside, follow these important safety tips:



- Stay off corded phones. You can use cellular or cord less phones.
- Don't touch electrical equipment or cords.
- Avoid plumbing. Do not wash your hands, take a shower or wash dishes.
- Stay away from windows and doors, and stay off porches.



 Do not lie on concrete floors or lean against concrete walls.

Nowhere outside is safe when thunderstorms are in the area. Run to a safe building or vehicle when you first hear thunder, see lightning or observe dark threatening clouds developing overhead. Stay inside until 30 minutes after you hear the last clap of thunder.

Organizers of outdoor events should monitor the weather and evacuate participants as soon as they hear thunder. It's a good idea to post lightning safety rules in programs, flyers or signs so participants know what to do. Most importantly, keep an eye on the sky, listen for thunder, and keep up to date with the latest NWS forecasts.

For more lightning information and safety tips, visit http://www.lightningsafety.noaa.gov.

To learn more about NOAA, visit http://www.noaa.gov.



May 2014

28

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AIR QUALITY AWARENESS



AIR QUALITY INDEX: 0-50 HEALTH STATEMENT: NO LIMITATIONS



AIR QUALITY INDEX: 51-100 HEALTH STATEMENT: EXTREMELY SENSITIVE GROUPS SHOULD BE CAREFUL WHEN OUTDOORS

AIR QUALITY UNHEALTHY (*) Matrices C FOR SENSITIVE GROUPS

AIR QUALITY INDEX: 101-200 HEALTH STATEMENT: SENSITIVE GROUPS SHOULD LIMIT OUTDOOR EXERTION



AIR QUALITY INDEX: 151-200 HEALTH STATEMENT: EVERYONE SHOULD LIMIT OUTDOOR EXERTION



AIR QUALITY

AIR QUALITY

WHAT'S THE PROBLEM?

Every year around Christmas and New Year's, Valley hospitals see a noticeable increase in patients with respiratory issues due to smoke from fireplaces. Most are children and the elderly, but even the most healthy adults can be affected. Exposure to high levels of particulates from smoke is not just a temporary nuisance but can have significant lifelong effects on people's lungs.

Wintertime Fireplace Smoke Blanketing the Valley

Phoenix (from north to south): Pristine Conditions

The Phoenix metropolitan area is surrounded by mountains that trap the pollution. Cold winter nights and strong inversions can keep the smoke from rising. As seen from years past, it could take several days for the air in the Valley to clear. The good news is that it can be prevented... but we need your help!

HOW IS POLLUTION MEASURED?

Maricopa County and the Arizona Department of Environmental Quality (ADEQ) have a large network of monitors located throughout the Valley that measure several types of pollution, including (but not limited to) ozone, carbon monoxide and particulate matter (PM10 and PM2.5). The data is collected daily and used for the next day's air quality forecast.

FIREPLACES, FIRE PITS AND CHIMINEAS

During the holiday season, it's the particulates that cause the biggest health issue, in particular, PM2.5. Road traffic and industrial processes can play a role in elevated PM2.5 levels, but it's smoke from residential burning at night that causes the highest levels during the holidays.

WHY IS SMOKE SO BAD?

About 30 times smaller than a human hair, these microscopic particles deeply penetrate the lungs and are very hard to expel. Repeated exposure over longer periods of time (several hours to even days) can decrease lung function leading to respiratory issues. Smoke can cause symptoms of asthma and chronic obstructive pulmonary disease (COPD) to worsen. If you have heart disease, particle exposure can cause serious problems in a short period of time, even heart attacks with no warning signs. Smoke also carries fragments of pollen and/or mold which can cause allergies for much of the general population.

HEALTH WATCH vs. HIGH POLLUTION ADVISORY (HPA)

A Health Watch is issued when air quality forecasters expect concentrations of one or more pollutants to approach their specific health standard. A High Pollution Advisory is issued when air quality levels are expected to exceed the health standard.

You can check ADEQ's Daily Air Quality Forecast at azdeq.gov/environ/air/azone/ensemble.pdf or by calling 602-771-2367. Both are updated Sunday through Friday by 1 p.m. If a Health Watch or HPA is issued for the following day, restrictions go into effect for 24 hours, lasting from midnight to midnight.

WHEN IS IT <u>not</u> okay to burn?

Fireplace and wood burning restrictions are typically called during a health watch or high pollution advisory. When a No Burn Day is issued by the Maricopa County Air Quality Department, all wood burning activities in fireplaces, wood stoves and fire pits are banned. You can contact Maricopa County to find out if it is a burn day online at *CleanAirMakeMore.com* or call 602-506-6400.

WOOD BURNING DOs and DON'Ts

During a **NO BURN** Day:

- DO use natural gas fireplaces.
- DO call 602-506-6010 with any wood-burning questions.
- DO NOT burn wood in an indoor fireplace, wood stove or outdoor chiminea or fire pit.
- DO NOT burn manufactured/wax logs.

BURN CLEANER, BURN BETTER TIPS

• Try alternatives to wood fireplaces and stoves, such as: electric heat, oil furnaces, pellet stoves or EPA-certified wood stoves.

- Set your thermostat to 65°F or lower before igniting your fireplace.
- Use only EPA-approved residential wood burning devices.
- epa.gov/burnwise/appliances.html
- Use only wood kindling when starting a fire.
- Use larger pieces of wood for sustained burning.
- Always burn the driest wood first. Wet wood causes more smoke.

USEFUL WEBSITES

Arizona Department of Environmental Quality azdeq.gov II/azdeq II/azdeq II/azdeq Maricopa County Air Quality Department maricopa.gov/aq Clean Air Make More Campaign CleanAirMakeMore.com Burn Cleaner, Burn Better Campaign azdeq.gov/BCBB U.S. Environmental Protection Agency epa.gov/burnwise Air Now Air Quality Forecasts ainow.gov



Ozone pollution is a concern in the warmer months of April through September. A small commitment at least one day a week helps reduce ground-level ozone pollution and helps us all breathe easier.



BIKE

Ride your bicycle to places you would normally drive your car. Get some fresh air and save some gas while reducing air pollution.



RIDE PUBLIC TRANSIT

Utilize alternate modes of transportation. Consider taking the light rail, bus or vanpool.



CARPOOL Carpool to as many locations as possible. Riding together decreases the amount of dust and exhaust in the air.



WALK Reducing air pollution can be as easy as walking to nearby locations instead of driving. Increase the number of steps on your pedometer and improve your health.



AVOID IDLING Avoid the drive-thru and go inside to order your food, coffee or prescriptions. You

coffee or prescriptions. You won't have to wait in a long drive-thru line and you will reduce exhaust emissions.



FUEL AFTER DARK Hot temperatures and gasoline fumes create ground-level ozone. Reduce the effect and refuel your vehicle at night time.



SWEEP IT UP Sweep your driveway, patio, deck, etc. instead of using a leaf blower. Get some exercise and breathe in fresh air while you burn a few calories.



Download the Clean Air Make More app for iPhone, iPad, and Android!





Maricopa County

CleanAirMakeMore.com

AIR QUALITY

Office of Children's Environmental Health

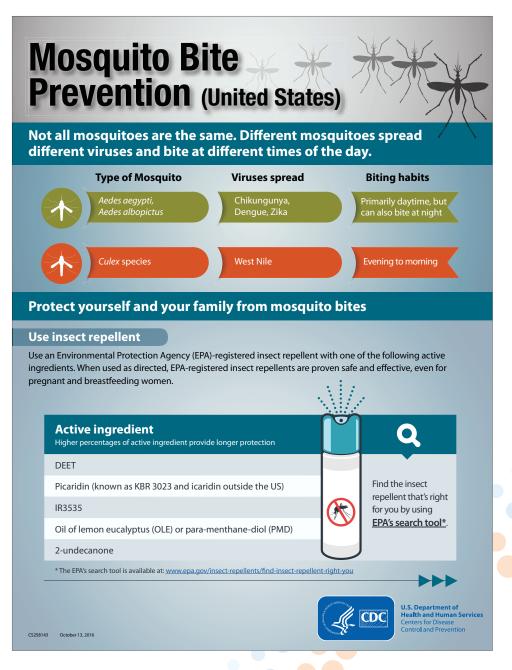
URN



CLEANER BETTER

ARE PROBLEMS the time of year when families and friends gather to eat, exchange gifts and strengthen relationships. The Valley's sunny skies and near-perfect weather offer people from all over the world a place to come and enjoy time outdoors during the winter. Cool nights and holiday festivities lead residents to light their fireplaces, adding a nice touch to a warm, cozy house. But smoke from wood-burning fires sends some people to the hospital. Help keep our air clean and our neighbors healthy — burn cleaner, burn better and don't burn wood or wax logs on a No Burn Day.

he holiday season is



33

HEALTH

Protect yourself and your family from mosquito bites (continued)



- Always follow the product label instructions.
- Reapply insect repellent every few hours, depending on which product and strength you choose.
 - » Do not spray repellent on the skin under clothing.
 - » If you are also using sunscreen, apply sunscreen first and insect repellent second.

Natural insect repellents (repellents not registered with EPA)

- The effectiveness of non-EPA registered insect repellents, including some natural repellents, is not known.
- To protect yourself against diseases like chikungunya, dengue, and Zika, CDC and EPA recommend using an EPA-registered insect repellent.
- When used as directed, EPA-registered insect repellents are proven safe and effective. For more information: <u>www2.epa.gov/insect-repellents</u>

If you have a baby or child



- Always follow instructions when applying insect repellent to children.
- Do not use insect repellent on babies younger than 2 months of age.
- Dress your child in clothing that covers arms and legs, or
- Cover crib, stroller, and baby carrier with mosquito netting.
- Do not apply insect repellent onto a child's hands, eyes, mouth, and cut or irritated skin.
 - » Adults: Spray insect repellent onto your hands and then apply to a child's face.
- Do not use products containing oil of lemon eucalyptus (OLE) or para-menthanediol (PMD) on children under 3 years of age.

Treat clothing and gear



- Treat items such as boots, pants, socks, and tents with permethrin or purchase permethrin-treated clothing and gear.
 - » Permethrin-treated clothing will protect you after multiple washings. See product information to find out how long the protection will last.
 - » If treating items yourself, follow the product instructions.
 - » Do not use permethrin products directly on skin.

Mosquito-proof your home

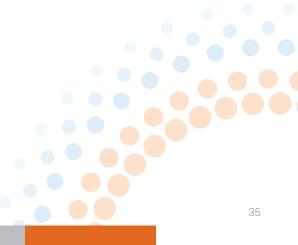


- Use screens on windows and doors. Repair holes in screens to keep mosquitoes outside.
- Use air conditioning when available.
- Keep mosquitoes from laying eggs in and near standing water.
 - » Once a week, empty and scrub, turn over, cover, or throw out items that hold water, such as tires, buckets, planters, toys, pools, birdbaths, flowerpots, or trash containers. Check inside and outside your home.

www.cdc.gov/features/StopMosquitoes

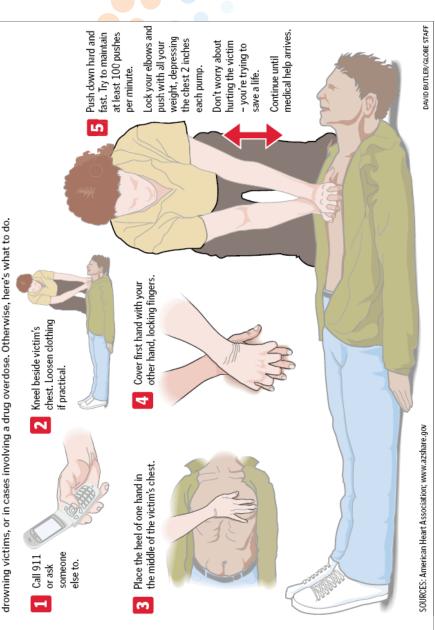
Find Help PHX

Department of Public Health created FindHelpPhx.org and its Spanish partner site EncuentraAyudaPhx.org to give Maricopa County residents an easy way to find health and social services for themselves. The website is easy to use and available where there is internet access, including smartphones. FindHelpPhoenix is divided into multiple categories of services. Users can look for medical services, legal help, and affordable housing, and many other services. The approximate 1,500 resources are free and almost free, checked for accuracy, and the information for each service is just what you need: location, a description of the service, cost, and a phone number/website link to make contact.





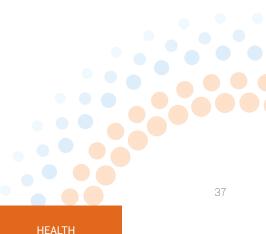
The latest research shows that chest compressions alone are the most effective way for an untrained bystander to save a life after an adult collapses from cardiac arrest. The technique shown here should not be performed on infants, children,



Health Care Resources

Health Tips

- Take responsibility for your own health by not smoking, drinking alcohol only in moderation, getting enough rest and exercise, and consciously trying to reduce stress in your life.
- Establish a medical home for your primary care needs and avoid using emergency rooms for anything other than emergencies.
- Ask your doctor and pharmacist for generic brand prescription medication and free samples.
- Take advantage of free or low-cost health screening and clinics provided at health fairs. Call your local public health department for more information.
- · Get detailed medical bills and check for accuracy.
- Talk openly and honestly with your doctor or health care provider, feel free to ask questions, and choose a doctor with whom you feel most comfortable.
- Seek out prenatal care early in pregnancy (see Planned Parenthood and Baby Arizona).
- Uninsured or underinsured? Visit a community health center and learn about the programs and services they offer to meet your healthcare needs.



HEALTH

County Health Department

4041 N Central Ave. Suite 1400 Phoenix. AZ 85012 | 602-506-6900

Community Health Centers

Mountain Park Health Center Baseline Clinic 635 E. Baseline Rd. Phoenix. AZ 85042 | 602-243-7277

Mountain Park Health Center Gateway Clinic 3830 E. Van Buren St. Phoenix, AZ 85008 | 602-243-7277

Mountain Park Health Center Maryvale Clinic 6601 W. Thomas Rd. Phoenix, AZ 85033 | 602-243-7277

Mountain Park Health Center Christown YMCA Clinic 5517 N. 17th Avenue Phoenix, AZ 85015 | 602-243-7277

Mountain Park Health Center Marc T. Atkinson Middle School Clinic 4222 N. 51st Avenue Phoenix, AZ 85031 | 602-243-7277

Mountain Park Health Center Sunrise Elementary School Clinic 17624 N. 31st Ave. Phoenix, AZ 85053 | 602-243-7277

MIHS: McDowell Family Health Center 1101 North Central Avenue, Suite 201 Phoenix, Arizona | 602-344-6550

Southwest Center for HIV/AIDS 1101 North Central Avenue, Suite 200 Phoenix, Arizona | 602-307-5330

Maricopa County Health Care for the Homeless 220 South 12th Avenue Phoenix, Arizona | 602-372-2105

Valle del Sol Red Mountain Service Center 1209 South 1st Avenue, Phoenix, Arizona | 602-523-9312

MIHS: 7th Avenue Walk In Clinic 1201 South 7th Avenue Phoenix, Arizona | 602-344-6655

MIHS: 7th Avenue Family Health Center 1205 South 7th Avenue Phoenix, Arizona | 602-344-6600

Wesley Health Center 1300 South 10th St Phoenix, AZ | 602-257-4323

Adelante Healthcare: Central Phoenix 500 West Thomas Rd, Suite 870 Phoenix, AZ | 1-877-809-5092

Valle del Sol 502 North 27th Avenue Phoenix, Arizona | 602-523-9312

NOAH: Midtown Health Center 3330 North Second St, #500 Phoenix, AZ | 480-882-4545

MIHS: Comprehensive Healthcare Center 2525 East Roosevelt St Phoenix, Arizona | 602-344-1015

Circle the City: Parsons Family Health Center 3522 North 3rd Avenue Phoenix, AZ | 602-776-7676

Valle del Sol 3807 North 7th St Phoenix, Arizona | 602-523-9312

Community Health Centers (Continue)

MIHS: South Central Family Health Center 33 West Tamarisk St Phoenix, Arizona | 602-344-6400

NATIVE HEALTH 4041 North Central Avenue, Building C, Phoenix, Arizona | 602-279-5262

Circle the City 333 West Indian School Rd Phoenix, AZ | 602-776-9000

Valle del Sol 4117 North 17th St Phoenix, Arizona | 602-523-9312

Terros: 27th Avenue Counseling, Families F.I.R.S.T., and Primary Care 3864 North 27th Avenue Phoenix, Arizona | 602-685-6000

Wesley Golden Gate Health Center 1325 North 39th Avenue Phoenix, AZ | 602-233-0017

NOAH: Balsz Health Center 1300 North 48th St Phoenix, Arizona | 480-882-4545

Terros: McDowell Counseling, LADDER, Families F.I.R.S.T., and Primary Care 4909 East McDowell Rd Phoenix, Arizona | 602-685-6000

NOAH: Palomino Health Center 15833 North 29th St Phoenix, Arizona | 480-882-4545

MIHS: Pendergast Family Health Center 10550 West Mariposa St Suite 1, Phoenix, AZ | 602-344-2520

NOAH: Calavar Family Health Center 3525 West Calavar Rd Phoenix, AZ | 480-882-4545

Valle del Sol 8410 West Thomas Rd Phoenix, Arizona | 602-523-9312

MIHS: Sunnyslope Family Health Center 934 West Hatcher Rd Phoenix, Arizona | 602-344-6300

NHW Community Health Center 2423 West Dunlap, Suite 140 Phoenix, Arizona | 602-279-5351

NOAH: Desert Mission Community Health Center 9201 North 5th St Phoenix, Arizona | 480-882-4545

Adelante Healthcare: Phoenix 7725 North 43rd Avenue, Suite 510 Phoenix, Arizona | 1-877-809-5092

MIHS: Maryvale Family Health Center 4011 North 51st Avenue Phoenix, Arizona | 623-344-6900

Regional Behavioral Health Authorities (RBHAs)

Mercy Maricopa Member Services

24 hours a day, 7 days a week 602-586-1841 1-800-564-5465 (toll-free) Hearing impaired TTY/TDD 711

39

HEALTH

Immunizations and Children's Information Center Hotline

Children's Information Center Hotline: 1-800-232-1676 (toll-free)

Reduced Fee Dental Clinics

Mobile Units

Statewide Reachout Health Care America | 623-434-9343

Maricopa County

Coronado Dental Service | 480-461-8683 Area Agency on Aging (Dentures Only) | 602-264-2255 CASS Homeless Shelter | 602-256-6945 Small Smiles | 602-233-3133 Dave Pratt Boys and Girls Cub | 602-271-9961 Desert Mission Dental Clinic | 602-870-6363

Reduced Fee Dental Clinics

Gompers Center | 602-336-0061 Homeward Bound | 602-263-7654 Maricopa Medical Center Dental Clinic | 602-344-1005 Mountain Park Dental | 602-243-7277 Native American Community Health Center | 602-279-5262 Neighborhood Christian Clinic | 602-258-6008 St Joe's Mercy Care Dental Clinic | 602-406-3560 St Vincent de Paul | 602-261-6868 South Central Dental Clinic | 602-344-6489

Phoenix Hospitals

St. Joseph's Hospital and Medical Center 350 W Thomas Rd | 602-406-3000

Banner - University Medical Center Phoenix 1111 E. McDowell Rd | 602-839-2000

St. Luke's Medical Center 1800 E Van Buren St | 602-251-8100

Arizona State Hospital 2500 E Van Buren St, Phoenix, AZ 85008 | 602-244-1331

Maricopa Integrated Health System 2601 E Roosevelt St, Phoenix, AZ 85008 | 602-344-5011

Banner Estrella Medical Center 9201 W Thomas Rd, Phoenix, AZ 85037 | 623-327-4000

HonorHealth Deer Valley Medical Center 250 E Dunlap Ave, Phoenix, AZ 85020 | 602-943-2381

Honor Health Lincoln Medical Center 19829 N 27th Ave, Phoenix, AZ 85027 | 623-879-6100

Phoenix VA Health Care System 650 E Indian School Rd, Phoenix, AZ 85012 | 602-277-5551

Phoenix Children's Hospital 1919 E Thomas Rd, Phoenix, AZ 85016 | 602-933-1000

Phoenix Indian Medical Center

4212 N 16th St. Phoenix, AZ 85016 | 602-263-1200

Abrazo Central Campus

2000 W. Bethany Home Rd. Phoenix, AZ | 602-249-0212

Abrazo Maryvale Campus 5102 W. Campbell Ave. Phoenix , AZ | 623-848-5000

Abrazo Arizona Heart Hospital 1930 E. Thomas Rd Phoenix, AZ | 602-532-1000

HEALTH

Childrens Services

DES Child Care Program

Maricopa County

Phoenix, McKinley 602-254-5823 Phoenix, South Central 602-276-5527 Phoenix, Union Hills 602-569-4719

Head Start and Early Head Start

Maricopa County

City of Phoenix Head Start (Central, South and West Phoenix) 602-262-4040

Chicanos Por La Causa Head Start (Early Head Start in select areas in Phoenix) 620-254-4827

Crisis Nursery (Early Head Start in select areas in Phoenix) 602-889-6165

Maricopa County Human Services Head Start Zero-Five Program 480-464-9669 ext 200

Southwest Human Development (Central, Northeast and East Phoenix) 602-266-5976, ext 116

Childrens Services

Child Support Enforcement

DES/ Child Support Enforcement

Maricopa County 602-252-4045

Maricopa County

DCSE North Region 13610 N. Black Canyon Hwy S-106 Phoenix, AZ 85029 602-252-4045

Promoting Safe and Stable Families Program (PSSF)

Maricopa County

Aid to Adoption of Special Kids (AASK) Family Connection Project 2320 N 20th St Phoenix, AZ 85006 602-930-4443

Black Family and Children's Services 1522 E Southern Ave Phoenix, AZ 85040 602-243-2068

Child and Family Resources – Choices for Families 700 W Campbell, Suite 3 Phoenix, AZ 85013 602-234-3941, ext 37

HEALTH

Childrens Services

Promoting Safe and Stable Families Program (PSSF)

Maricopa County (continue)

Desert Mission, Inc. – Marley House Family Resource Center 9221 N Central Phoenix, AZ 85020 602-331-5817 or 602-870-6060, ext 6818

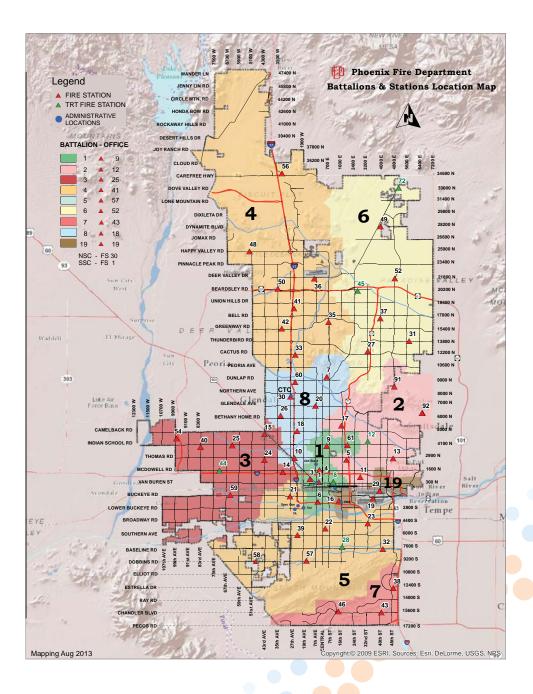
Healthy Families Arizona

Maricopa County All Areas 602-266-5976

Child Protective Services (CPS)

Child Abuse Hotline

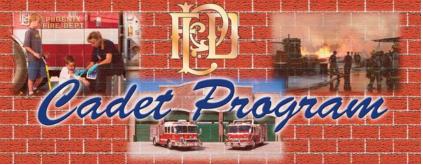
1-888-SOS-CHILD (1-888-767-2445). The Child Abuse Hotline is available 24 hours per day, 7 days per week.



45

FIRE & PHOENIX FIRE DEPARTMENT

<u>Phoenix Fire Department</u>



Training •Experience •Volunteering

Stablished in 1975, the program provides hands on EMS training, work experience at the fire stations, training in basic firefighter skills, and volunteering for the community.

The Cadet Program enables participants to work and respond with companies at the fire stations using EMS and firefighting skills. The program also allows for volunteering at different fire department sections or community events.

Requirements:

- Applicants must be a minimum of 18 years of age
- You must be able to purchase the required uniform
- Cadets are required to volunteer a minimum of 32 hours per quarter (every 3 months) to the department*
- Attend monthly meetings (the 1st and 3rd Monday night of each month)
 * This may be done in a variety of areas such as: CPR training, volunteering at department
 - events and attending cadet meetings

How to apply:

- Download application at: https://www.phoenix.gov/fire/volunteers/cadet OR
- Pick up application Monday Friday, 8:00 a.m. 5:00 p.m. at Phoenix Fire Department Training Academy, 2425 W. Lower Buckeye Rd., Phoenix AZ 85009
- OR
- At Cadet Meeting. Meetings are held the 1st and 3rd Monday of every month at 6:00 p.m. (except holidays)

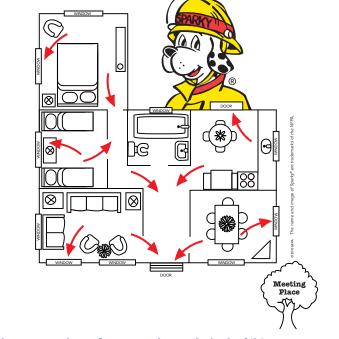
We accept applications throughout the year. We usually conduct interviews twice a year depending on need in program.

For more information, please call 602-534-4488 or email phoenixfirecadet@phoenix.gov



How to Make a Home Fire Escape Plan

- O Draw a map of your home. Show all doors and windows.
- Visit each room. Find two ways out.
- O All windows and doors should open easily. You should be able to use them to get outside.
- O Make sure your home has smoke alarms. Push the test button to make sure each alarm is working.
- O Pick a meeting place outside. It should be in front of your home. Everyone will meet at the meeting place.
- O Make sure your house or building number can be seen from the street.
- O Talk about your plan with everyone in your home.
- O Learn the emergency phone number for your fire department.
- O Practice your home fire escape drill!



O Make your own home fire escape plan on the back of this paper.

— Keeping Your Community Safe with Home Fire Escape Drills —

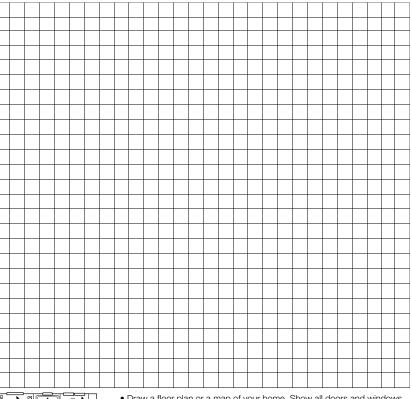
NFPA • 1 Batterymarch Park, Quincy, MA 02169 • www.nfpa.org/education



Home Fire Escape Plan

Memorize your fire department's emergency phone number and write it here: _____

Use the space below to create your home fire escape plan.





- Draw a floor plan or a map of your home. Show all doors and windows.
- Mark two ways out of each room.
- Mark all of the smoke alarms with (3). Smoke alarms should be in each sleeping room, outside each sleeping area, and on every level of the home.
- Pick a family meeting place outside where everyone can meet.
- Remember, practice your plan at least twice a year!

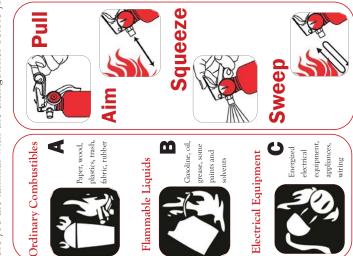


Check out www.sparky.org for fire safety games and activities. Sparky® is a trademark of NFPA.

Grown-ups: Children don't always awake when the smoke alarm sounds. Know what your child will do before a fire occurs. Get more information on smoke alarms and escape planning at www.nfpa.org/factsheets.

Fire Extinguishers

use extinguishers for small fires that do not put you at risk and only after you have called 911. Make extinguishers can be used on more than one type of fire and are a good choice for home use. Only Fire extinguishers are rated by the type of fire they can put out. Combination ABC Dry Chemical sure you are familiar with the extinguisher before you need to use it.



Remember P A S S

- Pull-place the extinguisher on the floor with the nozzle pointing away from you, pull the pin straight out.
- Aim—start 10 feet back with the fire in front of you and aim at the base of the fire, keeping your back to the exit.
- Squeeze-squeeze the lever on the extinguisher slowly and evenly.
- Sweep-sweep the nozzle from side to side, moving in slowly until the fire is out.

Keep your exit behind you, call 911, P A S S. Unable to extinguish the fire? Close the door and get out.

Know when to go!

Never fight a fire that puts you at risk.

Seattle Fire Department-Fire Prevention Division www.seattle.gov/fire | fireinb@seattle.gov | 220 3rd Avenue S. Seattle. WA 98104

FIRE & PHOENIX FIRE DEPARTMENT



for People with Disabilities

There's no place like home. It is a place to relax, share laughs with family, and enjoy home cooked meals. But did you know that the majority of fire deaths occur in the home? Help everyone in the home stay safe from fire.

Home Fire Sprinklers

Home fire sprinklers protect lives by keeping fires small. Sprinklers allows people more time to escape in a fire. When choosing an apartment or home, look for one that has home fire sprinklers.

Smoke Alarms

- Install smoke alarms in every sleeping room. They should also be outside each sleeping area and on every level of the home.
-))) Test your smoke alarm at least once a month by pushing the test button. If you can't reach the alarm, ask for help.
- >>> For added safety, interconnect the smoke alarms. If one sounds, they all sound. This gives more time to escape.
- >>>> Smoke alarms expire. Replace them every 10 years.

People who are Deaf or Hard of Hearing

- Smoke alarms and alert devices are available for people who are deaf or hard or hearing.
- **)))** Strobe lights flash when the smoke alarm sounds. The lights warn people of a possible fire.
- When people who are deaf are asleep, a pillow or bed shaker can wake them so they can escape.
- When people who are hard of hearing are asleep, a loud, mixed, low-pitched sound alert device can wake them. A pillow or bed shaker may be helpful. These devices are triggered by the sound of the smoke alarm.



Your Source for SAFETY Information

NFPA Public Education Division • 1 Batterymarch Park, Quincy, MA 02169



Escape Planning

Include everyone in home escape planning. Each person should have input about the best ways to escape. Home fire drills are important. Everyone in the home must participate in them. Keep a phone by your bed in case you can't escape and need to call for help.

Talk with someone from the fire

department about your escape plan. Ask them review your plan. Ask if your fire department keeps a directory of people who may need extra help. If you have a **service animal**, agree on a plan to keep the animal with you during an emergency.

Name of Organization Here

Contact Information Here

www.nfpa.org/disabilities • www.nfpa.org/education ©NFPA 2016



))) Turn the dryer off if you leave home or when you go to bed.

Your Source for SAFETY Information NFPA Public Education Division • 1 Batterymarch Park, Quincy, MA 02169 Name of Organization Here

Contact Information Here

www.nfpa.org/education ©NFPA 2016

FIRE & PHOENIX FIRE DEPARTMENT

Smars extome at Home

SMOKE ALARMS ARE A KEY PART of a home fire escape plan. When there is a fire, smoke spreads fast. Working smoke alarms give you early warning so you can get outside quickly.

SAFETY TIPS

-))) Install smoke alarms inside and outside each bedroom and sleeping area. Install alarms on every level of the home. Install alarms in the basement.
-))) Large homes may need extra smoke alarms.
-))) It is best to use interconnected smoke alarms. When one smoke alarm sounds they all sound.
-))) Test all smoke alarms at least once a month. Press the test button to be sure the alarm is working.
- >>> A smoke alarm should be on the ceiling or high on a wall. Keep smoke alarms away from the kitchen to reduce false alarms. They should be at least 10 feet (3 meters) from the stove.
- People who are hard-of-hearing or deaf can use special alarms. These alarms have strobe lights and bed shakers.
-))) Replace all smoke alarms when they are 10 years old.



Your Source for SAFETY Information NFPA Public Education Division • 1 Batterymarch Park, Quincy, MA 02169

FACTS

- A closed door may slow the spread of smoke, heat, and fire.
- Smoke alarms should be installed inside every sleeping room, outside each separate sleeping area and on every level. Smoke alarms should be connected so when one sounds, they all sound. Most homes do not have this level of protection.
- Roughly 3 out of 5 fire deaths happen in homes with no smoke alarms or the alarms are not working.



Name of Organization Goes Here

Contact Information Goes Here

www.nfpa.org/education ©NFPA 2016

Community Outreach Numbers & Important Emergency Numbers

Power outage

To report a power outage in your area, please contact Arizona Public Service (APS) at 602-371-7171 or www.aps.com or Salt River Project (SRP) at 602-236-8811 or www.srpnet.com

Road closures

To report a blocked street, please call 602-262-6284 Monday through Friday from 8 a.m. to 5 p.m., or 602-262-6441 for emergency requests after hours.

For planned City of Phoenix Street Closures and Restrictions

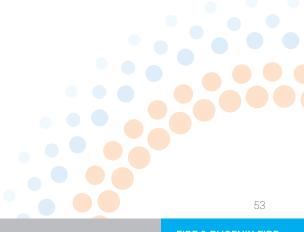
Please visit the Streets Department website here. To report a road closure not in the City of Phoenix, please visit the Arizona Department of Transportation website at www.az511.gov/adot/files.

Water

The City provides all water and sewer services. Call 602-261-8000 to report a water or sewer-related emergency, such as a broken water main, fire hydrant, or water service line (between a water meter and the street) or sewer backups. If it is not an emergency, please visit the Customer Services website.

Cable, Phone and Internet Service

These are provided through Century Link Communications at 877-348-9007 (www.centurylink.com) or Cox Communications at 602-277-1000 (www.cox.com/phoenix).



Community Outreach Numbers & Important Emergency Numbers

Gas

For gas emergencies, call Southwest Gas at (602) 271-4277.

Public Safety

If you have an emergency and need police or fire, call 911. For nonemergencies, call 602-262-6151.

Disaster recovery low interest loan information. Small Business Administration

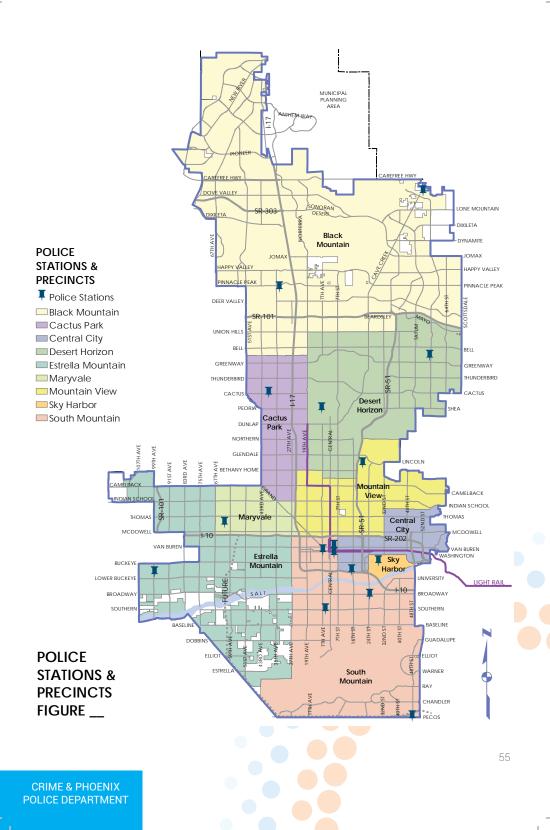
Arizona District Office 2828 North Central Ave Suite 800 Phoenix, AZ Phone: 602-745-7200 Fax: 602-745-7210 https://www.sba.gov/offices/district/az/phoenix https://www.sba.gov/loans-grants/see-what-sba-offers/sba-loanprograms/disaster-loans?interiorpage2015

American Red Cross

Please visit the Red Cross site http://www.redcross.org/local/az-nm-elpaso/chapter-locations/phoenix Phone: 602-336-6660

The Phoenix Fire Department Directory lists most sections, division and programs. This list is not all inclusive. Our goal is to provide the most current and complete directory. If you have any suggestions on how to improve the service, please let us know.

Community Emergency Response Team | 602-261-8038 Community Assistance Program | 602-261-8849 | 4056 E Washington St Community Education Unit | 602-262-6910 Emergency Medical Services | 602-262-6911 Emergency Transportation Services | 602-261-8414 Fire Code Questions | 602-262-6771 Firefighter Recruitment | 602-262-6608 Fire Inspections | 602-262-6774 Fire Investigations | 602-262-6774 Fire Prevention | 602-262-6771 Public Affairs | 602-534-0953 Special Hazards Unit | 602-262-6771 Special Operations | 602-256-3435 | 2430 S 22nd Ave Urban Search & Rescue | 602-256-3435 Youth Firesetter Intervention Program | 602-262-7757



What is Block Watch?

other. It is designed to enlist the active participation of citizens in cooperation with the police to reduce crime and improve the This is a simple program of neighbors watching out for each quality of life in their neighborhoods.

It is becoming acquainted with your neighbors.

 It is working together to identify and solve problems in your community. · It is helping the police by being aware of and reporting any unusual activities as they occur. You know best what is 'normal" activity in your neighborhood.

 It is the implementation of crime prevention techniques to enhance home security.

It is putting neighbors back into neighborhoods

It is not apprehending someone. Leave that to the police.

How Does Block Watch Work?

Block Watch works when you and your neighbors use simple techniques to deter, delay and detect crime, and improve the quality of life for the neighborhood.

neighborhood safe. Promptly reporting all criminal or suspicious activity to 9-1-1 or Crime Stop at 602-262-6151 helps the police Being aware of criminal activity can help in keeping your assist you in promoting a safe and healthy neighborhood.

How Do I Get Started?

Since the police are unable to cover every neighborhood at all times, you can help by forming a neighborhood Block Watch You and your neighbors can stay safe by looking out for one another.

(CAO) will explain how you can create an alert neighborhood by presentation. At your meeting, your Community Action Officer Start organizing your neighbors by scheduling a Block Watch meeting. Contact your Phoenix police precinct to schedule a using simple crime prevention methods.

Get Going!

· Canvas your neighborhood for interest. Concentrate on your street now and include adjacent streets later.

 Ask about convenient times to schedule your initial Block Watch meeting.

· Block Watch does not require frequent meetings.

It does not ask that anyone take personal risk to prevent crime.

620 West Washington Street

Phoenix Police Department Phoenix, Arizona 85003

> Block Watch leaves the responsibility of apprehending criminals where it belongs, with the police department.



Operation Identification

To Report Suspicious Activity Call Crime Stop 602-262-6151

EMERGENCY 9-1-1

please contact the Phoenix Police Department tips, presentations, or to set up a Block Watch, For more information on crime prevention **Block Watch Coordinator at** 602-495-0597.

Important City of Phoenix Numbers:

T-T-7	1-1-6
Crime Stop (non emergency)602-262-6151	
olice Information602-262-7626	602-262-7626
[raffic Complaints602-534-SPEED (7733)	:-534-SPEED (7733)
3 rafiiti Busters (clean-up/removal)602-495-7014	602-495-7014
Graffiti Hotline (report)602-262-7327	602-262-7327
llegal Dumping602-262-7251	602-262-7251
Veighborhood Services602-262-7844	602-262-7844
itreet Transportation602-262-6284	602-262-6284
20127234-1127 bublic Records	602-534-1127
www.phoenix.gov	00



CRIME & PHOENIX POLICE DEPARTMENT

<u>B</u>	<u>lock Watch R</u>	<u>esident Refe</u>	rence
Address:	Address:]	Address:
Adults' name/s:	Adults' name/s:		Adults' name/s:
Children's names:	Children's names:		Children's names:
Home Phone#:	Home Phone#:		Home Phone#:
Work # & Name:	Work # & Name:		Work # & Name:
Work # & Name:	Work # & Name:		Work # & Name:
Other # & Name:	Other # & Name:_		Other # & Name:
Address:		R HOME	Address:
Adults' name/s:	Address:		Adults' name/s:
	Adults' name/s:		
Children's names:			Children's names:
Home Phone#:	Children's names:		Home Phone#:
Work # & Name:	Home Phone#:		Work # & Name:
Work # & Name:	Work # & Name:		Work # & Name:
Other # & Name:	Work # & Name:		Other # & Name:
	Other # & Name:		
Address:	Address:		Address:
Address:Adults' name/s:	Adults' name/s:		Address: Adults' name/s:
Children's names:	Children's names:		Children's names:
Home Phone#:	Home Phone#:		Home Phone#:
Work # & Name: Work # & Name:	Work # & Name:_ Work # & Name:		Work # & Name: Work # & Name:
Other # & Name:	Other # & Name:		Other # & Name:
Desource Phone Numbers		Suspect information	to give to Police:
Resource Phone Numbers:		Suspect mornation	is give to ronce.
9-1-1 = Crimes in progress or other emergency services		Male / Female / Unki	nown
(Fire, medical, police, etc.)		White / African-American / Hispanic / Asian / Unknown	
Describe the EMERGENCY or CRIMEGive NAME & ADDRESS			*
		Age Heig	ht Weight
Give LOCATION OF OCCURSTAY ON THE LINE UNTIL		Hair: Color	Length Style
Crime Stop (602) 262-6151 (non-emergency reports)		Glasses: YES / NO	Acne: YES / NO
Silent Witness (602) 262-7667 or 1-800-343-TIPS (Unsolved felony crimes only)		Facial Hair: YES / N	Tattoo: YES / No
Graffiti Hotline (602) 262-7327 (if suspect is known)		Clothing:	
List member's utility company numbers here:			
		Vehicle: Make	Model Year
Electric () Gas ()			<u></u>
Gas () Water ()		License # &	State ID Marks

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CRIME & PHOENIX POLICE DEPARTMENT

THE

Re

Some homes come equipped with this lock. It offers very little protection. The bolt can be slipped with a credit

SPRING LATCH

provides more protection but it also can be

forced open.

This same latch, with a deadbolt lock,

This same latch, forvious and activity



DOUBLE DOORS

bolts installed at the top and bottom of the doors are recommended. Make sure the bolt is long, sturdy and mounted into a solid frame. These doors need solid security as they are easily jimmied or forced open. Flush level

DOORS WITH WINDOWS

400 West Southern Avenue

602-495-5003

Phoenix, Arizona 85041 1902 South 16th Street Central City Precinct

602-495-5004

Maryvale-Estrella Precinct

602-495-5002

This prevents a burglar from reaching inside to unlock the door after breaking the window. Keep the key in the lock anytime someone is home. This is necessary for easy exit in case of fire or other emergency.

A deadbolt lock can provide good DEADBOLT LOCKS

10 protection. When you turn the key, the lock mechanism slides a strong metal bolt from the door into the frame. When you

02 buy a deadbolt lock, make sure:

- The connecting screws holding the lock are on the inside of The bolt extends at least one inch from the edge of the doors.
 - the door.
- The cylinder has a steel guard around the key section. The The strike plate is attached to the door frame with screws that measure at least three inches in length.
- cylinder guard should be tapered or rotate freely around tills approximate prevent wrenching if it is twisted. lypes of Deadbolts

for each person in our community"

Guiding Values

"To ensure safety and security

Purpose Statement

A single bey deadboit lock uses a thumb latch on the inside.

locks from both sides. However, when the deadbolt is locked from the inside, the key is "captured" so it becomes a thumb turn for interior safety and unable to be removed A anything key dandbolt lock utilizes a deadbolt that key until the deadbolt is physically unlocked.

THE KEY IN THE LOCK ANYTIME SOMEONE IS HOME!

Additional Safeguards Against Burglary

Engrave your valuables with your Arizona driver's license number for easier identification and return.

long. Videotape, photograph and inventory your valuables. Add a strong padlock and hasp to storage areas and backyard gates. Use low voltage lighting around your house all night Keep these records in a safe place away from home. Consider an alarm for your residence.

pried, allowing a burglar undetected access Standard locks on garage doors are easily to your home. Cane bolts and hasps

GARAGE DOORS

The parage door is secured to prevent pryving open a crawl space. The door leading from the garage mito the house should shows be securely locked. The more more there you provide against the burglar, the better protected you are. installed on the inside of the door provide excellent protection. Make certain each side

higgs prise. Despite a strong lock, the burgler errors the strong lock and door from the farmer. On the upper and door from the farmer. On the upper and lower funge places, instant a low gas good into the farmer instact of the funge leaf and and the farmer instact of the funge leaf and protuding. Dorit on the appending boole to protuding. Dorit on the opposing hole to Doors, which open to the outside expose

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allow the bolt to enter when the door is closed.

REMEMBER... A good neighbor who watches your property when you are away can be the best deterrent to a burglary. If you do not already have a Block Watch, contact your polke precinct to schedule a meeting.

WINDOWS

Sliding windows can be secured in the same way as sliding doors.

 Budder Haug Windows can easily be secured with the use of a prin: Diffuse the financial that the secured with the use of prince of the lower and partially into the frame of the user window and upper window. Insert the "pin" (nail or eyebbl). The window cannot be opened until you remove the pin. A second set of holes allows the window to be paritally

opened and locked to allow ventilation. You may also purchase special key locks for windows at hardware stores

Casment – crank window should be latched properly with the window gint. Diff a small block in the closed latch finme and latert a metal pin of small packet through the bloc Kyr operated replacement latches are available at hardware stores or through belosmitis.

Before making any changes to your security | VERY IMPORTANT

well as quick and easy exits in case of an emergency. All locks or bars on sleeping room windows must be needs, consider the safety of your family as

- devise must be able to be opened from the inside without the use of a key or any special knowledge or effort. equipped with a quick release mechanism. This locking
- Before having any type of work done at your house check references and the Better Business Bureau.

This information is provided by the Police Department City of Phoenix







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Employee Excellence Integrity and Ideals Dedication to Duty

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Responsibility and Respect Protection and Prevention



PREVENTION JRGLARY

presentations, please call your local police precinct or For more information on Crime Prevention tips and

access our web site.

http://phoenlx.gov/POLICE 33355 North Cave Creek Rd.

Black Mountain Precinct Phoenix, Arizona 85331 2111 South 99th Avenue Tolleson, Arizona 85353 South Mountain Precinct



2075 East Maryland Avenue

scottsdale, Arizona 85254

602-495-5006

Phoenix, Arizona 85034 Desert Horizon Precinct 16030 North 56th Street Mountain View Precinct Phoenix, Arizona 85016

602-495-5005

2220 North 39th Avenue

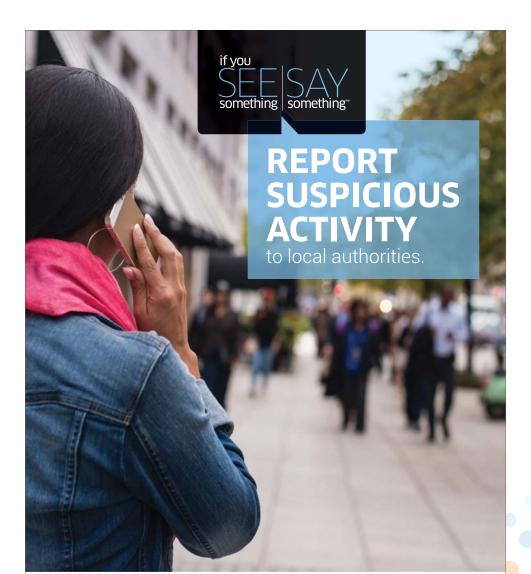
Cactus Park Precinct

602-495-5007

Phoenix, Arizona 85029

602-495-5009







Call 877-2-SAVE-AZ (877-272-8329)

If You See Something Say Something $^{\rm m}$ used with permission of the NY Metropolitan Transportation Authority.

CRIME & PHOENIX POLICE DEPARTMENT others

Program

latest technology

STAND TALL AND TAKE ACTION

STAND TALL participants will learn:

The city of Phoenix Graffiti Buster Program provides a free presentation tailored to the needs of your school or organization on how residents, students, teachers and businesses can STAND TALL against graffiti.

Negative impacts graffiti has on youth, property

 Current trends, best practices in graffiti removal and graffiti vandal prosecution

Resources available through the Graffiti Buster

To request a customized STAND TALL anti-graffiti

How to earn rewards for reporting graffiti vandalism

presentation for your school, association o organization, call 602-534-4444, ext. 4.

How to identify and report graffiti using the

owners, schools, neighborhoods, businesses and

GRAFFITI RESOURCES

The city's Neighborhood Services Department has a variety of resources available to assist residents, neighborhood groups, students and businesses in their effort towards a graffiti free Phoenix.

Report graffiti

- Use the smart phone app (MyPhxAZ) E-mail blight@phoenix.gov Call 602-534-4444, ext. 1
- Report graffiti in progress: call 9-1-1
 Graffiti Vandal Catching Reward Program:
- 602-262-7327 Tool Lending Program – paint, rollers, gloves,
- paint sprayers, pressure washers, etc., 602-534-4444, ext. 2 Neighborhood College Workshops
- 602-534-4444, ext. 4 Graffiti 101

 - Paint Sprayer Certification Training Pressure Washer Certification Training
- Victim's Rights Training Graffiti Free Phoenix STAND TALL Workshop
- Blight Buster Volunteer Training Flash Cam Program
- NEIGHBORHOOD SERVICES DEPARTMENT

fourth floor Phoenix, AZ 85003 602-534-4444

/phoenixneighborhood

nextdoor.com

#GraffitiFreePHX

GRAFFITI FREE PHOENIX







GRAFFITI FREE PHOENIX

Graffiti has a negative impact on individuals, nomes, businesses, schools and neighborhoods throughout the city. Graffiti vandalism can start at an early age and can lead to more serious negative social behavior and crime. It is often referred to as a gateway crime. Graffiti contributes to:

- Lower property values
- Discourages business and residential investment and retail sales
- Promotes fear

1

Impacts a community's overall economic vitality

Graffiti is an increasing expense for private property owners and taxpayers who are vandalized. It is also against the law!

In addition, Phoenix retailers are required to keep graffiti (spray paint, wide tipped permanent markers, etching supplies, etc) inaccessible to the public without employee assistance.



GET INVOLVED WITH **GRAFFITI FREE PHOENIX**

- How to keep the city of Phoenix graffiti free: Report graffiti in your community
- Discourage youth and adults from participating in vandalism in any form
- Become a Blight Buster Volunteer
- Keep your own property free of graffiti Report any graffiti tools/supplies displayed in stores that are accessible to the public
- Host or volunteer for a community clean up
- Take a free NSD Neighborhood College workshop on Graffiti 101, Paint Sprayer Training, Pressure Washer Training, etc.
- Connect with NSD on social media to stay informed of upcoming graffiti-related events and share your photos removing graffiti using the hashtag #GraffitiFreePHX.
- Invoke your victim rights as a property owner or neighborhood association

COMMON TRAITS OF A GRAFFITI VANDAL*

- Lack of empathy towards others
- Prone to be violent
- Two or more emotional and behavioral disorders (e.a.)**
- Worry (Anxiety)
- Always feeling sad (Depression) Destructive Feelings (Conduct disorder) Out of control behavior (Attention deficit
- hyperactivity disorder)
 Progressive history of violence, including
- domestic violence in adulthood

Valerie Spicer, Pos-Doctoral Fellow, Institute for Canadian Urban Research Studies, School of Criminology, Simon Fraser University Presented at Zero Graffili International Conference, Phoenix, AZ April 22, 2014 — vspicer@sfu.ca

Myra Frances Taylor, Ida Marais & Robyn Cottman (2012): Patterns of grafiti offending: towards recognition that graffiti offending is more than Kids messing around', Policing and Society: An International Journal of Research and Policy, 22-2, 152-168 Link: http://dx.doi.org/10/1080/10439463.2011.605128



City of Phoenix

BORHOOD SERVICES DEPARTMENT

VICTIM'S RIGHTS

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If your property has been vandalized with graffi you may file a police report by calling 602-262-6151. Property owners who are vandalized and Neighborhood Associations listed with the city's Neighborhood Notification Office should invoke their rights as a victim with the Police to be kept informed about any related charges filed in court against a graffiti vandal. They also have the opportunity to provide a victim statement and/or testify at the hearing.



PHOENIX



@PHXNeighborhood

🐨 @cityofphoenixaz

What To Expect When Stopped

Each situation is unique and the police officer must alter his or her response to fit the circumstance.

- A Phoenix Police Officer:
- Will provide his or her name and serial number upon request;
- Who is not in uniform will present proper identification; you may request to examine their credentials so that you are satisfied they are a law enforcement officer;
- Will tell you why you are being stopped;
- Will only use the force necessary to effect the arrest of a suspect and to maintain the custody of the prisoner;
- Will not search the body of a person of the opposite sex except to prevent injury to the officer or another person, or to prevent the disposal or destruction of evidence; and
- Will only arrest a person for a crime committed in the officer's presence, or when the officer has probable cause to believe the person has already committed the crime.

Arizona traffic law requires that all drivers shall yield the right of way to emergency webicles. Drivers are to immediately pull over to the right side of the road, stop and remain in a stopped position until the emergency vehicle has passed.

We hope the information in this brochure will be helpful in answering common questions about traffic stop procedures and in reducing the stress when stopped by the Police.

Phoenix Precinct Stations

Black Mountain 33355 North Cave Creek Rd.	602-495-5002
Cactus Park 12220 North 39th Avenue	602-495-5009
Central City 1902 South 16th Street	602-495-5005
Desert Horizon 16030 North 56th Street	602-495-5006
Estrella Mountain 2111 South 99th Avenue	602-495-5003
Maryvale 6180 West Encanto Blvd.	602-495-5008
Mountain View 2075 East Maryland Avenue	602-495-5007
South Mountain 400 West Southern Avenue	602-495-5004
General Information	602-262-7626

If you have a compliment or complaint about the service you have received, please contact one of the listed precincts or the Professional Standards Bureau at 602-262-4580.

MISSION STATEMENT

To ensure the safety and security of each person in our community

A Word From The Chief

I hope this information is helpful to you, because the dedicated men and women of the Phoenia Police Department strive to provide courteous helpful service to our community. No one wants to be stopped by the police, but sometimes it's necessary. When that happens, we want it to be as safe and positive as possible. Please help us help you by following the simple steps outlined here.

Joseph G. Yahner





CITY OF PHOENIX POLICE DEPARTMENT

Why Do Police Stop People?

There are many different reasons why you might be stopped by the police. Whatever the reason, the officer needs your cooperation.

- You may have committed a traffic violation.
- You may fit the description of a suspect.
- The officer might think you are in trouble and need help.
- · You may have witnessed a crime.

If you are stopped by the police while driving, you may feel confused, anxious, or even angry. These are natural feelings, but remember, traffic stops can also be stressful and dangerous for the police officer. Each year, a number of law enforcement officers are killed or seriously injured while making the "routine traffic stop". Police officers are especially vulnerable during the hours of darkness.

With this in mind, there are things that you, as a law abiding citizen, can do to help lessen the unpleasantness of the experience. When stopped by police, remember:

- A police officer may pull you over at any time for a traific offense or police investigation.
- When you see the red overhead lights and/or hear thesiren, remain calm and safely pull over to the right side of the road.
- 3. Remain in your vehicle unless the officer advises otherwise.
- 4. Keep your hands on the steering wheel so the officer can see them.
- Avoid any sudden movements, especially toward the fborboard, rear seat or passenger side of the vehicle.
- Do not immediately reach for your license or other documents until the officer requests them. Arizona State Law requires drivers to show their license, vehicle registration and insurance card upon request.
- 7. If your documents are out of reach, tell the officer where they are before you reach for them.
- 8. If you have a weapon in the vehicle, promptly notify the officer of its location.
- If the stop occurs during darkness, turn on your dome or interior lights so the officer can easily see the interior of your car.
- If there are passengers in your vehicle, encourage them to remain quet and cooperate with irstructions.
- The officer may issue you a ticket. If you feel the reason is vague or unclear, ask the officer for details.
- 12. Avoid becoming argumentative. Arguing will not change the officer's mind. If you contest the violation, you will have an opportunity to address the matter in court
- Be honest with the officer. If you really didn't see the stop sign, or were unaware of the speed limit, let the officer know. Being honest about any situation never hurts.
- Finally, if you receive a ticket, accept it calmly. Accepting it is not an admission of guilt. Your signature is usually, but not always required.



SPEAK OUT AGAINST DOMESTIC VIOLENCE

STOP

Asking "Why don't they leave?" Saying "It is a women's issue." Saying "It is a misunderstanding."

STOP IGNORING THE SIGNS

START...

Saying "It's not your fault." Saying "It affects everyone." Saying "No one deserves to be abused." **START LISTENING**

LEARN MORE ABOUT HOW DOMESTIC VIOLENCE AFFECTS YOU AND YOUR COMMUNITY.

NEED HELP?

Services Access for Domestic Violence Victims: SAF-DV Call: 480-890-3039 Arizona Coalition to End Sexual & Domestic Violence Hotline: 1-800-782-6400 National Domestic Violence Hotline: 1-800-799-7233 paintphoenixpurple.org | acesdv.org | OConnorHouse.org











Phoenix Police Department Citizen Advisory Boards And Contacts

The Community Relations Bureau's Community Response Squad (CRS) has been entrusted with facilitating the Phoenix Police Department's Citizen Advisory Boards. Currently, the City of Phoenix Police Department supports and assists the Citizen Advisory Boards which represent the following communities: African American, Arab, Asian, Cross-Disability, Faith Based, Hispanic, Jewish, Lesbian, Gay, Bi-Sexual, Trans-Gender (LGBT), Muslim, Native American, Refugee, and Sikh communities.

The core values of the Citizen Advisory Boards are to:

- Generate unity within our community and the Phoenix Police Department.
- Create a climate of trust between the community and the Phoenix Police Department.
- Provide a forum where the Phoenix Police Department can listen actively to communicate concerns and create solutions to social problems.
- Improve the quality of life to all members of our community.

The Citizen Advisory Boards are comprised of Community Leaders. The CRS assists with the establishment and maintenance of the Boards and provides advice and input to the Citizen Advisory Boards meeting frequency and meeting agendas. Each Citizen Advisory Board has a detective assigned as a Community Liaison. It is the responsibility of Advisory Board Members to act as a conduit of information for their constituents. Advisory Board Members are responsible to work with their designated Community Response Squad Detective and Precinct Community Action Officer to communicate global and community concerns. Advisory Board Members are also asked to attend training facilitated by the Phoenix Police Department to provide them with an understanding of Phoenix Policing with a Purpose.

CRIME & PHOENIX POLICE DEPARTMENT

Phoenix Police Department Contact Information

Lieutenant Dennis Orender | 602-534-3018 | dennis.orender@phoenix.gov Sergeant Jeffrey Coyle | 602-377-2550 | jeffrey.coyle@phoenix.gov Sergeant Herminia Hernandez | 602-320-8269 | herminia.hernandez@phoenix.gov

African American Advisory Board

Detective Larry Dotson | 602-206-9336 | larry.dotson@phoenix.gov Detective Jason Stokes | 602-377-7464 | jason.d.stokes@phoenix.gov

Arab Advisory Board

Detective Mustafa Masad | 602-339-1921 | mustafa.masad@phoenix.gov Detective Lisa Brockman | 602-819-3911 | lisa.brockman@phoenix.gov

Asian Advisory Board

Detective Philip Marriner | 602-377-8831 | phil.marriner@phoenix.gov Detective Philip Canchola | 602-377-8774 | philip.canchola@phoenix.gov

Cross-Disability Advisory Board

Detective Chris Abril | 602-828-0871 | christopher.abril@phoenix.gov Detective Rick Flum | 602-819-2652 | rick.flum@phoenix.gov

Faith Based Advisory Board

Detective Manny Valenzuela | 602-377-6804 | manuel.valenzuela@phoenix.gov Detective William Buividas | 602-377-3053 | william.buividas@phoenix.gov

Hispanic Advisory Board

Detective Marianne Ramirez | 602-377-9132 | marianne.ramirez@phoenix.gov Detective Lisa Brockman | 602-819-3911 | lisa.brockman@phoenix.gov Detective Frank Peralta | 602-510-3716 | frank.peralta@phoenix.gov Detective Philip Canchola | 602-377-8774 | philip.canchola@phoenix.gov

Jewish Advisory Board

Detective Mike Hillman | 602-377-9420 | michael.hillman@phoenix.gov Detective William Buividas | 602-377-3053 | william.buividas@phoenix.gov

LGBTQ Advisory Board

Detective Julie Smith | 602-708-7252 | julie.smith@phoenix.gov Detective Marianne Ramirez | 602-377-9132 | marianne.ramirez@phoenix.gov

Phoenix Police Department Contact Information

Muslim Advisory Board

Detective Mustafa Masad | 602-339-1921 | mustafa.masad@phoenix.gov Detective Marianne Ramirez | 602-377-9132 | marianne.ramirez@phoenix.gov

Native American Advisory Board

Detective Tony Davis | 602-819-1716 | tony.davis@phoenix.gov

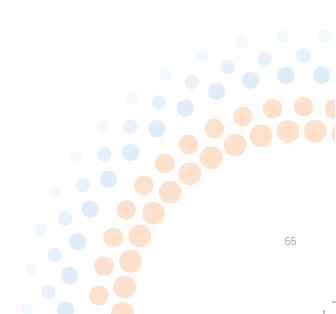
Detective Jared Charley | 602-377-8745 | jared.charley@phoenix.gov

Refugee Advisory Board

Detective Chris Abril | 602-828-0871 | christopher.abril@phoenix.gov Detective Mustafa Masad | 602-339-1921 | mustafa.masad@phoenix.gov

Sikh Advisory Board

Detective Julie Smith | 602-708-7252 | julie.smith@phoenix.gov Detective Chris Abril | 602-828-0871 | christopher.abril@phoenix.gov



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Guide to the Arizona Residential Landlord and Tenant Act



Neighborhood Services Department

RENTERS RIGHTS & NEIGHBORHOOD/HOUSING SERVICES This booklet contains typical landlord and tenant questions and answers, along with relevant statute sections. The answers offer guidance on provisions of the Arizona Residential Landlord and Tenant Act but do not constitute legal advice. For legal advice you must consult an attorney.

What should be done before moving into a rental unit?

Both the landlord and tenant should conduct a walk-through inspection of the unit to find existing problems. The landlord should give a copy of the inspection report to the tenant. The tenant should also get a signed copy of the lease or rental agreement with all blanks filled in. ARS §33-1321, ARS §33-1322.

How much can the landlord charge for a security deposit?

The landlord cannot collect more than one and one-half month's rent. ARS §33-1321.

How long can the landlord keep the security deposit?

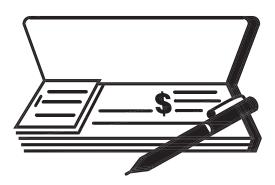
The landlord is required to return the security deposit within 14 days, excluding Saturdays, Sundays or other legal holidays, after termination of the tenancy and must include an itemized list of deductions from the deposit. ARS §33-1321.

Do landlords have the right to keep cleaning and redecorating deposits?

In order for cleaning and redecorating deposits to be non-refundable, they must be so designated in writing by the landlord. ARS §33-1321.

What can the landlord do if the tenant does not pay rent when it's due?

The landlord must give the tenant a five-day notice to pay all rent due or vacate the dwelling. The notice may be hand-delivered to the tenant or sent by certified or registered mail. If the tenant fails to pay rent the landlord can file a forcible detainer complaint in the Justice of the Peace



Court on the sixth day. The court will issue a summons ordering the tenant to appear in court to show cause why they should not pay rent or vacate the rental unit. If the tenant fails to show cause, the court will issue a writ of restitution. ARS §33-1368.

Can the landlord discontinue utility services provided by the landlord?

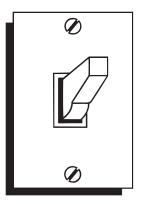
The landlord may discontinue utility services provided by the landlord on the day following the day that the writ of restitution is issued. ARS §33-1368.

What type of notice is the landlord required to give to increase rent?

The landlord must give a 30-day written notice prior to the periodic rental due date if the tenant is a month-to-

month tenant. The landlord must give a 10-day written notice if the tenant is a week-to-week tenant. ARS §33-1375.

When a tenant has a signed lease the landlord cannot raise the rent until the term of the lease is expired. An escalated clause allows the landlord to increase the rent under certain conditions.



Can the landlord accept part of the rent and later evict the tenant?

The landlord cannot accept a partial rent payment and later evict the tenant. The landlord may pursue court action to evict the tenant providing there is a rent waiver and the tenant agrees in writing to the terms and conditions of the partial payment regarding the continuation of the tenancy. ARS §33-1371.

What are some activities of the tenant that can result in an immediate eviction?

Here are some of the conditions under which a tenant may be declared to have committed an irreparable breach: illegal discharge of a weapon; prostitution; criminal street gang activity; unlawful manufacturing, selling, using, storing, keeping or giving of a controlled substance; or infliction of serious bodily harm. Threatening or intimidating behavior or falsification of a document may also be grounds for immediate eviction. ARS §33-1368.

> RENTERS RIGHTS & NEIGHBORHOOD/HOUSING SERVICES

Can a tenant terminate their rental agreement if he/she is a Victim of Domestic Violence?

The individual must indicate in writing to the landlord that the action, events, or circumstances that resulted in him/her becoming a victim of domestic violence occurred within a 30-day period immediately preceding the written notice to the landlord.

The resident must provide evidence to the landlord by one of the several methods:

- A copy of a protective order issued in the victim's favor and against the person allegedly engaging in the domestic violence.
- Proof that the victim provided a copy of the order to an authorized officer of the court to serve the perpetrator.
- A copy of a written departmental report from a law enforcement agency that states the resident notified the agency that he or she is a victim of domestic violence. ARS §33-1318.



Does the tenant have the right to change the locks on the rental unit?

The tenant cannot deny entrance to the landlord; changing the locks prevents the landlord from entering the dwelling in case of emergencies. The tenant may be held liable for any damages that result from denying the landlord access to the dwelling.

What can the tenant do if the landlord fails to make repairs?

The tenant has several options if the landlord fails to maintain the dwelling.

1. Minor defects. The tenant has a right to have repairs made by a licensed contractor, after proper notice to the landlord. If the landlord fails to comply, the tenant can have the repairs done and deduct up to \$300 dollars or one-half month's rent, whichever is greater. The tenant must submit an itemized statement to the landlord and a lien waiver provided by the contractor. ARS §33-1363.

2. Wrongful failure to supply essential services such as heat, air conditioning, cooling, water or hot water. If the landlord deliberately or negligently fails to provide essential services contrary to the rental agreement or the Arizona Residential Landlord and Tenant Act, the tenant may give written notice to the landlord specifying the breach and may do one of the following.

- a) Obtain services and deduct the actual reasonable cost from the rent;
- b) Seek damages based on the decrease in the fair rental value of the dwelling;
- c) Procure reasonable substitute housing during the period of the landlord's non-compliance. If the cost of the substitute housing is higher than the regular rent, the tenant may recover the additional cost from the landlord in an amount not to exceed 25 percent of the unpaid regular rent. ARS § 33-1364.

A landlord who is aware of a problem and is slow to correct or repair it could be considered to have acted deliberately or negligently. The tenant cannot invoke the above remedies if the condition was caused by members of the tenant's family through damage or misuse or was caused by any other person on the premises with the tenant's consent.

The landlord has the right to disconnect the utilities in order to make repairs.

Can the tenant withhold rent?

Arizona Revised Statute 33-1368(B) states that a tenant **may not** withhold rent for any reason.

Does the tenant have the right to terminate a rental agreement if the landlord failed to make repairs affecting health and safety?

If the tenant gave a written five-day notice requesting repairs, and the landlord failed to make them, the tenant may move out after the end of the fifth day. ARS §33-1361.

Can the landlord or manager withhold the name of the owners of an apartment complex?

Any person authorized to enter into a rental agreement shall give the tenant in writing the name and address of the person authorized to manage the premises and the owner or a person authorized to act for and on behalf of the owner for the purpose of service of process, and for the purpose of receiving and receipting for notices and demands. ARS §33-1322.

> RENTERS RIGHTS & NEIGHBORHOOD/HOUSING SERVICES

RENTERS RIGHTS & NEIGHBORHOOD/HOUSING SERVICES

Can the landlord hold the tenant's personal property fo<mark>r delinqu</mark>ent rent?

The landlord cannot hold the tenant's personal property for back rent. ARS §33-1372.

Does the landlord have the right to evict the tenant if the dwelling is not kept in a habitable condition?

The landlord can evict the tenant if the dwelling is not maintained or the tenant causes damage to the dwelling. The landlord may make repairs at the tenant's expense. Examples of damages for which the landlord can hold the tenant responsible include: (1)



damaged plumbing, (2) broken light fixtures, (3) damaged or soiled carpet, (4) broken windows, (5) marred or damaged walls and ceilings and (6) broken appliances caused by the tenant's abuse and neglect. ARS §33-1369.

Does the landlord have the right to collect rent after evicting the tenant for a breach of the lease?

The landlord may attempt to collect the balance of the lease, including the actual cost of damages caused by the tenant. The right exists even though the landlord evicted the tenant. ARS §33-1373.

Can a tenant refuse the landlord access to the dwelling?

The tenant cannot refuse lawful access to the landlord. However the landlord must give the tenant two days notice of his intent to enter and may enter only at reasonable times, except in case of an emergency. ARS §33-1343.

If a tenant notifies the landlord of a maintenance service request as prescribed in ARS §33-1341, paragraph 8. The notice from the tenant constitutes permission from the tenant for the landlord to enter the dwelling unit for the sole purpose of acting on the maintenance request.

When can the landlord enter the tenant's dwelling without giving notification?

The landlord may enter the tenant's dwelling without consent of the tenant in case of emergency. Examples are fire, smoke, or noxious odors. ARS §33-1343.

Can the landlord refuse to rent to tenants who have children?

Discrimination by a landlord against a tenant with children is not allowed unless the dwelling meets the definition of housing for older persons in §41-1491.04. ARS §33-1317.



What type of notice is the landlord required to give to terminate the rental agreement?

The landlord must give a 30-day written notice prior to the periodic rental due date if the tenant is a month-to-month tenant. The landlord must give a 10-day written notice if the tenant is a week-to-week tenant. ARS §33-1375.

How many people may occupy a dwelling?

State law has a standard occupancy limit of two persons per bedroom. However, the landlord has the right to refuse to rent to more persons per bedroom if he chooses. ARS §33-1317.

If the property I am renting has been foreclosed on, can the new owner or immediate successor evict me?

A new federal law was enacted on May 20, 2009, the Protecting Tenants in Foreclosure Act (Public Law No. 111-22; Senate Bill 896).* This new law requires that tenants in foreclosed properties receive a 90-day notice prior to being evicted. Specifically, the new law requires that, in the event of a foreclosure, the new owner or immediate successor in interest at foreclosure must allow tenants with leases to occupy the property until the end of the lease term. There are three exceptions to the law:

1). The lease can be terminated on 90-days notice if the unit is sold to a purchaser who will occupy the property.

-6-

2). The lease has fewer than 90-days.

* This federal law expires on December 31, 2014.

RENTERS RIGHTS & NEIGHBORHOOD/HOUSING SERVICES 3). The tenancy is month-to-month or a tenancy at-will, in which case the new owners must provide the tenant with a 90-days notice prior to eviction.

What can a tenant do if the new owner requested you to leave the property in less than 90-days?

The new owners or immediate successor in interest at foreclosure may not be aware of the new law. If they attempt to evict you without honoring your lease or providing the required 90-day notice, inform the new owner of the Protecting Tenants in Foreclosure Act by certified mail with return receipt requested of the Protecting Tenants in Foreclosure Act. Save the copy of the letter and return receipt requested. You must also offer to pay the new owner your rent.

What happens if a tenant does not pay the new owner or immediate successor in interest rent?

The new owner or immediate successor in interest can serve a notice giving the tenant five (5) days to pay or the rental agreement will be terminated. The new owner or immediate successor may terminate the rental agreement by filing a special detainer action pursuant to section 33-1377.

Is the landlord required to include in a written lease agreement that the property is currently undergoing foreclosure at the commencement of tenancy?

Yes, pursuant to ARS 33-1331 a landlord is required to include in a rental agreement that the property is scheduled for a trustee sale auction including the name, address and court location where the action is filed or the trustee, attorney or other responsible party. The landlord is also required to include the time, date, and place of the trustee sale or write no sale has been established for this property.

Is the landlord required to notify the tenant in writing that the property is undergoing foreclosure if the landlord receives a Notice of Trustee Sale during tenancy?

Yes, pursuant to ARS 33-1331 a landlord is required to notify the tenant within five (5) days from the date that he receives a notice of trustee sale, that the property is scheduled for a trustee auction sale along with the name, address and court where the action is filed, or the trustee, attorney or other responsible party. The landlord is also required to include time, date, and place of the trustee sale in the written notice to the tenant.

What remedy does a tenant have if the landlord does not comply with proper notification of a foreclosure process after a lease has been entered?

A tenant may potentially give the landlord a ten (10) day breach of lease notice alleging that the act of allowing the home to go into foreclosure is a breach that, if not resolved within ten (10) days, may allow the tenant to terminate the tenancy and/or may pursue legal action against the landlord to recover damages for the breach.

Do tenants have the right to withhold rent if the property is subject to a trustee sale?

When a mortgage goes into default, the landlord still has the right to collect rent. The landlord remains in charge of the rental unit until the property is sold at the trustee sale.

Can the tenant refuse to allow the landlord to show the rental unit to prospective buyers, tenants, contractors, or mortgagees?

The tenant cannot withhold consent to the landlord to show the premises to a prospective buyer, tenant, contractor, or mortgagee, providing the landlord gives the tenant at least two days notice. The landlord can enter only at reasonable times. ARS §33-1343.

RENTAL TERMS

Abandonment: Abandonment occurs when the tenant is absent for seven days without notice to the landlord and rent is delinquent for 10 days.

Actual damages: Damages or financial losses incurred by the tenant or landlord because of a breach of the rental agreement.

Breach: When the tenant or landlord fails to comply with terms of the rental agreement.

Business day: Business days are Monday, Tuesday, Wednesday, Thursday, and Friday. Business days do not include Saturday, Sunday or legal holidays.

Calendar day: The date on which something occurs. For example, June 10-12 is three calendar days (June 10, June 11 and June 12).

Defendant: A person against whom court action is brought.

Diminution of services: When the landlord shuts off utilities to force the tenant to pay delinquent rent.

Distraint for rent: A situation in which a landlord retains the tenant's personal property for the delinquent rent.

RENTERS RIGHTS & NEIGHBORHOOD/HOUSING SERVICES 75

Injunctive relief: A court order that restrains the defendant from conducting specific actions against the plaintiff.

Lease: A contract that cannot be broken without incurring liability unless both parties agree or one party has committed a significant breach.

Physical possession: Actually occupying a dwelling.

Plaintiff: A person who files a court action against the defendant.

Prohibited: An action that is not permitted under the Arizona Residential Landlord and Tenant Act.

Restrictive covenant: A condition put into a deed which restricts the use of property. An example is prohibiting families and persons below a specific age from renting.

Retaliatory action: An action intended to harass or punish the tenant or landlord for complaining about a breach of terms and conditions of the rental agreement.

Security deposit: Money paid to the landlord to hold in order to guarantee that the tenant will take care of the property and pay rent.

Subsequent breach: A breach that occurs after the first breach. An example is a tenant who fails to pay rent in December and then fails to pay rent in January.

Substitute housing: Housing the tenant moves into because the landlord failed to maintain the rental unit in a habitable condition.

Tenant or lessor: A person who rents.

Writ of restitution: A court order issued to evict the tenant.

Other Services and Community Contact Information:

RENTAL ASSISTANCE/FINANCIAL ASSISTANCE

City of Phoenix Human Services:

John F. Long Family Services Center	602-262-6510
Sunnyslope Family Services Center	602-495-5229
Travis L. Williams Family Services Center	602-534-4732

Outside of the city of Phoenix:

24/7 Community Information and Referral Services helpline 2-1-1/1-877-211-8661 (Provide information on medical services, shelter information, emergency food boxes, rental assistance programs, faith based organizations and much more).

Salvation Army	602-997-5034
Saint Vincent de Paul	602-263-8856
SHELTER	
CONTACS Shelter Hotline 602-263-8900 (Community Network for Accessing Shelter)	/1-800-799-7739
Central Arizona Shelter Services	602-870-1705
LEGAL ASSISTANCE	
Community Legal Service	602-258-3434
Maricopa County Bar Association Lawyer Referral Service	602-257-4434
Maricopa County Justice Court	602-506-8530
	002 300 0330
HOUSING COUNSELING (FORECLOSURE PREVENTION/	
HOMEBUYER PROGRAMS)	
Neighborhood Housing Services of Phoenix	602-258-1659
Greater Phoenix Urban League	602-254-5611
Chicanos Por La Causa	602-253-0838
Community Housing Resources of Arizona	602-631-9780
Arizona ACORN	602-253-1111
OTHER RESOURCES	
Arizona Attorney General's Office - Consumer Complaint	602-542-5763
Arizona Department of Real Estate	602-771-7730
City of Phoenix Equal Opportunity Department	602-262-7486
Arizona Mortgage Foreclosure Helpline	1-877-448-1211
Family Advocacy Center	602-222-9444
Fresh Start Women's Center	602-252-8494
24-hour Crisis Response Network Helpline	602-222-9444
Maricopa County Assessor's Office	602-506-3406
(Residential Rental Property Registration)	
Maricopa County Environmental Health	602-506-6616
Arizona Association of Manufactured Homes & R.V. Owners	480-966-9566
(Provide information to tenants on the Arizona Mobile Home Parks Residential Landlord and Tenant Act)	

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RENTERS RIGHTS & NEIGHBORHOOD/HOUSING SERVICES

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RENTERS RIGHTS & NEIGHBORHOOD/HOUSING SERVICES

Neighborhood Services Department 200 W. Washington St. 4th Floor Phoenix, AZ 85003

www.phoenix.gov/NSD



24-hour Landlord/Tenant information line 602-534-4444, option 3

Fax: 602-534-4445

Landlord/Tenant Counseling e-mail: landlord.tenant.nsd@phoenix.gov

For a copy of this publication in an alternate format contact the Neighborhood Services Department ADA Liaison, 200 W. Washington St., Phoenix, AZ 85003 If your housing is unsafe or there are health hazards where you live you may call Maricopa County Public Health Environmental Services Complaint:

Complaint Line Phone Number: 602-506-6616

Walk-in Complaints: 1001 N Central Avenue, 1st Floor Phoenix Arizona 85004

HUD Certified Housing Counseling Agencies

Chicanos Por La Causa 1402 S. Central Ave., Bldg A 602-253-0838 l cplc.org Community Housing Resources of Arizona 4020 N. 20th St., Suite 220 602-631-9780 l communityhousingresources.org Desert Mission Neighborhood Renewal 9229 N. Fourth St. 602-331-5833 l jcl.com/desert-mission/ neighborhood-renewal Greater Phoenix Urban League 1402 S. Seventh Ave. 602-254-5611 | gphxul.org Neighborhood Housing Services of Phoenix 1405 E. McDowell Road, Suite 100 602-258-1659 | nhsphoenix.org Newtown Community Development Corps.

511 W. University Blvd., Suite 4 480-829-5759 | newtowncdc.org

RENTERS RIGHTS & NEIGHBORHOOD/HOUSING SERVICES

80

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Love Your Block

FIVE Community Groups within our Initiative Boundary (see back) will be awarded\$1,000 each to make a change they wish to see in their neighborhood.Each project will unify and serve the community for manyyears to come as a public space everyone can enjoy.

Past awarded projects include:

• community mural • alley cleanup & light installation • painting irrigation boxes • community garden • installing Little Free Libraries • tree planting

Community groups can apply in November of each year. To apply please visit hpnphx.org/cities-of-service/

Email

loveyourblock@hpnphx.org

Twitter/Instagram @loveyrblockphx



"This Love Your Block initiative will take our city to the next level by providing critical seed money and the passion of AmeriCorps VISTA members to allow residents to focus on the health and safety needs of their own neighborhoods" -Mayor Greg Stanton



CITIZEN RESOURCES/ GRANT OPPORTUNITIES

CITIZEN RESOURCES/ GRANT OPPORTUNITIES

> City of Phoenix Office of Arts & Culture

GRANTS PROGRAM

APPLICATION DEADLINE MARCH 2018

Grants for Arts and Culture Organizations and Phoenix Neighborhoods in partnership with local businesses or organizations

> Visit our website for more details: www.phoenix.gov/arts/grants-program



City of Phoenix OFFICE OF ARTS AND CULTURE The Community Development Block Grant (CDBG) program, funded through the U.S. Department of Housing and Urban Development (HUD) and administered by the Neighborhood Services Department, has served the community since 1975.

The CDBG program funds comprehensive revitalization of designated neighborhoods, housing rehabilitation, construction of facilities such as senior and community centers, small business loan programs, social services and homeless assistance.

Parties interested in receiving notification of Public Services and Facilities Request for Proposals are encouraged to subscribe to the grants listserve. The listserve web address is: http://lists.phoenix.gov/fms/nsdsubscribe.html.

Contact Information

Grants Administration 200 W. Washington St., fourth floor Phoenix, AZ 85003 Phone: 602-534-4444 Email: grants.nsd@phoenix.gov

GRANT OPPORTUNITES	WHERE TO APPLY	
PUBLIC SERVICES		
Funding Source: Community Development Block Grants (CDBG)		
Funding Supports: Operational support for programs that primarily serve low and moderate income Phoenix		
residents that are carried out by nonprofit organizations.		
Eligibility Criteria: Eligible applicants include non-profit	Neighborhood Services Department	
organizations, and schools serving targeted areas. Programs must	Email: grants.nsd@phoenix.gov	
meet a HUD CDBG National Objective.		
Driavity Categorian to be determined		
Priority Categories to be determined.		
PUBLIC FACILITIES PROJECTS		
Funding Source: Community Development Block Grants (CDBG)	
Funding Supports: Acquisition, renovation, or new construction activit	ies in facilities owned by non-profit	
organizations incorporated in the State of Arizona.	· ·	
Capital Improvements – Public Facilities for Non Profits	Neighborhood Services Department	
Maximum Grant Amount: \$100,000 maximum request, 70% CDBG	Email: grants.nsd@phoenix.gov	
and 30% provided by Agency match		
Eligibility Criteria: Eligible applicants include non-profit		
organizations, and schools serving targeted areas. Projects must		
meet a HUD CDBG National Objective.		
Project Examples: Projects located are located citywide. Eligible activities include acquisition, new construction or rehabilitation of		
public facilities, i.e., senior, youth or childcare center, domestic		
violence shelter, neighborhood facilities, or Americans With		
Disabilities Act (ADA) modification projects. Priority will be given to		
projects that eliminate blighting properties and/or contribute to		
physical revitalization of the neighborhoods in which they are		
located.		
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CITIZEN RESOURCES/ GRANT OPPORTUNITIES

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ousing Counseling Agency programs
Neighborhood Services Department
Email: grants.nsd@phoenix.gov
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Neighborhood Services Department
Email: grants.nsd@phoenix.gov
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Open Application
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Neighborhood Services Department
Email: grants.nsd@phoenix.gov
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Open Application
- FF
Neighborhood Services, Community
Development
Contact: Jesse Garcia
Email: Jesse.Garcia@phoenix.gov
Requests for Proposals (RFP) are
issued by Neighborhood Services
Department on an as-needed basis
Department on an as-needed basis

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HOMELESS SERVICES		
 Homeless Services - Request for Proposal Fund Sources: Community Development Block Grant and Emergency Shelter Grants Summary of Grant Program: Emergency Shelter- Operations: Maintenance, operation, insurance, utilities and furnishings for emergency shelter programs that provide immediate shelter for up to 120 days to persons who are homeless. No more than 10 percent of the grant may be used for staffing costs. Supportive Services: Services that assist homeless person in moving towards self-sufficiency and permanent housing including but not limited to case management, job placement and training, substance abuse, child care, and transportation services. Dollar Amount: No cap 	Human Services Department, Victim & Homeless Services Contact: Kristina Blea Phone: (602) 256-4302 Email: <u>Kristina.Blea@phoenix.gov</u>	
Eligible Applicants: Non-profit corporations		
	projects. Operation support available	
Eligible Applicants: Non-profit corporations HOUSING PROJECTS – Acquisition, renovation, or new constructior under HOPWA program only. Housing Projects	Housing Department, Housing	
Eligible Applicants: Non-profit corporations HOUSING PROJECTS – Acquisition, renovation, or new construction under HOPWA program only.		
Eligible Applicants: Non-profit corporations HOUSING PROJECTS – Acquisition, renovation, or new constructior under HOPWA program only. Housing Projects Funding Source: Community Development Block Grants and Home Investment Partnership Summary of Grant Programs: Funds are available for	Housing Department, Housing Development Grants are awarded through an	
Eligible Applicants: Non-profit corporations HOUSING PROJECTS – Acquisition, renovation, or new construction under HOPWA program only. Housing Projects Funding Source: Community Development Block Grants and Home Investment Partnership Summary of Grant Programs: Funds are available for homeownership assistance, affordable rental housing, and special needs housing development activities.	Housing Department, Housing Development	
Eligible Applicants: Non-profit corporations HOUSING PROJECTS – Acquisition, renovation, or new construction under HOPWA program only. Housing Projects Funding Source: Community Development Block Grants and Home Investment Partnership Summary of Grant Programs: Funds are available for homeownership assistance, affordable rental housing, and special needs housing development activities. Dollar amount: \$1.5 - \$3 million	Housing Department, Housing Development Grants are awarded through an	
Eligible Applicants: Non-profit corporations HOUSING PROJECTS – Acquisition, renovation, or new constructior under HOPWA program only. Housing Projects Funding Source: Community Development Block Grants and Home Investment Partnership Summary of Grant Programs: Funds are available for homeownership assistance, affordable rental housing, and special needs housing development activities. Dollar amount: \$1.5 - \$3 million Eligible Applicants: Non-profit and for-profit corporations.	Housing Department, Housing Development Grants are awarded through an Open Application process.	
Eligible Applicants: Non-profit corporations HOUSING PROJECTS – Acquisition, renovation, or new construction under HOPWA program only. Housing Projects Funding Source: Community Development Block Grants and Home Investment Partnership Summary of Grant Programs: Funds are available for homeownership assistance, affordable rental housing, and special needs housing development activities. Dollar amount: \$1.5 - \$3 million Eligible Applicants: Non-profit and for-profit corporations. Housing Opportunities For Persons With AIDS (HOPWA) Funding Source: HOPWA	Housing Department, Housing Development Grants are awarded through an	
Eligible Applicants: Non-profit corporations HOUSING PROJECTS – Acquisition, renovation, or new construction under HOPWA program only. Housing Projects Funding Source: Community Development Block Grants and Home Investment Partnership Summary of Grant Programs: Funds are available for homeownership assistance, affordable rental housing, and special needs housing development activities. Dollar amount: \$1.5 - \$3 million Eligible Applicants: Non-profit and for-profit corporations. Housing Opportunities For Persons With AIDS (HOPWA) Funding Source: HOPWA Summary of Grant Program: Emergency assistance, rental assistance, and acquisition/rehab/lease/operating assistance for	Housing Department, Housing Development Grants are awarded through an Open Application process. Housing Department, Housing Development Grants are awarded through an	
Eligible Applicants: Non-profit corporations HOUSING PROJECTS – Acquisition, renovation, or new construction under HOPWA program only. Housing Projects Funding Source: Community Development Block Grants and Home Investment Partnership Summary of Grant Programs: Funds are available for homeownership assistance, affordable rental housing, and special needs housing development activities. Dollar amount: \$1.5 - \$3 million Eligible Applicants: Non-profit and for-profit corporations. Housing Opportunities For Persons With AIDS (HOPWA) Funding Source: HOPWA Summary of Grant Program: Emergency assistance, rental assistance, and acquisition/rehab/lease/operating assistance for emergency/transitional/permanent supportive housing.	Housing Department, Housing Development Grants are awarded through an Open Application process. Housing Department, Housing Development	
Eligible Applicants: Non-profit corporations HOUSING PROJECTS – Acquisition, renovation, or new construction under HOPWA program only. Housing Projects Funding Source: Community Development Block Grants and Home Investment Partnership Summary of Grant Programs: Funds are available for homeownership assistance, affordable rental housing, and special needs housing development activities. Dollar amount: \$1.5 - \$3 million Eligible Applicants: Non-profit and for-profit corporations. Housing Opportunities For Persons With AIDS (HOPWA) Funding Source: HOPWA Summary of Grant Program: Emergency assistance, rental assistance, and acquisition/rehab/lease/operating assistance for	Housing Department, Housing Development Grants are awarded through an Open Application process. Housing Department, Housing Development Grants are awarded through an	

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CITIZEN RESOURCES/ GRANT OPPORTUNITIES

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CITIZEN RESOURCES/ GRANT OPPORTUNITIES

SMALL BUSINESS ASSISTANCE and ECONOMIC DEVELOPM	ENTPROGRAMS	
Neighborhood Commercial Rehabilitation	Neighborhood Services Department	
Funding Source: Community Development Block Grant (CDBG)	- 5	
Summary of Grant Program: The program provides financial	Contact: Jesse Garcia	
and technical assistance to qualified businesses and	Phone: (602)261-8697	
commercial property owners to revitalize and enhance the	Email: Jesse.Garcia@phoenix.gov	
exterior of their properties in low- to moderate-income targeted areas.		
Dollar amount: Based on availability of funds, and eligibility		
criteria.		
Eligible Applicants: For-profit businesses located within low-		
and moderate-income targeted areas.		
Small Business Assistance - (Open Application, Management	Neighborhood Services Department	
Technical Assistance)		
Funding Source: Community Development Block Grant	Contact: Jesse Garcia	
(CDBG) Summary of Grant Program: The program allows	Phone: (602)261-8697	
experienced business consultants or providers the opportunity to	Email: Jesse.Garcia@phoenix.gov	
offer technical assistance to small business owners. Assistance		
in the following business categories is provided: general business		
planning, marketing, accounting/finance, procurement, loan		
packaging, human resource planning/workforce development,		
information technology, and special projects. Awarded grants		
must result in job creation and or retention for low-income individuals.		
Dollar amount: Based on available funds.		
<i>Eligible Applicants</i> : For-profit businesses that will create jobs		
within two years of receiving program funds.		

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Neigborhood Services Clean Up & Tool Lending:

Keeping your community looking great is hard, yet rewarding work! The Tool Lending Program is offered to residents and community groups for cleanup events at no charge. Any neighborhood group or Block Watch listed with the Neighborhood Services Department may receive paint, and borrow supplies and clean-up tools to improve their neighborhood. To borrow equipment, get paint or reserve a paint-sprayer, sign up for the next training class or reserve tools for your next neighborhood clean-up.

Tool trailers and tools available for loan include:

- paint rollers
- wire brushes with scrapers
- hoes
- weed eaters
- shovels
- gloves
- paint sprayer
- buckets
- ladders (three-step)
- pole trimmers
- brooms
- brushes
- hedge shears
- loppers
- rakes
- wheelbarrows
- garbage bags

Contact Information:

Tool Lending Program Neighborhood Services Department 200 W. Washington St., fourth floor Phoenix, AZ 85003-1611 Phone: 602-495-0323 Email: nsd@phoenix.gov

> CITIZEN RESOURCES/ GRANT OPPORTUNITIES

Neighborhood Services Housing Rehabilitation Programs

The Housing Rehabilitation Program provides assistance to eligible low to moderate income homeowners citywide for emergency home repairs and or to address health and safety hazards. The program may also address non-emergency home repairs to stabilize critical home systems such as electrical, mechanical, plumbing, and roof systems. Water and energy conservation as well as exterior code violations may also be addressed. The program offers homeowners' financial assistance through a range of interest-free, forgivable loan and grant programs. Program participation is limited to available funding and capacity

Contact Information:

Housing Rehabilitation Programs Neighborhood Services Department 200 W. Washington St., fourth floor Phoenix, AZ 85003-1611 Phone: 602-534-4444, extension 4 Fax: 602-534-8213 Email: rehab.nsd@phoenix.gov The Neighborhood Leadership Studio Program (NLS) is for neighborhood groups that are registered with the City of Phoenix Neighborhood Services Department and are just getting started or have new leadership. The program is designed to develop and/or build neighborhood capacity. If you're looking to re-energize and take your civic engagement and community building efforts to the next level, this program is for you!

NLS is sponsored by the Neighborhood Services and Public Works departments, in partnership with the Phoenix Industrial Development Authority. This leadership program is application based. For more information, contact Ray Yocopis at (602) 495-0116 by phone, or http:// www.phoenix.gov/nsd/neighborhoodcollege by email



CITIZEN RESOURCES/ GRANT OPPORTUNITIES

Neighborhood Services Neighborhood College

Neighborhood College is a one-of-a-kind collaboration of workshops and hands-on learning experiences brought to you by multiple city departments. The intent of the program is to provide each participant with knowledge about the city's programs, services and resources; the tools to access those resources; and the skills and ideas with which to build positive, sustainable communities.

Everyone is welcome! Regardless of whether you're a seasoned community leader or a new resident just looking to get to know your new home better, Neighborhood College is flexible enough to meet the needs of all Phoenix residents! We hope to see you at one of our many free workshops - and encourage your neighbors to do the same. Please note: Registration information is listed with each individual session. For more information regarding the Neighborhood College Program, please contact us at 602-534-4444.



Blight Buster Volunteer Program:

Blight Buster volunteers promote community pride and beautiful neighborhoods by keeping Phoenix free of graffiti and blight. Residents 18 years or older may receive free training to learn how to address graffiti and a variety of blight-related issues; from back-alley cleanups to illegal signs in public right-of-ways.

Residents also are enabled to become better advocates in their communities by learning how to arrange and manage community cleanup projects. Those who complete the training will receive an identification badge, uniform and resources to help carry out their volunteer assignments.

Graduates will be able to:

Learn how to remove graffiti Safely use an airless paint sprayer Address Illegal signs placed in public right-of-ways Take full advantage of the Tool Lending Program Use GPS cameras Assess sites for community cleanup projects

Eligibility requirements To enroll in the program, you must meet the following criteria:

Be at least 18 years of age or older at the start of the program Be a resident of the city of Phoenix

Successfully pass a fingerprint-based background check

For more information or to register, call 602-534-4444, email bbv@ phoenix.gov or sign up online through Neighborhood College.





CITIZEN RESOURCES/ GRANT OPPORTUNITIES

CITIZEN RESOURCES/ GRANT OPPORTUNITIES

Good Neighbor Program

The Good Neighbor Program (GNP) works to increase resident participation in their neighborhood improvement activities by creating opportunities in which all residents feel comfortable with each other and their neighborhoods. The program is a leadership development series that offers the opportunity to learn how you can improve your community.

The program features a series of educational and self-awareness classes and workshops on a variety of topics including:

Accessing your local government

Information on landlord/tenant rights and foreclosures Improving communication between residents and city departments Building community pride

Shade Tree Programs

SRP: SRP's Shade Tree Program provides customers up to two free desert-adapted trees (approximately 4-to-6 foot saplings) to plant in energy-saving locations around your home. Shading your home helps reduce cooling costs, improve air quality and lower the Valley's heat effect—without using a lot of water. To receive a free tree, participants are required to attend a free workshop to learn how to best plant and care for your trees. Space is limited. Reserve your spot by signing up online. See more: http://www.savewithsrp.com/rd/shadetrees.aspx

Financial Literacy

Financial Literacy is a skill that any resilient community needs. Here are some vetted and government trusted programs that can help you or your community members. For more information please visit the Arizona State Treasurer website at http://www.aztreasury.gov/financial-literacy.

AZ529.org is a Family College Savings Program designed to help families meet the rising costs of a higher education by offering an easy, flexible, and tax-advantaged way to save for college. http://www.az529.gov/AZ529Website_2010/index.html Phone: 602-258-2435. Email: DLager@AZhighered.gov

MyMoney.gov and 1-888-MyMoney is the U.S. Department of the Treasury's website and hotline that serves as the one-stop shop for federal financial literacy and education programs, grants and other information. https://www.mymoney.gov/Pages/default.aspx Phone:1-800-FED-INFO

National Endowment for Financial Education helps individual Americans acquire the knowledge and skills necessary to take control of their financial destiny. They offer focused downloadable workshops for communities and individuals. https://www.financialworkshopkits.org/ http://www.nefe.org/ Phone: 303-741-6333

360 Degrees of Financial Literacy is a free program of the nation's certified public accountants to help Americans understand their personal finances through every stage of life. http://www.360financialliteracy.org/

Practical Money Skills for Life allows educators, parents, and students access to free educational resources including personal finance articles, games, lesson plans, and more. http://www.practicalmoneyskills.com/ Email: info@practicalmoneyskills.com

Institute for Financial Literacy's mission is to make effective financial literacy education available to everyone. https://financiallit.org/ Phone: 207-873-0068.

The National Financial Education Network Database for State and Local Governments is comprised of materials submitted by the members of the Network to provide resources on financial literacy to the general public. http://www.flecnationalnetwork.org/

FinancialLiteracyMonth.com helps consumers begin their 30 step path to financial wellness. http://www.financialliteracymonth.com/

Money Smart was launched by the Federal Deposit Insurance Corporation (FDIC) to help low- and moderate-income individuals outside the financial mainstream enhance their financial skills and create positive banking relationships. https://www.fdic.gov/consumers/consumer/moneysmart/ Phone: 877-ASKFDIC (877-275-3342)

SmartAboutMoney.org was created by the National Endowment for Financial Education to help with financial decisions throughout life's ups and downs. https://www.smartaboutmoney.org/Phone: 303-741-6333

CITIZEN RESOURCES/ GRANT OPPORTUNITIES 93

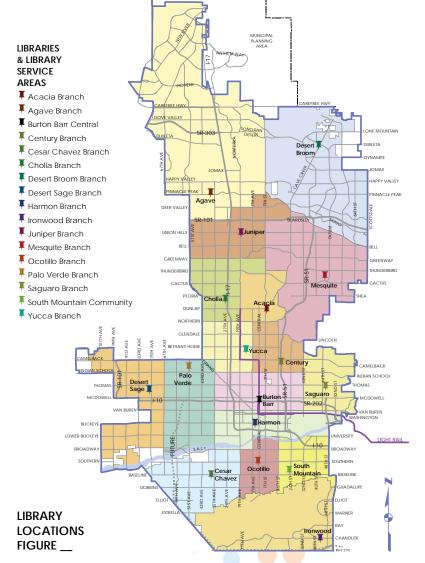
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Phoenix Public Library provides greater Phoenix communities and individuals in-person and online access to their choice of information, access to knowledge and connection to resources. Serving as a community hub for life-long learning; education, career readiness, entrepreneurial, social/civic engagement, trusted research, community collaboration and entertainment platforms and programing are available to all ages. All Phoenix Public Library services are free. To connect with Phoenix Public Library and learn more about all that is offered, visit www.phoenixpubliclibrary.org or call 602-262-4636. *Burton Barr Central Library is expected to be closed until summer of 2018. For other locations, information regarding the status of Burton Barr Central Library, and resources available online, please go to www.phoenixpubliclibrary.org or call 602-262-4636



LIBRARY

95

Getting a Phoenix Public Library Card

A Phoenix Public Library card is available for free to Maricopa County residents with a valid photo ID listing a current address. Cards may be applied for in person at any one of 17 locations or online at www.phoenixpubliclibrary.org (eCards will only grant access to online services). Library card accounts are required in order to check out materials such as books, cds, dvds in-person, and access to all online services such as eBooks and music & movie streaming.

Programs Available

In addition to a wide range of library materials for all ages...

Families with young children build early literacy skills at Storytimes, Pre-School Prep, Kindergarten Bootcamp, Kids' Café, Sit-Stay-Read, and more including kid friendly online resources.

School-aged children continue to develop their on-grade reading skills, create, and explore creativity and ingenuity through a host of out-of-school literacy, STEM activities like CodePHX, and annual Summer Reading programs.

Teens find out-of-school instruction covering homework help, video game design, coding, video editing, 3-D printing, STEM, Robotics and summer volunteer opportunities.

Adults have access to a wealth of quality of life programing at all 17 locations. *Burton Barr Central Library is expected to be closed until summer of 2018.

Specialty Services

Phoenix Public Library collaborates with a diverse collection of City of Phoenix departments and community organizations to provide...



College Depot at Phoenix Public Library – Students of all ages find free, hands-on, personalized assistance through a staff of college planning advisors with various elements of college admissions and financial aid process. Assistance includes help with FAFSA, scholarship searches, admission applications and more. Hosts "Re-Engage" which offers connections to resources for those returning to school. Ordinarily located at Burton Barr Central Library *through summer of 2018 check www.phoenixpubliclibrary.org for current location of College Depot services



hive @ central – Entrepreneurs can find resources at a distinctive entrepreneurial and small business creation center. hive @ central is a free networking resource and space for budding entrepreneurs, small business owners, artists, anyone wanting to bring new business ideas to fruition and in turn strengthen Phoenix's local economy. Ordinarily located at Burton Barr Central Library *through summer of 2018 check www.phoenixpubliclibrary.org for current location of hive @ central services and Spanish programing



PHXWorks – A collection of experts and materials supporting workforce needs including resume writing, interviewing, occupational testing, language learning and computer skills. Located at Ocotillo Library and Workforce Literacy Center *check www.phoenixpubliclibrary.org for additional locations hosting PHXWorks programming

Resilience Tools

Climate Health Assessment

This tool will give you an overview of the health issues Phoenix faces with a focus on flooding and heat. https://health2016.globalchange.gov/

National Weather Service Climate Hazards Outlook Interactive Map

This tool is helpful for situational awareness. http://www.cpc.ncep.noaa.gov/products/predictions/threats/threats.php

US Climate Resilience Toolkit

This tool can help you show the impact of extreme weather on Phoenix residents. https://toolkit. climate.gov/news/new-climate-explorer-climate-projections

Maricopa Association of Governments Demographics Interactive Map

A good tool for visualizing demographics and for planning. http://geo.azmag.gov/maps/demographic/

Center for Disease Control Social Vulnerability Interactive Map

A good tool to use for visualizing vulnerabilities. https://svi.cdc.gov/map.aspx

RAND Resilience Toolkit

The RAND Corporation via excellent research has created community tools to help develop and enhance community resilience. You will find activities, workshop ideas, exercises, and research that is user friendly and dynamic. http://www.rand.org/multi/resilience-in-action/community-resilience-toolkits.html

Map Your Neighborhood

This is a very simple activity based tool that enables one to organize and prepare a neighborhood. The tools available include premade neighborhood maps and instructions for apartment buildings/verticle neighborhoods. Please visit Washington Emergency Management website at: https://mil.wa.gov/emergency-management-division/preparedness/map-your-neighborhood.

RESILIENCE ACTIVITIES AND RESOURCES 97

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2050 ENVIRONMENTAL SUSTAINABILITY GOALS

After an extensive community consultation process, on April 12, 2016, Phoenix City Council adopted **2050 Environmental Sustainability Goals.** These goals articulate the community's desired long-term environmental outcomes, along with fulfilling the General Plan aspirations of a **sustainable city**.

With these long-term desired outcomes defined, planning is underway to identify additional short and mid-term goals and metrics to be included in the next update to the General Plan for the community's and Council's consideration. Along with environmental metrics, additional social and economic goals are being considered that would best articulate the community's desired outcomes to become a socially, economically and environmentally resilient city.





2015-16

CITY OF PHOENIX SUSTAINABILITY REPORT

SUSTAINABILITY



2050 GOAL: Reduce carbon pollution from vehicles, buildings, and waste by **80%-90%**. All new buildings will be "net-positive" in terms of energy and materials. At the community scale, we will enhance **15 compact centers** where the services are provided locally. Residents will be able to live, work and play, all within walking distance.

RECENT ACCOMPLISHMENTS

PHOENIX 2015 GENERAL PLAN

CARBON ACCREDITATION PROGRAM:

Sky Harbor was recognized in 2016 as a newly accredited airport in the Airport Carbon Accreditation program. Between 2014-2015, Sky Harbor decreased its carbon footprint by more than 4%.

VALE: As part of the Federal Aviation Administration's Voluntary Airport Low Emission environmental grant, Sky Harbor was awarded one million dollars to construct chargers that support conversion of airline ground equipment to electric.

WHAT'S NEXT?

All **90,000 OF THE CITY'S STREET LIGHTS** and lighting at its park facilities will be replaced with LED lights.

Partner with the community to **IDENTIFY INCENTIVES** for early adopters to reduce carbon pollution from vehicles, buildings and waste.

"GREEN" CERTIFICATES OF OCCUPANCY will be issued for projects utilizing the Phoenix Green Construction Code.

An **URBAN FOREST INFRASTRUCTURE TEAM** will work to implement the Tree and Shade Master Plan.







TRANSPORTATION

2050 GOAL: Make **walking, cycling, and transit** commonly used, enjoyed, and accessible for every Phoenix neighborhood, including our disabled community. This goal will result in **90% of the population** living within one-half mile of transit, and projects 40% of the population will choose to commute by walking, biking, transit or car share.



RECENT ACCOMPLISHMENTS

TRANSPORTATION 2050: The 35-year citywide transportation improvement plan became effective Jan. 1, 2016. T2050 will triple the number of light rail miles in Phoenix and provide late night bus and Dial-a-Ride service to a majority of the City.

BUS SERVICE IMPROVEMENTS are

transforming the way riders move by providing increased service and travel flexibility.

LIGHT RAIL EXPANSION

2015-16

Service began on the northwest light rail extension starting at 19th Ave & Montebello Ave to Dunlap Ave. THE WALKABLE URBAN CODE was adopted by City Council on July 1, 2015 as the implementation zoning tool that will guide development and shape future growth. The code will help realize the city's vision for sustainable transit and pedestrian-oriented development along the light rail corridor within the Reinvent PHX area.

THE 2015 GENERAL PLAN

articulates strategies for complete streets, transit-oriented development, infill development and many other ways to encourage walking, cycling and public transit.



4

CITY OF PHOENIX SUSTAINABILITY REPORT

101

SUSTAINABILITY

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ZERO WASTE

2050 GOAL: Phoenix will create **zero waste** through participation in the **Circular Economy** where recycled materials are repeatedly used in products versus raw materials.

In the short term, Phoenix will be on target to divert 40% of waste by 2020. However, to move toward Zero Waste by 2050, three key actions are needed:

- Remove commonly recycled and easily compostable products from the waste stream.
- Increase the number of recyclable products by incubating local businesses to capture new products from the waste stream.
- Support transition to a Circular Economy by encouraging the retail industry to provide products that are either 100% recyclable or able to be repurposed or refurbished at end of life.

RECENT ACCOMPLISHMENTS

CIRCULAR ECONOMY: Phoenix has started the transition to a Circular Economy by partnering with the Resource Innovation Solutions Network to facilitate public-private collaborations that promote efficiency and restorative use of natural resources.

BUILDING LOCAL MARKETS FOR RECYCLABLES:

The City confirmed a deal with a company to move into the Resource Innovation Campus and turn 34,000 tons of palm tree fronds each year—3.4% of the city's waste—into livestock feed, starting in 2017.

REIMAGINE PHOENIX

In 2013, the Public Works Department launched its waste diversion and sustainability initiative, Reimagine Phoenix, with a citywide goal of diverting 40 percent of trash from the landfill by the year 2020 by considering how we reduce, reuse, recycle, reconsider, and reimagine healthy consumption habits to minimize waste in our daily lives.

REIMAGINE PHOENIX STATISTICS

19.1% of trash being diverted

34,000

tons of palm fronds to be recycled annually, beginning in 2017



2015-16

CITY OF PHOENIX SUSTAINABILITY REPORT

PHX MATER SMART CLEAN WATER

2050 GOAL: Provide a clean and reliable 100-year supply of water.

Water shortage on the Colorado River is a serious issue that Phoenix must confront. Key tenets include:

- Support for system conservation that helps stabilize Lake Mead
- Use of innovative water-sharing arrangements that allow water to move flexibly and efficiently across Arizona
- Continued protection of the fossil aquifers that underlie the Valley of the Sun

RECENT ACCOMPLISHMENTS

CONSERVATION: Phoenix's residential gallons per-capita-per-day water consumption has fallen 34% since its peak in 1996. It fell 6% in the last two years alone.

INNOVATIVE WATER SHARING: The Phoenix-Tucson water exchange is an example of how to work collaboratively to build resiliency in water supplies.

CLEAN WATER: Phoenix went above and beyond current regulatory requirements for lead and copper testing in its water system to ensure the provision of safe, clean water.

PHX WATER SMART

In 2015, the Water Services Department launched its PHXWaterSmart initiative to better educate residents and businesses regarding water conservation measures, the importance of maintaining the infrastructure that underpins safe, reliable deliveries of water, and the methodical planning needed to confront the challenges that climate change engenders for our long-term water supplies.

PHX WATER SMART STATISTICS

98%

of Phoenix's water comes from renewable surface water supplies.

84%

of reclaimed wastewater is re-used for beneficial purposes.



Phoenix saves groundwater for future generations.

8

2015-16

CITY OF PHOENIX SUSTAINABILITY REPORT

103

SUSTAINABILITY

PARKS & OPEN SPACES

2050 GOAL: Having all residents within a **five-minute walk** of a park or open space by:

- 1. Adding **new parks or open space** in underserved areas.
- Adding 150 miles of paths, greenways, and bikeways throughout the City, and transforming an additional 150 miles of canals into vibrant public space.
- 3. **Reducing the urban heat island effect** through green infrastructure as well as doubling the current tree and shade canopy to 25%.



RECENT ACCOMPLISHMENTS

In 2016, the City UNVEILED A NEW MARGARET T. HANCE PARK MASTER PLAN. The City's vision is for Hance Park to be an iconic destination that provides recreational and cultural experiences, while also serving as a major event space for concerts and festivals.

More than 20 CITY PARKS FEATURE DESIGNATED FITPHX WALKPHX PATHS, and that number will grow to 30 by early 2017. Each location has a mapped walking path with signage and mile markers that help users track physical activity.

Since 2001, the City has acquired **10,000 ADDITIONAL** ACRES OF MOUNTAIN AND DESERT PRESERVE LAND. The City is steward of more than 41,000 acres of mountain and desert preserves, which includes a 200-plus mile trail system.

The City's **MOUNTAIN AND DESERT PRESERVES FEATURE 41 TRAILHEADS**, including two that have opened in the last three years — Apache Wash in 2013 and Desert Hills in 2016 — both located in the northern region of the City in the Sonoran Preserve. During the 2016 calendar year, approximately **\$18 MILLION OF VOTER-APPROVED** Phoenix Parks and Preserve Initiative (PPPI) money helped fund 33 Parks and Recreation Department capital improvement projects.

The Parks and Recreation Department **2016 CAPITAL IMPROVEMENT PROJECTS** were highlighted by the addition of a two-acre dog park, multi-use lighted sports fields, and stage to Cesar Chavez Park in March, and the grand opening of the 3,200-square-foot Muriel Smith Recreation Center at Lindo Park in October.



10 2015-16 CITY OF PHOENIX SUSTAINABILITY REPORT



AIR QUALITY

2050 GOAL: Phoenix will achieve a level of **air quality that is healthy** for humans and the environment. This includes outperforming all federal standards and achieving a visibility index of good or excellent on **90% of days or more**.

DID YOU KNOW?

The City reduced its greenhouse gas emissions from operations by 15.6% since 2005.

RECENT ACCOMPLISHMENTS

THE 2015 GREENHOUSE GAS EMISSIONS (GHG) reduction report for City Operations was published.

ACHIEVED A 15% REDUCTION in GHG emissions and set a new goal of a 40% reduction by 2025.

AIR QUALITY STATISTICS

1,700 tons of air pollution removed annually by Phoenix's trees

29% reduction in PM-10 (dust) since 1990

6% reduction in ozone since 1990



2 2015-16

CITY OF PHOENIX SUSTAINABILITY REPORT

105

SUSTAINABILITY





FOOD SYSTEMS

2050 GOAL: Maintain a sustainable, healthy, equitable, thriving local food system

by eliminating food deserts (areas without ready access to fresh, healthy, and affordable food), increasing urban agriculture, establishing farmers markets in each of the city's urban villages, and significantly reducing the rates of hunger, obesity, and diet-related disease.

RECENT ACCOMPLISHMENTS

MARICOPA COUNTY FOOD SYSTEM COALITION was formed as a voluntary community organization advocating for the advancement of the local food system in Maricopa County.

The Office of Environmental Programs was awarded a \$400,000 community-wide Brownfields Assessment Grant from the U.S. EPA for the Phoenix **BROWNFIELDS TO HEALTHFIELDS PROJECT.** The project is focused on transforming community health through cleanup and reuse of environmentally-challenged properties for food and healthcare.

The **FARMERS MARKET ZONING ORDINANCE** was updated to eliminate barriers and reduce fees to encourage establishment of farmer's markets.

WHAT'S NEXT?

ADOPT ZONING, land use guidelines, and other policies that incentivize grocery stores, farmer's markets, community gardens and food trucks to locate in underserved neighborhoods.



COORDINATE with Maricopa County Food System Coalition to pursue completion of a regional Community Food Assessment that obtains information on the assets and needs of the county.

CITY OF PHOENIX LONG TERM GOALS



A Carbon Neutral City by 2060



Parks or Greenways in every neighborhood



25% tree and shade canopy



100-year clean & reliable supply of water



A thriving vibrant Food System

6



New buildings are **Net Positive** in energy & materials



40% Waste Diversion by 2020



40% of residents commute by walking, biking, transit & car share



Everyone within a **5-Minute Walk** of a park or pathway



Eliminate Food Deserts



15 vibrant Compact Centers



Visibility index of good or excellent on **90% of days or more**



Zero Waste



15% renewables by 2025



90% of residents within 10-minute walk of transit



Zero waste through participation in the **Circular Economy**



Clean Air that out-performs federal standards



300 Miles of pathways and walkable vibrant canals



80-90% reduction in GHG emissions



Transit in every Phoenix neighborhood

City of Phoenix

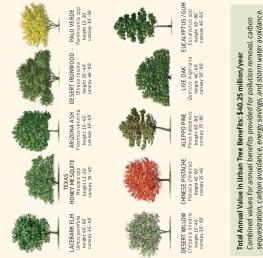
Office of Sustainability 200 West Washington Street, 12th Floor, Phoenix, AZ 85003 phoenix.gov/sustainability phoenix.gov/sustainability

🖄 Printed on 100% recycled paper



EALTHIER A HEALTHIER COMMUNITY GROWING 4

KEY TREES - PHOENIX



SUMMARY OF KEY FINDINGS



DATA

AIR OUALITY

year). Trees remove enough carbon to offset 10.412 cars per year - based on a 25mpg car The City of Phoenix urban tree population traveling 12,000 miles/year and producing as a whole stores 305,000 tons of carbon and removes 35,400 tons of carbon from our air each year (valued at \$2.52 million/ 14 lbs of CO, per gallon of gas.

City Land Area

384.5 sq mi (996 sq km) 519 sq mi (1,344 sq km)

Project Study Area Number of Trees

3,166,000

246,064 acres 332,160 acres

POLLUTION REMOVAL

Trees within the City of Phoenix intercept 1,770 tons/year of air pollution (valued at \$5.76 million/year).

STORMWATER RUNOFF

feet per year. That is enough water to fill (based on an average pool size of 4,000 Frees within the City of Phoenix reduce stormwater runoff by 91.7 million cubic approximately 23,000 swimming pools cubic feet); valued at \$6.11 million/year.

1,770 tons/year (\$5.76 million/year)

Pollution Removal

44.8%

Percentage of Trees less than 6" DBH*

DBH is the diameter at 4.5 feet above ground

35,400 tons/year (\$2.52 million/year)

Carbon Sequestration

0

305,000 tons (\$21.7 million/year)

Carbon Storage

\$2.96 million/year

Avoided Carbon Emissions

ENERGY USE

residential buildings by \$22.9 million annually. It is estimated in the City of Phoenix that trees reduce energy-related costs from

PROVIDE SHADE

Trees in the City of Phoenix account for 9% shade within the city. That is shade equivalent to 107,186,640 umbrellas or approximately 186,000 football fields.



Forest Service. which is vider and employe an equal opportunity service prov



91,700,000 cu ft (\$6.11 millon/year)

Avoided Stormwater Runoff

0

\$3.82 billion (\$1,207/tree)

Replacement Values

⟨∃

\$22.9 million/year

Building Energy Savings

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DESERT CANOPY

-Project-

Growing a Healthier Community

89,200 tons/year

Oxygen Production

Ð

Structural Value is the standing value of each tree plus the carbon it stores.

Total Structural Value in Urban Trees: \$3.842 billion

SUSTAINABILITY

9.0% - 12.9 trees/acre Velvet Mesquite 8.3% California Palm 7.5% Sweet Acacia 6.7%

60

Number of Species Sampled

Most Common Species

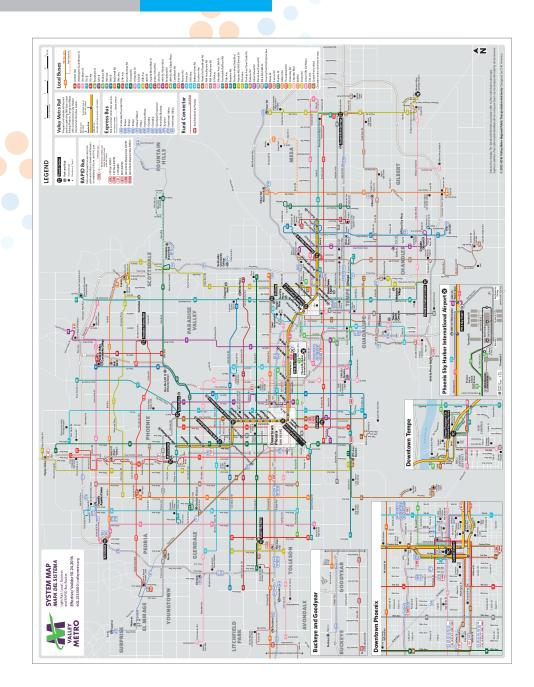
Tree Cover

I What's Recyclable In Phoenix?



SUSTAINABILITY

109



Family Service Centers: Family Services Centers are operated 7:30 a.m. to 5:00 p.m. Monday through Friday. Phone calls are accepted beginning at 8 a.m. on Mondays only.

John F. Long Family Services Center

3454 N. 51st Ave. Phoenix, AZ 85031 602-262-6510

Sunnyslope Family Services Center

914 W. Hatcher Road Phoenix, AZ 85021 602-495-5229

Travis L. Williams Family Services Center

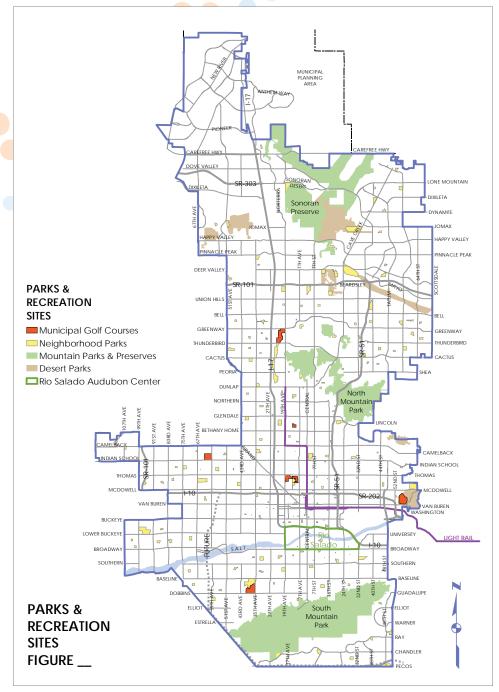
4732 S. Central Ave. Phoenix, AZ 85040 602-534-4732

Homeless Shelters: CASS Seeking Emergency Shelter

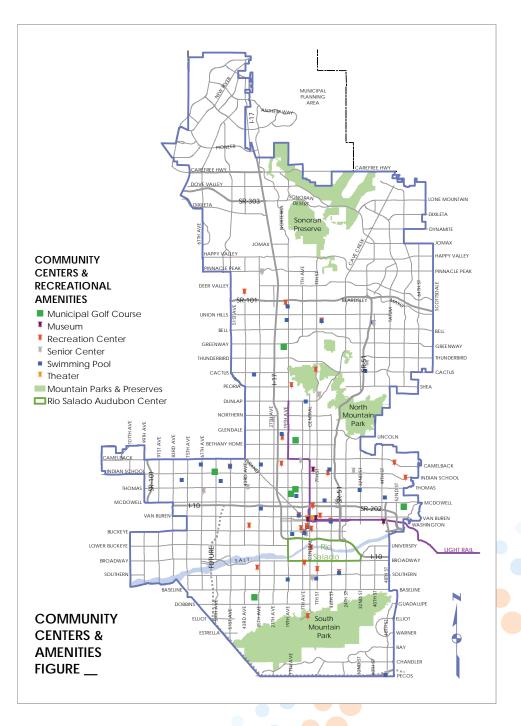
For adults without children: Call: (602) 759-5356 Visit: Human Services Campus Welcome Center on 12th Ave. and Madison

Access to shelter, meals, showers, medical/dental care and housing assistance is available on the Human Services Campus. For families with children: Call: Family Housing Hub, (602) 595-8700

> HUMAN SERVICES AND PARKS DEPARTMENT



112



EARLY HEAD START / HEAD START

Enrolling Now!



Comprehensive child development services for lowincome families with children ages birth to 5 and pregnant women

- Head Start center-based, ages 3 to 5
- Early Head Start home-based, ages 0 to 3 and pregnant women
- · Active learning experiences
- · Nutritional snacks and meals
- · Social/Health services
- · Parent involvement
- · Services for special needs children
- Head Start children must be 4 years old by Sept. 1. Some sites will accept children 3 years of age by Sept. 1.
- Foster-care and homeless children are automatically eligible
- TANF and SSI recipients are automatically eligible
- Head Start assists families in accessing transportation

Servicios integrales de desarrollo para niños para familias de bajos ingresos con niños recién nacidos hasta 5 años de edad y mujeres embarazadas

Aceptando

Inscripciones

Ahora!

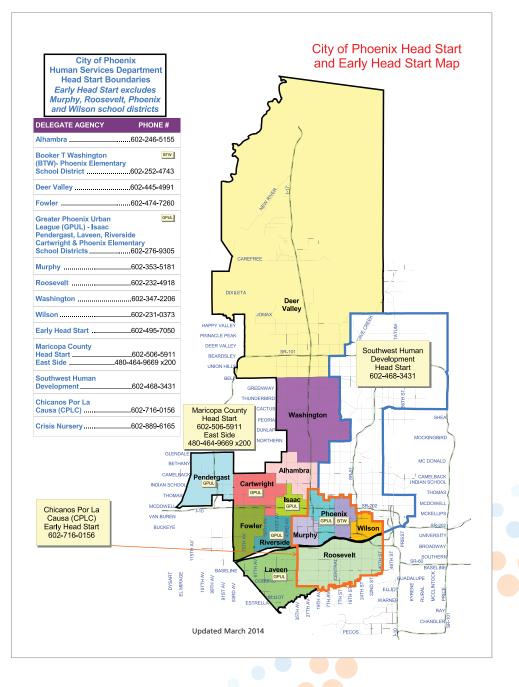
- Head Start con base en un centro educativo, de 3 a 5 años de edad
- Early Head Start con base en el hogar, de recién nacidos a 3 años de edad y mujeres embarazadas
- Enseñanza individual
- Comidas y bocadillos nutritivos
 Servicios sociales y de salud
- Participación de los padres
- Servicios para niños con necesidades especiales
- Los niños de Head Start deben haber cumplido 4 años de edad antes del 1º de septiembre. Algunos sitios aceptarán a niños de 3 años de edad para septiembre 1º.
- Niños en adopción temporal (foster) y niños sin hogar son elegibles automáticamente
- Personas que reciben beneficios TANF y SSI son elegibles automáticamente
- Head Start asiste a las familias a encontrar transporte

City of Phoenix HUMAN SERVICES DEPARTMENT EDUCATION DIVISION

Early Head Start 602-495-7050 • Head Start 602-262-4040 602-534-5500/city TTY relay

(See map on back)

(Vea el mapa en el reverso)



Senior Center Locations

Each center plans a variety of events and activities, which caters to its participants:

Desert West Senior Center 6501 W. Virginia Ave. Phoenix, Arizona 85035-1500 602-495-3711

Devonshire Senior Center 2802 E. Devonshire Ave. Phoenix, Arizona 85016-8505 602-262-7807

Goelet A.C. Beuf Senior Center 3435 W. Pinnacle Peak Road Phoenix, Arizona 85027-1021 602-534-9743

Helen Drake Senior Center 7600 N 27th Ave. Phoenix, Arizona 85051-6602 602-262-4949

Marcos de Niza Senior Center 305 W. Pima St. Phoenix, Arizona 85003-2748 602-262-7249

McDowell Place Senior Center 1845 E. McDowell Road Phoenix, Arizona 85006-3052 602-262-1842 Paradise Valley Senior Center 17402 N. 40th St. Phoenix, Arizona 85032-2200 602-495-3785

Pecos Senior Center 17010 S. 48th St. Phoenix, Arizona 85048-1201 602-534-5366

Senior Opportunities West Senior Center 1220 S. 7th Ave. Phoenix, Arizona 85007-3612 602-262-6610

Shadow Mountain Senior Center 3546 E. Sweetwater Ave. Phoenix, Arizona 85032-6100 602-534-2303

South Mountain Senior Center 212 E. Alta Vista Road Phoenix, Arizona 85042-4219 602-262-4093

Sunnyslope Senior Center 802 E. Vogel Ave. Phoenix, Arizona 85020-2131 602-262-7572

Phone Directory and Information 2017

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 Streets, Alleys262-6151 Airport (Sky Harbor International) 24-hour Switchboard273-3300 Noise Information 844-244-7430 Paging273-3456 Parking273-4545 Alley Repair or Grading, Hazards, Permit for Dust Proofing262-6441 Animals Dog Licenses (Maricopa County)......506-7387 Rabies (Maricopa County)506-7387 Arson Report Arson-caused **Blight/Property Maintenance** Blue Stake (call before you dig)......263-1100 Budget and Research 262-4800 **Building Inspection and Permits** (See Construction Permits) Buildings, Open/Vacant534-4444 **Building Safety** Non Permitted Construction .. 262-7884 Permit Records...... 262-7800 **Bus and Alternative Transit Services** Phoenix Dial-A-Ride 253-4000 Ride Share (carpool/vanpool)...262-7433 Reduced Fare Certification (youth 6-18, seniors 65 and older, and persons with disabilities)..... 253-5000 Route & Schedule Information253-5000 Taxi Programs (for seniors & people with disabilities)801-1160 Cable TV If problems aren't resolved by cable companies495-0102 District 1 Thelda Williams.......262-7444

District 2 Jim Waring	262-7445
District 3 Debra Stark	
District 4 Laura Pastor	
District 5 Daniel Valenzuela	
District 6 Sal DiCiccio	
	262-7491
District 7	262 7402
Michael Nowakowski	
District 8 Kate Gallego	
City Court (See Municipal Co	
City Manager	
City Prosecutor	
College Depot	261-8847
Community & Economic	
Development	262-5040
Conservation (water)	261-8367
Construction Noise	
General Information	262-7811
Construction Permits	. 202 /011
On Private Property	262-7811
On Right of Way	262 6551
County (See Maricopa Count	
	.y)
Damage Claim Against	262 5054
the City	. 262-5054
Dial-A-Ride	
Eligibility process	
Disabled Services (Special Pe	
Dial7-1	I_1 Friendly
Discrimination Complaints	
	262-7486
Discrimination Complaints Domestic Violence	262-7486
Discrimination Complaints Domestic Violence Drainage	262-7486 534-2120
Discrimination Complaints Domestic Violence Drainage Clogged Street Drain	262-7486 534-2120
Discrimination Complaints Domestic Violence Drainage Clogged Street Drain Drainage Plan Review	262-7486 534-2120 262-6441
Discrimination Complaints Domestic Violence Drainage Clogged Street Drain Drainage Plan Review Project Engineering	262-7486 534-2120 262-6441 262-6551
Discrimination Complaints Domestic Violence Drainage Clogged Street Drain Drainage Plan Review Project Engineering Flood Plain Management	262-7486 534-2120 262-6441 262-6551
Discrimination Complaints Domestic Violence Drainage Clogged Street Drain Drainage Plan Review Project Engineering Flood Plain Management Dust Dust	262-7486 534-2120 262-6441 262-6551 262-4960
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Discrimination Complaints Domestic Violence Drainage Clogged Street Drain Project Engineering Flood Plain Management Dust Complaints - (Maricopa Count Air Quality Department) Permits - (Maricopa County Air Quality Department) Vehicles on Private	262-7486 534-2120 262-6441 262-6551 262-4960 ty 372-2703 506-6010
Discrimination Complaints Domestic Violence Drainage Clogged Street Drain Drainage Plan Review Project Engineering Flood Plain Management Dust Complaints - (Maricopa Count Air Quality Department) Permits - (Maricopa County Air Quality Department)	262-7486 534-2120 262-6441 262-6551 262-4960 ty 372-2703 506-6010
Discrimination Complaints Domestic Violence	262-7486 534-2120 262-6441 262-6551 262-4960 ty 372-2703 506-6010 534-4444
Discrimination Complaints Domestic Violence	262-7486 534-2120 262-6441 262-6551 262-4960 ty 372-2703 506-6010 534-4444 262-6151
Discrimination Complaints Domestic Violence	262-7486 534-2120 262-6541 262-6551 262-4960 ty 372-2703 506-6010 534-4444 262-6151 262-8837
Discrimination Complaints Domestic Violence	262-7486 534-2120 262-6541 262-6551 262-4960 ty 372-2703 506-6010 534-4444 262-6151 262-8837
Discrimination Complaints Domestic Violence Drainage Clogged Street Drain Drainage Plan Review Project Engineering Flood Plain Management Dust Complaints - (Maricopa Count Air Quality Department) Permits - (Maricopa County Air Quality Department) Vehicles on Private Unpaved Lots Illegal Alley Traffic Elections - City of Phoenix Maricopa County Employment	262-7486 534-2120 262-6541 262-6551 262-4960 ty 372-2703 506-6010 534-4444 262-6151 262-8837
Discrimination Complaints Domestic Violence	262-7486 534-2120 262-6541 262-6551 262-4960 ty 372-2703 506-6010 534-4444 262-6837 506-1511
Discrimination Complaints Domestic Violence	262-7486 534-2120 262-6541 262-6551 262-4960 ty 372-2703 506-6010 534-4444 262-6151 262-6837 506-1511
Discrimination Complaints Domestic Violence	262-7486 534-2120 262-6541 262-6551 262-4960 ty 372-2703 506-6010 534-4444 262-6151 262-6837 506-1511
Discrimination Complaints Domestic Violence	262-7486 534-2120 262-6541 262-6551 262-4960 ty 372-2703 506-6010 534-4444 262-6151 262-6151 534-5627 treent 534-5627
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Discrimination Complaints Domestic Violence	262-7486 534-2120 262-6541 262-6551 262-4960 ty 372-2703 506-6010 534-4444 262-6151 506-1511 534-5627 tment 262-6277 262-7486
Discrimination Complaints Domestic Violence Drainage Clogged Street Drain Drainage Plan Review Project Engineering Flood Plain Management Dust Complaints - (Maricopa County Air Quality Department) Permits - (Maricopa County Air Quality Department) Vehicles on Private Unpaved Lots Illegal Alley Traffic. Elections - City of Phoenix Maricopa County Employment City Job Information (recorded message) City Human Resources Depart General Information Discrimination	262-7486 534-2120 262-6541 262-6551 262-4960 ty 372-2703 506-6010 534-4444 262-6151 506-1511 534-5627 tment 262-6277 262-7486
Discrimination Complaints Domestic Violence	262-7486 534-2120 262-6541 262-6551 262-4960 ty 372-2703 506-6010 534-4444 262-6151 262-6151 534-5627 tment 262-6277 262-7486 534-5627

Environmental Programs	
Office	256-5669
Equal Opportunity	
Business Certification	
Discrimination Complaints	
(employment, fair housing,	
public accommodations)	767 7496
S/DBE Certification	
S/DBE Contract Compliance	
Family Advocacy Center	534-2120
Child Abuse	
Domestic Violence	
Sexual Assault	534-2120
Fences	
In Disrepair or Over-height	
Permits	262-7811
Film Office	262-4850
Fires	
To Report Fires	9-1-1
Fire Administration	262-6297
Fire Prevention	262-6771
Fire Department Ambulance	
Billing Information	261-8414
Flood Information	
Flood Plain Management	
(zones)	262-4960
Within City Limits	262-6441
Garbage	262-7251
Barrel Repair	
Green Barrel/Alley Collectio	n
Household Hazardous Was	
Illegal Dumping	le
Recycling (blue barrel/drop	off)
Trash Services	011)
Transfer Stations	
	262 4627
Graffiti on Public Art	262-4637
Graffiti Reward Hot Line	
Graffiti Busters	
Graffiti in Parks	
Head Start	
Historic Preservation	
Household Hazardous Was	
General Information	262-7251
Housing	
Assistance for Low-Income	
Residents	262-6794
Discrimination	262-7486
Housing Program Assistance.	
Public Housing	
Human Services	
Community Services Division.	262-4520
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Family Services Centers:		
4732 S. Central Ave		
914 W. Hatcher Road		
3454 N. 51st Ave	.262-	6510
Senior Services	.262-	-6631
Utility Assistance		
Illegal Dumping		
Illegal Dumping (Washes)	.262-	6441
Information		
City Switchboard		
Internetpl		
Keep Phoenix Beautiful	.262-	4820
Landlord/Tenant		
Counseling	.534-	4444
Libraries		
Burton Barr Central Library-		
1221 N. Central Ave	.262-	4636
Acacia-750 E. Townley Ave	.262-	4636
Agave-23550 N. 36th Ave	.262-	4636
Century-		
1750 E. Highland Ave	.262-	4636
Cesar Chavez-		
3635 W. Baseline Road	.262-	4636
Cholla–		
10050 Metro Pkwy. East	.262-	4636
Desert Broom-29710 N. Cave		
Creek Road	.262-	4636
Desert Sage-		
7602 W. Encanto Blvd		
Harmon-1325 S. Fifth Ave	.262-	4636
Ironwood-		
4333 E. Chandler Blvd	.262-	4636
Juniper–1825 W. Union Hills		
Drive	.262-	4636
Mesquite-4525 E. Paradise		
Village Pkwy. North	.262-	4636
Ocotillo-		
102 W. Southern Ave	.262-	4636
Palo Verde-		
4402 N. 51st Ave	.262-	4636
Saguaro-2808 N. 46th St	.262-	4636
South Mountain-	262	4626
7050 S. 24th St.	.262-	4636
Yucca-5648 N.15th Ave		
Renew Materials	.534-	6666
Licenses & Permits		
Liquor Permits,	262	4620
Bingo Licenses	.262-	4638
For Private Citizens at	262	COC 1
Park Facilities	.202-	0001 6705
Privilege (Sales) Tax Licenses	.202-	·0/85
(including annual license fee		
information)		
Regulatory Licenses:		
Auctions, Massage,	262	1620
Second Hand	.202-	9020
Sidewalk Vending	262	1620
(downtown)	.202-	4030
Street & Mobile Vendors		
Lot Splits	.201-	0235
Maricopa County Governme		2011
Information		
Mayor Mayor's Commission on	.202-	7111
Disability Issues	262	7716
Disability 135005	.202-	,,,,,,

Municipal Court

Municipal Court	
General Court/Case	262 6424
Information	
Jury Information	
Orders of Protection/Injunctio	
Against Harassment/Viciou	
Animals Neighborhood Services De	262-7120
Neighborhood Services De	epartment
General Information	
Community Development	
Housing Rehabilitation Neighborhood Preservation	
Neighborhood Specialist	
	E24 4444
Program Odor-Industrial and Comm	
(Maricopa County	lercial
Environmental Services)	372-2703
Orpheum Theatre	
Parking Tickets	262-6785
Parks and Recreation	262-6861
Community Centers and	
Recreation	262-6862
(See Human Services for	
other centers)	
Aquatics	534-6587
North Mountain Parks	
(group reservations)	
PAC After School Program	262-7370
Papago Park	
(group reservations)	495-5458
South Mountain	
(group reservations)	495-5458
Golf Courses	262 6064
(general information)	
Aguila	
Cave Creek Encanto (18 hole)	866-8076
Encanto (9 hole)62	
Palo Verde	
Papago	249-9930
Natural Resource Division	
Park Rangers262-6861 c	
Parks	
Automated phone	202-0002
directory	262-6861
Phoenix Center for the Arts	
1202 N. Third St	
Pueblo Grande Museum	
and Cultural Park	
4619 E. Washington St	495-0901
Recreation Program	
Information	262-6861
Softball Programs	262-6483
Tennis Center	
6330 N. 21st Ave PHX 11/know99 (city TV)	249-3712
PHX 11/know99 (city TV)	261-8937
Phoenix Convention	262 625-
Center	
Box Office	262-7272
Phoenix Human Relations	262 7710
Commission Phoenix Women's	202-7710
Commission	262-7716
Planning & Development	

General Plan	.262-6882
Police	
Auto Theft	
Blockwatch Centralized Booking	.495-0597
Chief's Office	
Community Relations	
Crime-Free Multi-Housing	.495-5970
Program	495-6897
Crime Stop	262-6151
Drug Activity (anonymous	
reports)	.426-1231
Explorers Program Fingerprinting (public)	534-6834
Fingerprinting (public)	.534-5024
G.R.E.A.T. Program	
Gang Hot Line	
General Information	
Violent Crimes (assaults, gang	S,
homicide, robbery)	
Impounded Property Liquor Establishment	.261-8371
Complaints	120 6626
Museum	
Police Precincts	.554-7278
Black Mountain	495-5002
Cactus Park	
Central City	495-5005
Desert Horizon	495-5006
Estrella Mountain	
Maryvale	.495-5008
Mountain View	
South Mountain	.495-5004
Professional Standards Bureau	
(complaints,	
commendations)	
Records Information for Public	
(accident reports, police	524 1127
reports, statistics)	.534-1127
Reporting Crime to Police Emergencies	0 1 1
Non-emergencies	262 6151
Reserves Program	534-9000
Silent Witness	
or1-800)-343-TIPS
Speeding and Recurring	55151115
Traffic Issues	ED (7733)
Traffic Enforcement Informatio	n
North	.495-5001
South	495-5855
Traffic Safety Complaints,	
Neighborhoods	
Vehicle Impounds	
Vehicle Permits (overdimension	
overweight vehicles)	
Potholes	.262-6441
Private Property	262 6070
Legal Descriptions	.262-6878
Right-of-Way Widths and	262 6070
Lot Dimensions	202-68/8
Public Transit	252 4000
Phoenix Dial-A-Ride Light Rail Information	
Ride Share (carpool/vanpool)	
(See also Bus Service)	.202-1433

Purchasing	
Prospective City Suppliers	
Real Estate Division	262-6267
Recycling	
(blue barrel/drop off)	
Redevelopment Programs	262-5040
Renter/Landlord	524 4444
Counseling	534-4444
Retirement Services Ridesharing	
Senior Services	202-7435
Senior Centers	262-7379
Sewers (Sanitary)	
Clogged Sanitary Sewers	
Weekdays, 6 a.m. to	
4:30 p.m	262-6691
Nights, Weekends, Holidays	261-8000
Sanitary Sewer Improvement	
Districts	.262-4053
Sewer Tap Application	.262-6551
Sewer Billing Information	.262-6251
Sidewalks	
Information	.262-6284
Signs	
Illegal Signs	
Regulation and Permits	.495-0301
Sign Violation Hot Line	
Sister Cities	534-3751
Snake Removal	
Phoenix Herpetological	
Society	550-1090
Arizona Herpetological	004 1625
Society	-894-1625
Social Assistance Emergency Food, Clothing,	
Transportation or	
Counseling	262-6666
Special Assessment	
Payments	.262-6876
State of Arizona	
Government	.542-4900
Storm Drains, Lines	
Clogged	.262-6441
Illegal Dumping, Water	
Information	
Information-Spanish	
Storm Flooding – Streets ar	
(24 hours)	
Street Lighting Installation,	
Repairs, Maintenance Streets	495-5125
Abandonment of Alleys	266 2407
Block Party Permit	524 5260
Flooding (24 hours)	
General Repair or Grading	262-6441
Improvement District	
(local streets)	262-6284
Request for Closure	
Request for Marking Streets a	nd
Crosswalks	
Street Hump Program	
Street Sweeping (including gla	
accident debris)	262-6441
Visibility Blocked at	
Intersection	262-4659
Intersection Symphony Hall Box Office	262-4659

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Taxes

Taxes	
Property Taxes (County)	506-8511
Tax & License	
Information Line	262-6785
Tenant (Renter) Information	534-4444
Traffic and Parking	262-4659
Traffic Court - Civil and	
Chiminal Cases	262-6421
Traffic Signals	262 4655
Request for Installation	262-4659
Report of Damage or	262 6024
Malfunction (24 hours)	262-6021
Traffic Signs	262 4650
Installation, Damage Report	
Downed Stop Signs	262-6449
Trash Services Trees Maintained by City	
Trimming, Removal or Perm	Uniy it for
Planting in Right of Way.	IL IOF
	or 262 6E01
	262-0301
nees in street (overgrown).	202-4059
Utilities (Before you dig -	262 1100
Blue Stake)	203-1100
Abandoned, Public Property	,
(streets/alleys)	262-6151
Inoperable, Private Property	524 4444
Village Planning	
Committees	262 6882
Volunteering	202-0662
Blight Busters	534-4444
Boards and Commissions	
City Volunteer Program	261 0702
City Volunteer Program	201-0/93
Fire Cadets Head Start Program	
Head Start Program	202-4040
	534-6623
Libraries Parks/Recreation	534-6623
Police Reserves Program	534-6623 262-6862 534-9000
Reading	534-6623 262-6862 534-9000
Reading Voter Registration	534-6623 262-6862 534-9000 256-4388
Police Reserves Program Reading Voter Registration Maricopa County	534-6623 262-6862 534-9000 256-4388
Police Reserves Program Reading Voter Registration Maricopa County Water	534-6623 262-6862 534-9000 256-4388
Police Reserves Program Reading Voter Registration Maricopa County Water City Services Bill	534-6623 262-6862 534-9000 256-4388 506-1511
Police Reserves Program Reading	534-6623 262-6862 534-9000 256-4388 506-1511
Police Reserves Program Reading	534-6623 262-6862 534-9000 256-4388 506-1511
Police Reserves Program Reading	534-6623 262-6862 534-9000 256-4388 506-1511
Police Reserves Program Reading Voter Registration Maricopa County Water City Services Bill (past & current) Emergency (nights, weeken holidays)	534-6623 262-6862 534-9000 256-4388 506-1511
Police Reserves Program Reading Voter Registration Maricopa County Water City Services Bill (past & current) Emergency (nights, weeken holidays) 8 a.m 5 p.m. Monday through Friday	
Police Reserves Program Reading Voter Registration Maricopa County Water City Services Bill (past & current) Emergency (nights, weeken holidays)	
Police Reserves Program Reading Voter Registration Maricopa County Water City Services Bill (past & current) Emergency (nights, weeken holidays) 8 a.m 5 p.m. Monday through Friday New Accounts, Turn-offs Pressure or Quality	
Police Reserves Program Reading Voter Registration Maricopa County Water City Services Bill (past & current) Emergency (nights, weeken holidays) 8 a.m 5 p.m. Monday through Friday New Accounts, Turn-offs Pressure or Quality Stormwater Hotline	
Police Reserves Program Reading Voter Registration Maricopa County Water City Services Bill (past & current) Emergency (nights, weeken holidays)	
Police Reserves Program Reading Voter Registration Maricopa County Water City Services Bill (past & current) Emergency (nights, weeken holidays) 8 a.m 5 p.m. Monday through Friday New Accounts, Turn-offs Pressure or Quality Stormwater Hotline Water in Streets/Irrigation	
Police Reserves Program Peading Voter Registration Maricopa County Water City Services Bill (past & current) Emergency (nights, weeken holidays) 8 a.m 5 p.m. Monday through Friday New Accounts, Turn-offs Pressure or Quality Stormwater Hotline Water Conservation Water in Streets/Irrigation Flooding	
Police Reserves Program Reading	
Police Reserves Program Reading	
Police Reserves Program Reading	
Police Reserves Program Reading Water Registration Maricopa County Water City Services Bill (past & current) Emergency (nights, weeken holidays) 8 a.m 5 p.m. Monday through Friday New Accounts, Turn-offs Pressure or Quality Stormwater Hotline Water Conservation Water Conservation Water Conservation Water Conservation Water Leaks, Broken Hydrar Water Mains Water Meters & Taps Water Meters & Taps Water Settey Hotline534	
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Police Reserves Program Police Registration Maricopa County Water City Services Bill (past & current) Emergency (nights, weeken holidays) 8 a.m 5 p.m. Monday through Friday New Accounts, Turn-offs Pressure or Quality Stormwater Hotline Water Conservation Water Conservation Water Conservation Water Leaks, Broken Hydrar Water Meters & Taps Water Safety Hotline534- Weeds/Grass Over 6 Inches High	
Police Reserves Program Police Registration Maricopa County Water City Services Bill (past & current) Emergency (nights, weeken holidays) 8 a.m 5 p.m. Monday through Friday New Accounts, Turn-offs Pressure or Quality Stormwater Hotline Water Conservation Water Conservation Water Conservation Water Conservation Water Mains Water Mains Water Meters & Taps Water Meters & Taps Water Stefty Hotline534- Weeds/Grass Over 6 Inches High Women's Commission	
Police Reserves Program Reading Voter Registration Maricopa County Water City Services Bill (past & current) Emergency (nights, weeken holidays) 8 a.m 5 p.m. Monday through Friday New Accounts, Turn-offs Pressure or Quality Stormwater Hotline Water Conservation Water Conservation Water Conservation Water Conservation Water Leaks, Broken Hydrar Water Mains Water Mains Water Mains Water Safety Hotline534 Weeds/Grass Over 6 Inches High Wouth Programs	
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Police Reserves Program Police Registration Maricopa County Water City Services Bill (past & current) Emergency (nights, weeken holidays) 8 a.m 5 p.m. Monday through Friday New Accounts, Turn-offs Pressure or Quality Stormwater Hotline Water or Streets/Irrigation Flooding Water Leaks, Broken Hydrar Water Mains Water Mains Water Mains Water Meters & Taps Water Meters & Taps Water Mains Water Meters & Taps Water Mains Water Mains Water Mains Water Scommission Youth Programs Library (Burton Barr) Parks and Recreation	
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Police Reserves Program Police Registration Maricopa County Water City Services Bill (past & current) Emergency (nights, weeken holidays) 8 a.m 5 p.m. Monday through Friday New Accounts, Turn-offs Pressure or Quality Stormwater Hotline Water Conservation Water Conservation Water Conservation Water Leaks, Broken Hydrau Water Mains Water Mains Water Mains Water Mains Water Safety Hotline534- Weeds/Grass Over 6 Inches High Women's Commission After-School Programs Library (Burton Barr) Parks and Recreation After-School Programs Zoning Rezoning Applications Variances and Use Permits.	
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EMERGENCY NUMBERS (24-hour service)

Police, Fire, Medical Emergency 9-1-1
Accident Cleanup
Crime Stop (Police)
Gas Leaks - Southwest Gas 271-4277
Police (Crime Stop)
Police (General Information) 262-7626
Poison Control
or1-800-222-1222
Power Outages
APS 371-7171
SRP
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

Questions or Comments on Resilience in the City of Phoenix please contact the Office of Homeland Security and Emergency Management 602-534-0642. Thank you.

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To request a reasonable accommodation or free language translation services, please call 602-262-6794. For TTY or other such accommodations please use 7-1-1 Friendly.

RESILIENT**PHX**

