

# SOUTH MOUNTAIN ENERGIZE EIGHT

**This overview summarizes the feedback, concerns, and questions raised by residents during the Energize Eight South Mountain Meeting in 2024, along with the responses and actions provided by city departments.**



## Office of Homeless Solutions



**Concern:** Challenging Areas  
-There has been an uptick in unsheltered individuals at stops, parks, freeway ADOT property, and squatting. Residents suggested getting more unsheltered into the Safe Outdoor Space.

**Response/Solution:** The Office of Homeless Solutions Outreach staff and our outreach partners offer an array of shelter options when engaging someone that is experiencing homelessness. We continue to encourage residents to utilize the Phoenix CARES system to alert us to people in need of services.



**Concern:** Santiago Gated Community - There have been encampments inside and outside this gated community. Have these been addressed by OHS?

**Response/Solution:** This has been addressed and outreach has been provided in this area on multiple occasions and will continue to do so when made aware of any encampments. We strongly encourage residents to report encampments to Phoenix CARES at **602-262-6151**.



## Human Services Department

**Concern:** Challenging Areas - South Mountain Community College Students at Risk - Students are at risk of becoming homeless and are sleeping in their cars at South Mountain Community College. A resident suggested a focus on triggers and other preventative methods to prevent homelessness for this group. Are there any assistance programs specifically for students?

**Response/Solution:** There are dedicated resources for youth aged 18-24 experiencing homelessness that can be accessed by the youth in need utilizing 211. The City's Landlord and Tenant Program provides education and resources to landlords and tenants on their rights under the Arizona Residential Landlord & Tenant Act. The program offers one-on-one counseling and education by phone and in person. The City of Phoenix also partners with Community Legal Services to provide Tenants Eviction Assistance Project (TEAP), which provides legal assistance, advocacy, and representation at no cost to help tenants navigate the Arizona eviction process. Residents can contact the Landlord and Tenant Program by calling **602-262-7210** or via email at [landlord.tenant.hsdc@phoenix.gov](mailto:landlord.tenant.hsdc@phoenix.gov). Learn more about the Landlord and Tenant Program at [phoenix.gov/humanservices/landlordandtenantinfo](https://phoenix.gov/humanservices/landlordandtenantinfo).

# Street Transportation Department



**Concern:** Resident asked for a project update on adding sidewalks along 7th Avenue, near Southern.

**Response/Solution:** The Street Transportation Department has initiated project ST85100459 7th Ave: Southern Ave - Broadway Rd to do a pre-design study; however, no design or construction funds have been allocated.



**Concern:** Questions on heat mitigation - Is there an alternative to asphalt in the parking area for the AZ Grand Project that would not increase the area's temperature?

**Response/Solution:** This item is not a Street Transportation Department issue as the Department does not manage private property issues. AZ Grand would need to hire an engineer to evaluate options for them.



**Concern:** Can the City of Phoenix consider alternative materials for dustproofing, especially in parking lots?

**Response/Solution:** This item is not a Street Transportation Department issue as the Department does not manage private property issues. If a new project is being proposed, then the Planning & Development Department could assist with requiring the property owner to pave the parking lot. If this is an unimprovement parcel with a dust issue, that should be referred to the County.



**Concern:** Can we implement heat mitigation along streets and sidewalks? One example is the landscaping on the median starting at 40th St. and Baseline. Residents say the water was cut off, leaving nobody to care for the trees. Is this accurate?

**Response/Solution:** This landscape area is within the street landscape program area and is maintained on a monthly schedule. Staff will recheck the irrigation system here to make sure it is functioning correctly.

# Street Transportation Department



**Concern:** A suggestion was made to build detached sidewalks with easements for landscaping. No action required.

**Response/Solution:** Requests for new sidewalks are a resident driven request. Residents can contact the City at [str.sidewalk.modernization.program@phoenix.gov](mailto:str.sidewalk.modernization.program@phoenix.gov) to begin the process to determine if the project is feasible and to begin the resident petition process.



**Concern:** We had some residents discuss street lighting issues impacting 126 homes. They are located at 24th St & Broadway- Roeser, and 25th St and Roeser to Broadway. Has Streets Staff received any complaints about lighting here?

**Response/Solution:** The Street Transportation Department has not received requests/complaints in this area. Can we get more information on the issue so that we can assess the problem?



**Concern:** Finally, on 16th St & Southern, there were concerns of the three exits at American Legion causing east/west traffic backup. Resident suggested a turn lane on 16th St. Going up to 17th St. How feasible is this?

**Response/Solution:** There is an American Legion Post at the northeast corner of 16th Street and Broadway Road that show three points of ingress/egress. Is this the location? Can we obtain more information on the problem trying to be solved? Is it that traffic backs up on Broadway Road as cars are trying to get into the American Legion parking lot or is this an issue of cars trying to get out of the American Legion parking lot? If the request is to construct a right-turn lane from Broadway Road onto 16th Street, this may be feasible but would be a “major” project as it will require acquiring right-of-way from the properties fronting Broadway Road.



# Street Transportation Department



**Concern:** Residents asked for more speed bumps and traffic-calming measures. Have there been any recent major projects dedicated to one of these?

**Response/Solution:** The installation of speed humps and speed cushions is a resident-driven petition process. The first step in the process is for residents to speak with their neighbors to engage neighborhood support for possible installation of speed humps/cushions. Once the neighborhood support is gathered, a request for traffic study is needed. To request a study, residents should print out, complete, and return a [Speed Hump Study Request](#) form, obtaining signatures from ten representative households on the street. (A separate form should be completed for each street where humps are to be considered.) Signing this form does constitute a binding commitment from the residents to support speed humps nor does it commit the residents to provide funding in the future. For additional information on the speed hump process, please visit the City of Phoenix’s Street Transportation Department [Traffic Calming Program](#). Currently, STR is not aware of any residents in this area requesting traffic calming or completing the petitioning process.

The Vineyard Road Pedestrian Safety Study (ST87100174 Vineyard Rd: 7th - 16th St) will recommend traffic calming solutions in the segment. The study will be completed in June 2025.

# Neighborhood Services Department



**Concern:** PHXCARES- Some residents shared that PHXCARES should not be automated and needs actual people to be the point of contact.

**Response/Solution:** The Phoenix CARES line at **602-262-6151** is answered by Neighborhood Services Department staff Monday – Saturday 8 am to 5 pm. Afterhours calls are returned the following business day if additional information is needed to create a CARES case.



**Concern:** Information on Sex Offenders – Residents are notified of sex offenders in their area but would like more accessible information on the levels of offenders. Can NSD find resources or ways to provide more information about the different levels of sex offenders registered?

**Response/Solution:** NSD is working with the Police Department to develop and provide better access to Neighborhood leaders about information on sex offenders.



**Concern:** Enforcement on Developers – A resident brought up the need for better enforcement of developer stipulations in terms of re-zoning and re-use. What are actions NSD takes if developers are not adhering to stipulations?

**Response/Solution:** This is not a Street Transportation issue. For new projects, Planning & Development may require the owner to pave the lot. Dust issues on unimproved parcels should be referred to the County.



**Concern:** Can we implement heat mitigation along streets and sidewalks? One example is the landscaping on the median starting at 40th St. and Baseline. Residents say the water was cut off, leaving nobody to care for the trees. Is this accurate?

**Response/Solution:** This landscape area is within the street landscape program area and is maintained on a monthly schedule. Staff will recheck the irrigation system here to make sure it is functioning correctly.

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**Concern:** Enforcement on Developers - A resident brought up the need for better enforcement of developer stipulations in terms of re-zoning and re-use. What are actions NSD takes if developers are not adhering to stipulations?

**Response/Solution:** Neighborhood Services will open an enforcement case if someone reports that stipulations from a re-zoning are not being met. Neighborhood Services will work closely with Planning and Development Department to review the associated documents related to the stipulations and determine if a violation is found. If the stipulations are found to be a zoning violation, Neighborhood Services may issue a notice of ordinance violation (NOV). The responsible party can work with Planning and Development for site plan requirements or amendments related to the re-zoning stipulations. If there is sufficient information for Planning and Development to review the use permit, they can begin an administrative process to revoke the use permit.



## Neighborhood Services Department

**Concern:** Illegal Parking Issues - There has been an increase in illegal parking and mobile homes parking in neighborhoods. Can NSD coordinate with PD and tow services for quicker responses to these?

**Response/Solution:** If an inoperable vehicle is illegally parked on the street and/or the right-of-way report to Police non-emergency phone number (**602-262-6151**). If no response is received, then the neighborhood leader should contact the NSD Neighborhood Engagement Specialist (<https://www.phoenix.gov/nsd/programs/neighborhood-specialist> ). If an inoperable vehicle is illegally parked on private property residents should notify NSD by phone at **602-534-444**, email [NSD@Phoenix.gov](mailto:NSD@Phoenix.gov) or report on myPHX311 at [www.phoenix.gov/myphx311](http://www.phoenix.gov/myphx311)

**Concern:** Vacant Lots - The lot where the Zion Institute is located on 16th St & Southern is vacant and abandoned. This area has potential with its the vacant buildings and open space. Residents would like to know if there is a plan here on NSD's end to activate this area.

**Response/Solution:** NSD is coordinating with CED who are working on multiple efforts related to these properties. We hope to provide more information in a future report.

## Neighborhood Services Department

**Concern:** myPHX311 - In the past, staff has been sent to residents' homes instead of problem sites. Has this technical error been repaired?

**Response/Solution:** Most myPHX311 forms request the addresses of the submitter as well as the location of the problem. Sometimes, the submitter puts their own address in the fields where the problem is located. Additionally, NSD has identified a current issue when a resident uses the "drop a pin" feature to identify the location of a problem, but there is no parcel information (APN), for that location. For these locations, the system automatically puts the location as the nearest parcel. This often works well enough for our team to find and resolve the issue, but sometimes it does not work out quite as well. NSD is working with the City's Information Technology Services Department to solve these reporting issues.

# Phoenix Police Department



**Concern:** Crime and Drug Activity – Drug activity and graffiti has increased, and residents shared that they believe there is a lack of action from PD. Residents ask that criminals are held more accountable and are willing to work with PD to gather more information through the community.

**Response/Solution:** The South Mountain Precinct is deeply committed to addressing criminal activity within our community. We have implemented proactive measures, including a monthly crime suppression initiative aimed at enhancing our presence in high-risk areas identified by the Crime Analysis and Research Unit (CARU) and input from our officers.

These initiatives are further informed by valuable feedback from community members regarding local concerns. Since the beginning of the year, our efforts have culminated in approximately 190 arrests across a range of offenses, including illegal drug sales, drug use, weapons violations, stolen vehicles, trespassing, and both felony and misdemeanor charges. Our Community Action Team is dedicated to tackling drug-related issues head-on. Since joining the team in June, we have executed two search warrants at residential properties based on community drug complaints.

We strongly encourage residents to share any information regarding drug activity or other concerns during our community meetings, as collaboration is essential to our success. Additionally, our Community Action Officers take a proactive stance in addressing public safety. Once we have compiled a list of complaints, they focus on high-crime areas and locations that generate numerous calls for service, ensuring that our resources are allocated effectively to enhance community safety.



# Phoenix Police Department

**Concern:** Parked Cars and Blight: There has been an increase in illegally parked cars and blights in certain neighborhoods. What do response times look like for these issues?

**Response/Solution:** Numerous neighborhoods consistently experience issues related to blight and parking issues. When a complaint is received, officers promptly add it to their list of priorities and respond to the complaint's location to take appropriate action, such as red tagging the vehicles or towing them based on the specific violation. Officers collaborate closely with the Neighborhood Services Division (NSD) to tackle these issues effectively.

An example of this arose when the Community Action Officers (CAOs) received a complaint about large trucks parking in a cul-de-sac near an industrial lot. This cul-de-sac was being used by other large trucks to turn around, causing significant congestion. Unfortunately, without any "No Parking" signs in place, the officers were unable to take enforcement action on their own. Rather than leaving the community to handle the problem independently, the CAOs proactively reached out to the NSD. Thanks to their prompt action, NSD was able to install "No Parking" signs in the area, effectively keeping the cul-de-sac free of parked vehicles and improving the situation for all residents.

Once the complaint is resolved, officers will update and close it out. Generally, these matters are addressed within a typical work week.

# Parks and Recreation Department



**Concern:** There is an eroded trail at 32nd St. Is there a plan for this trail? Is there a confirmed maintenance or evaluation plan for the eroded trail referenced?

**Response/Solution:** This is likely in reference to the Highline Connector Trail, I think. We can evaluate if it needs some maintenance. We will have South Mountain Park Rangers evaluate this trail as we routinely do and evaluate for potential maintenance projects. This evaluation will occur during the month of August.



**Concern:** Can a Parks Ranger be added at the Gate House in South Mountain Park to create hospitality? Has there been any movement or discussion around adding a Park Ranger to the Gate House to enhance hospitality?

**Response/Solution:** We would like to have Park Rangers at the gate house. We don't currently have staffing levels to support this. Current staffing levels at South Mountain do not allow for a dedicated Ranger presence at the Gate House. We will also explore potential opportunities to staff the gatehouse with Park Steward volunteers at peak times to provide coverage at the gatehouse.



**Concern:** The racetrack at South Mountain Park is in disrepair. Are there any grants that could potentially resolve this? We understand repairs are not being planned and that the Parks Board has directed coordination with VSQMA about potentially relocating. Is there any additional context or timeline for that process?

**Response/Solution:** We have discussed this one. We are not intending to repair it. At the August Parks Board, we were directed to work with VSQMA (the operator) to potentially find a new location. I do not think we will be making repairs to the facility but rather removing the facility. In October 2023, the Parks Board heard a presentation on the South Mountain Speedway and that time, there was no board support for renovating the track. At a future Parks Board meeting, the Department intends to advise the Board of plans to remove the track and restore the landscape to a natural setting appropriate for South Mountain Park / Preserve.

# Parks and Recreation Department



**Concern:** Is it possible for Parks to add solar cameras to parks experiencing bad activity? Is there an internal list or criteria Parks uses to evaluate which high-use areas are prioritized for solar camera placement? Has this evaluation been done yet? Do we have a timeline?

**Response/Solution:** We can review this proposed solution for potential areas in high use areas. South Mountain is nearly 17,000 acres and it would be important to identify areas that need the most attention. There is no existing internal list Parks uses to evaluate camera placement. Parks is beginning to evaluate the use of cameras and has utilized them at several parks around the City. With new capital improvement Parks, we are exploring opportunities to use cameras for security concerns. For example, the South Mountain Activity Complex that is under construction now, will include security cameras to monitor the area. That project will open in winter of 2025/2026. An additional coming project will bring electronic gates and security cameras to trailheads throughout the Preserve system.



**Concern:** Can a Parks Ranger be added at the Gate House in South Mountain Park to create hospitality? The racetrack at South Mountain Park is in disrepair. Are there any grants that could potentially resolve this?

**Response/Solution:** We would like to have Park Rangers at the gate house. We don't currently have staffing levels to support this. We have discussed this one. We are not intending to repair it. At the August Parks Board, we were directed to work with VSQMA (the operator) to potentially find a new location. I do not think we will be making repairs to the facility but rather removing the facility.



## **Contact Information:**

**Email: [council.district.8@phoenix.gov](mailto:council.district.8@phoenix.gov)**

**Office Line: 602-262-7493**



# LAVEEN ENERGIZE EIGHT

**This overview summarizes the feedback, concerns, and questions raised by residents during the Energize Eight Laveen Meeting in 2024, along with the responses and actions provided by city departments.**



## Community and Economic Development Department (CED)



**Concern:** Where are we in terms of New commercial construction for example business suites, hotels, and more restaurants.

**Response/Solution:**

- The City Council recently approved the development agreement with Vestar Laveen Manager, LLC. Through this development there will be a 375,000 square foot vibrant town center on approximately 40 acres at the Southwest corner of 59<sup>th</sup> Ave and Dobbins Road.



**Concern:** Seeking accessible internet for the entire community.

**Response/Solution:**

- The city of Phoenix has expanded Wi-Fi outside nearly 50 libraries and community facilities, providing about 1.18 square miles of coverage. Residents can connect daily from 8 a.m. to 9 p.m. in parking lots and public areas at participating locations. Find more details here:

<https://www.phoenix.gov/administration/departments/its/free-public-wi-fi.html>



## Neighborhood Services Department (NSD)



**Concern:** How can I report graffiti, who is responsible and who is held accountable?

**Response/Solution:**

- We are focusing on creating stronger neighborhoods through more consistent clean-ups, stricter blight enforcement, and increased communication with residents. Our goal is to ensure every My311 submission receives a timely response or acknowledgement, while also coordinating more activities that bring neighbors together.
- Request Service, Report Issue, Find Information:  
<https://phxatyourservice.dynamics365portals.us/#tellthecityabout>

## Office of Homeless Solutions (OHS)



**Concern:** Homelessness is not being dealt with proactively enough and needs a more holistic approach.

**Response/Solution:**

- Homelessness is a crisis not just in Phoenix but across the country, and the City has invested significant resources to address it. We continue working to expand and connect people to the many services available for our unsheltered neighbors, and we regularly share information about those resources with the community. If you'd like direct support or additional details, please reach out to our District 8 Homelessness Liaison, Jaclyn Breidt, at **480-387-1332**.

## Parks and Recreation Department (PRD)



**Concern:** How are we making sure our youth have safe spaces to use. In particular, the lighting at Eastlake and Highline Park feels inadequate, and overall park safety is something I'd really like to see addressed.

**Response/Solution:**

- The city is working to change the image of the park by building partnerships with local non-profits to create a more family-oriented environment, while also using social media, email blasts, and mailers to keep residents informed. Parks is being more proactive by offering economic permits, adding a third shift of park rangers from 8:30 p.m. to 7:00 a.m., and planning more community events such as music, veterans, and cultural activities. In addition, renovations are pending for both Eastlake and Highline Park.



## Public Works Department



**Concern:** I want to better understand the bulk trash rules. Can items like furniture, appliances, toilets, or large amounts of vegetation be picked up, what would I have to do if I want these items to be collected?

**Response/Solution:**

- Appointments are now available for bulk trash pickup. Residents can schedule online or by calling **602-262-6251**. Most appointments are available within a couple of weeks, but scheduling is also open up to six months in advance. We encourage you to check the online portal regularly or call our office for assistance. Go here for more details:

<https://www.phoenix.gov/administration/departments/publicworks/residential-trash-recycling/bulk-trash-pickup.html>

# Street Transportation Department



**Concern:** Residents inquired about the signal lighting timing at 16th, 24th, 32nd St and Roeser having very long wait times. They were told by Streets Staff at the meeting that the Traffic Management Center will review signal timing and provide an update to the resident. Can we know the results of this study?

**Response/Solution:**

- The Traffic Management Center has made signal timing adjustments on Roeser throughout the year to address side street delay. There are plans to improve progression by retiming the Roeser, Broadway, Southern, Vineyard, and Baseline corridors once ADOT’s Broadway Curve project is complete.



**Concern:** The Traffic Management Center has made signal timing adjustments on Roeser throughout the year to address side street delay. There are plans to improve progression by retiming the Roeser, Broadway, Southern, Vineyard, and Baseline corridors once ADOT’s Broadway Curve project is complete.

**Response/Solution:**

- The Street Transportation Department informs residents requesting No Parking signs that it may take up to 120 days for sign installation pending studies, field investigations, and utility location.

## Public Transit Department (PTD)



**Concern:** I'm concerned about the lack of shade at bus stops, which makes waiting uncomfortable, especially in the summer.

**Response/Solution:**

- In November of 2024, the City Council approved a \$60M plan to mitigate heat across the city. Part of this plan includes planting 27,000 trees and building 500 shade structures at schools, parks and bus stops. If there are specific areas you would like be considered for shading, please let my office know, and we will work with the appropriate departments to see if we can get your requests fulfilled.



## **Contact Information:**

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**Office Line: 602-262-7493**



# CENTRAL CITY ENERGIZE EIGHT

**This overview summarizes the feedback, concerns, and questions raised by residents during the Energize Eight Central City Meeting in 2024, along with the responses and actions provided by city departments.**



# Office of Homeless Solutions

**Concern:** Collaboration with County Courts - How can we give the Maricopa County Justice Court judges information they need to help provide resources for unsheltered individuals going through the justice process?

**Response/Solution:** (This is not an OHS function, however we worked with the agencies below to provide a response.)

- Maricopa County Justice Court Judges do participate in the Maricopa County Regional Homeless Court. This Specialized Court is designed to assist individuals experiencing homelessness to overcome legal barriers by resolving misdemeanor cases and warrants. Information about Regional Homeless Court can be found at this link: <https://superiorcourt.maricopa.gov/departments/superior-court/homeless-court/> and more information can be found in this [toolkit](#). Due to the nature of many of the cases in Justice Courts, the resources available to participants is limited as the cases are often civil in nature with payments due to a private citizen and not to a government agency, making it more difficult to waive judgments.
- The City of Phoenix Public Defender's Office and Office of the Courts coordinate with their counterparts in the Justice Courts and Superior Courts to make them aware of Community Court and the work happening within the City of Phoenix. If a participant has a misdemeanor offense within the City of Phoenix, the participant may be eligible for Community Court. As a participant, they will be connected to resources to address their homelessness including obtaining vital documents, shelter, mental health and substance use, and employment while resolving their case.



# Office of Homeless Solutions

**Concern:** Feeders at Perry Park - Issues have been arising from street feeders offering food and clothing to the unsheltered, which places a burden on the community. One suggestion to mitigate this was that street feeders should be required to clean the area the following day and be educated by OHS on best practices for helping the unsheltered. Can OHS place more attention here?

**Response/Solution:**

- OHS does not encourage this type of giving. We refer organizations who wish to give to people experiencing homelessness to do so in a healthy manner. The Healthy Giving Council has a great online resource for groups that wish to give in a healthy manner at [www.givesmartaz.org](http://www.givesmartaz.org).
- According to the Parks Department, when an organization is permitted to do an activity in the park, they are required to follow the following guidelines:
  - Leave No Trace! It is your responsibility to leave the site clean. Special attention is expected to be given regarding decorations which may leave an inordinate amount of debris. Trash cans must be emptied into main dumpsters. Charcoal should be extinguished and allowed to cool before user group leaves the site. Some events may require the user group to remove their own trash from the park.
- The individual making the Special Activity Request must be on-site at all times during the event, and will be responsible for ensuring participants, caterers, etc. are aware of and adhere to all City policies, rules and regulations.
- Any activity deemed to be disruptive, hazardous, damaging to the facility, or threatening the safety of participants or spectators will be halted by department staff. The user group will be responsible for reimbursing the City of Phoenix for any damages caused to City property or additional staffing hours associated with the use of the facility.
- Failure to restore the facility to pre-use condition or to follow the stipulations outlined in this permit will result in billing for damages and/or cleanup costs. It will also jeopardize your eligibility to conduct any future activities on park property.

# Office of Homeless Solutions



**Concern:** Eviction Assistance - Can OHS collaborate with the Justice of the Peace to enhance eviction assistance programs for residents in need?

**Response/Solution:**

- Eviction Prevention assistance is handled through the Human Services Department who replied with the following response:
- HSD does not currently have formal relationships with the JPs or the Justice Courts in the area. We are exploring opportunities for collaboration to support residents facing eviction.

# Street Transportation Department



**Concern:** Residents in the Garfield Neighborhood were concerned about the criteria with which a study was done on 7th St. and Roosevelt. The community asked for an Eastbound signal. The residents claim the criteria was based on a 4-lane road instead of a 6-lane road. The community would like to request more information about the traffic study that was conducted here.

**Response/Solution:**

- The Street Transportation Department met with the Garfield Neighborhood a few months ago and informed the group that the signal did not meet the cross-product (turning vehicle versus through vehicle movements) threshold for installation of a turn arrow operation. A new traffic study was performed this fall and the data showed that there was less turning traffic than previous studies. However, the Department has been working internally to evaluate what is needed to install the infrastructure to support a southbound to eastbound turning operation. The Department will look to see if funding can be made available for a design in the next fiscal year. The Garfield Neighborhood recently met and was made aware that this is still being discussed for future funding and construction.



# Street Transportation Department



**Concern:** The same group of residents from above expressed concerns about the sidewalk, gap, lighting issues from Roosevelt between 9th - 12th St. They mentioned the slope of driveways being difficult for people with mobility issues.

**Response/Solution:**

- Most of the driveways and sidewalk follow the standards that were in place at the time of their construction. There are several areas in need of minor patching which will begin the week of December 16. Staff are waiting for blue stake and lane restriction requests to clear for more substantial repairs that are needed at the locations below. We anticipate that all repairs will be completed by the end of January.
  - 907 E Roosevelt St
  - 915 E Roosevelt St
  - 921 E Roosevelt St
  - 1118 E Roosevelt St
  - 1138 E Roosevelt St



**Concern:** 32nd and Vineyard - Southern: Are there any plans to widen Southern in this area? Also, residents were wondering how they could advocate for plants 32nd- 36th St. Vineyard to Southern.

**Response/Solution:**

- The Street Transportation Department is working with the Office of Heat Response and Mitigation to determine locations in Mobility Areas where vegetation could be added. Currently, Streets does maintain small sections of street landscape on Southern between 32nd & 36th St and just the southwest corner of 32nd St and Southern. Nothing on Vineyard or 36th St is maintained by the Street Transportation Department.

# Street Transportation Department



**Concern:** McKinley & Garfield (12th- 13th St) - Remove barricade in alley if possible.

**Response/Solution:**

- The barricades are in good condition complete with signage indicating a dead end at the entry points to the alley. Typically, a petition signed by the majority of the homeowners adjacent to the alley would need to be submitted to the Department in order to remove the barricade.



**Concern:** 18th Pl Wier - Broadway - Residents have requested that Staff investigate the No Parking in Alley signs that have been cut down. There has been a lot of illegal parking in this area.

**Response/Solution:** The Street Transportation Department does not install No Parking signs in alleys. The Phoenix City Code states it is illegal to park a vehicle in an alleyway and violators are subject to enforcement action, even in the absence of No Parking signs. If the signs were privately installed, it is possible that the signs may have been removed by the Public Works Department as these appear to be serviced alleys. Only City-installed signs are allowed in the public right-of-way and public alleys.



**Concern:** Verde Park - One resident has asked if there is a possibility a micro-dog park can be built here due to the high-density, multi-family housing and the large number of dogs walked throughout the neighborhood.

**Response/Solution:** This request should be submitted to the Parks Department.

# Neighborhood Services Department

**Concern:** Bulk Trash in Alleys - Residents shared concerns of bulk trash and illegal dumping in alleys. To combat this, can NSD partner with the Department of Corrections to engage low-level offenders in alley clean-up efforts?

**Response/Solution:**

- Neighborhood Services Department (NSD) staff worked with their partners at Maricopa County Adult Probation pre COVID on alley cleanup efforts. Staff worked with individuals that have community service hours to be served, they were doing weekly projects throughout the City in alleys and easements. Recently NSD staff have been able to restart the program and are currently doing one cleanup project every couple of months. NSD anticipates and increase in cleanups in the new year.

**Concern:** Some residents complained that it is difficult to get a return phone call from the City. Is it possible for neighborhood leaders to establish some sort of report card or other feedback-based system where they can report experiences? What can neighborhood leaders do to report experiences?

**Response/Solution:**

- The Phoenix Revitalization Corporation mentioned to NSD they are conducting an independent review of customer service from City departments. If residents would like to provide feedback directly to the City regarding neighborhood engagement they can contact the NSD Neighborhood Engagement Deputy Director at [yvette.roeder@phoenix.gov](mailto:yvette.roeder@phoenix.gov)



# Neighborhood Services Department

**Concern:** 24th St & Broadway Activation: Has there been any progress with receiving RFPs for the open lot on 24th St & Broadway?

**Response/Solution:**

- An RFP was issued Oct 2023 and closed Jan 2024 with no proposal submitted. Community and Economic Development are working on a potential future RFP insurance.

**Concern:** Has an organization been recruited to activate the Neighborhood Resource Center (NRC)?

**Response/Solution:**

- The Neighborhood Coalition leaders reached out to nonprofits who may be interested in offering their services at the NRC, however no commitments have been made. NSD staff contacted the Coalition with Omega Youth Leadership Academy (OYLA), a local nonprofit that provides mentorship and leadership workshops to youth, specifically teen boys. The OYLA already have a curriculum set for 2025 and have been in talks with the Coalition. The OYLA team will have a social event in January at the NRC to introduce themselves to the public and explain their program and 2025 curriculum for anyone interested in registering their child. No other potential partnerships have been identified, although there has been interest for special community events from nonprofit groups, both related to STEM education activities.

## Neighborhood Services Department

**Concern:** Vacant Properties in Garfield - There has been ongoing issues with illegal dumping on city-owned vacant properties around the Garfield area. Can NSD explore IT solutions to make it easier for people to report issues on myPHX311?

**Response/Solution:**

- NSD is working with the City's Information Technology Services (ITS) Department on a tool similar to the myPHX311 app for City employees to report these types of issues. ITS has also made improvements to myPHX311 to simplify the reporting process for residents.

**Concern:** Garfield Alleys - Is there any information on the role of alleys in future developments, particularly in historic neighborhoods where alleys are essential infrastructure?

**Response/Solution:**

- NSD reached out to the Planning and Development Department (PDD), and they provided the following information: In residential historic districts where the pattern of parking has historically been in detached garages towards the back of the property, the Historic Preservation Office encourages the development of new parking at the rear of the lot which may require access from the alley. The Zoning Ordinance contains detailed provisions about how projects must interface with alleys and how developments can utilize them. If you have any questions, please reach out to David Urbinato with PDD.

# Phoenix Police Department



**Concern:** 7th Street & I-10 Overpass: There has been ongoing issues with people who appear to be unsheltered but are illegally dealing drugs under the underpass. Is this a hotspot for police?

**Response/Solution:**

- Lt. Cozad, the Resource Lieutenant for Central City Precinct, could not provide statistics to the contacts they consistently make on the 7th Street overpass. He did confirm that this location is one that they patrol at least twice a week. Based on the complaints they receive they do consider this location a hotspot. They have also cone coordinated efforts with other City departments (OHS/Streets) to lead with services and to have the area cleaned up.



## **Contact Information:**

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