

City of Phoenix 2025 Heat Response Plan



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Executive Summary

The Heat Response Plan details the programs and services that Phoenix delivers to residents and visitors to prevent illness, death, and other serious and immediate adverse health outcomes associated with indoor and outdoor heat exposure. Heat-related deaths in the City of Phoenix as reported by the Maricopa County Department of Public Health have risen substantially since 2014, peaking at 395 during 2023. Preliminary Reports from Maricopa County Department of Public Health for 2024 show the first year-over-year reduction in heat-related deaths observed in Maricopa County since 2014. The Heat Response Plan is revised annually to ensure that the City's approach is adapted to meet evolving community needs in the pursuit of reductions in heat-related illnesses and deaths.

The 2025 Heat Response Plan contains 30 specific heat response actions for which the City holds a leadership role, organized into eight broad strategies:

1. Equip first responders for effective heat response.
2. Provide publicly accessible cool space.
3. Increase access to drinking water.
4. Support cool and safe home environments.
5. Support cool and safe mobility and recreation.
6. Implement heat safety measures for workers.
7. Engage with the community to build heat readiness.
8. Collaboratively work across department and agency boundaries.

Updates to the plan for 2025 include:

1. Operation of a 24/7 heat respite center at a new location
2. Offering full library services at extended hour cooling centers
3. Conducting outreach to mobile home communities in partnership with the Red Cross
4. Building new heat-focused educational resources for City of Phoenix employees

The 2025 plan draws from 2024's lessons learned, with expanded services, data-driven adjustments, and stronger partnerships, ensuring enhanced coordination, accessibility, and outreach to protect residents during extreme heat events.

Purpose and Planning Process

The City of Phoenix Heat Response Plan outlines programs and services intended to protect public health and quality of life from the threats of hot weather. Extreme heat is a leading cause of weather-related deaths in the United States and exerts a significant public health burden in Phoenix. The most acute impacts include heat-caused and heat-related fatalities, as well as heat-related illnesses that require emergency medical service and hospital care. Many other health challenges are also known to be related to prolonged, frequent, or severe heat exposure but are not systematically documented. These challenges include cases of heat illness that are unreported, disrupted sleep patterns, and anxiety over high electricity bills.

While everyone is potentially vulnerable to heat-related illness, certain communities account for a disproportionately high share of the public health burden of extreme heat. Public health reports in Arizona point to people experiencing homelessness and substance users at especially high risk of adverse heat-related health outcomes. Studies also show that rates of heat-related illness and/or death are higher in communities that have lower incomes, lower quality housing, a higher prevalence of elderly individuals, a higher prevalence of people of color, and other indicators of social vulnerability.

Managing the public health risks associated with extreme heat is an integral component of hazard preparedness for the City of Phoenix owing to its geographic positioning in the Sonoran Desert. Prolonged, hot summers are a part of the regional climate. However, the experience of summer heat is highly variable between different neighborhoods in Phoenix and between individual residents. Historical development patterns and varying topography across Phoenix lead to neighborhood-to-neighborhood air temperature differences of 10°F or more on summer days. Personal heat exposure is even more variable depending on daily activity patterns and access to air-conditioned spaces. Over time, the severity of summer heat in Phoenix is being amplified beyond background conditions by urban development and global-scale climate change. Summer daytime and nighttime temperatures have increased in the City of Phoenix for several decades and temperatures are projected to continue to rise.

To address the significant, inequitable, and growing public health risks associated with extreme heat, the Phoenix City Council unanimously passed the City's first Heat Response Plan in 2022. This document is the third annual update to the Heat Response Plan.

The process to update the Heat Response Plan began in late summer 2024, and was coordinated by an Executive Heat Response Leadership team. This team is comprised of senior staff from Emergency Management, Fire, Public Health, Homeless Solutions, and Heat Response and Mitigation. The Executive Heat Response Leadership team initiated several different types of program evaluation to identify opportunities for improvement toward the goal of preventing heat-associated illness and deaths. Those evaluation activities included a formal after-action analysis of the City's enhanced efforts during summer 2024 and review of operations with city departments and regional stakeholders that operate programs and services relevant to the heat response mission.

The 2025 Heat Response Plan contains 30 specific heat response actions for which the City holds a leadership role, organized into eight broad strategies:

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2. Provide publicly accessible cool space.
3. Increase access to drinking water.
4. Support cool and safe home environments.
5. Support cool and safe mobility and recreation.
6. Implement heat safety measures for workers.
7. Engage with the community to build heat readiness.
8. Collaboratively work across department and agency boundaries.

The goal of the Heat Response Plan is to enhance public health and community resilience by alleviating adverse effects of heat. Key performance indicators include:

- Heat-related mortality: Strive for year-over-year reductions in the number of fatalities attributed to heat exposure in the City of Phoenix
- Heat-related illnesses: Strive for year-over-year reductions in the number and severity of medical service calls related to heat exposure in the City of Phoenix.

Year-over-year reductions in heat-related deaths and heat-related illnesses in Phoenix were realized in summer 2024, which was measured as the hottest in the City's history.

The City of Phoenix also implements and invests in a wide range of other programs and services that support the goals of the Heat Response Plan but are not specifically activated or emphasized for the heat season, and as such are not listed as actions in this document.

Examples of those related initiatives include:

- Investments in affordable housing units and shelter beds
- Operation of housing repair and weatherization programs
- Installation of shade structures at transit stops and in the public right of way
- Increases in urban tree canopy
- Adoption of the new Shade Phoenix Plan by City Council in November 2024
- Updates to Phoenix's Climate Action Plan

Weather and Climate Assessment

The City of Phoenix Heat Response Plan defines May through September as the operational season for heat response efforts. However, October 2024 experienced unprecedented late-season heat, including the first 110°F days in October in Phoenix’s recorded history, motivating the addition of October data to support planning.

Heat Season 2024 Review

The 2024 Heat Season in Phoenix set many records with respect to the severity and duration of extreme heat conditions. The most notable records from 2024 included new all-time highs for the number of days with temperatures reaching 110°F (70) and the number of nights with temperatures failing to drop below 90°F (39). The 2024 season also set a record for the number of consecutive days with temperatures reaching at least 100°F (113). Average high and low temperatures for June, September, and October all set historical records; average low temperatures in August were also record-setting. The figure below shows daily high temperatures from the 2024 heat season as compared to climatological normals, and the table provides a month-by-month summary of daily average high and low temperatures.

Month	2024 Avg. High	Normal Avg. High*	2024 Rank**	2024 Avg. Low	Normal Avg. Low*	2024 Rank**
May	96.7°F	94.5°F	16	70.9°F	69.5°F	13
June	109.4°F	104.2°F	1	84.6°F	78.6°F	1
July	112.3°F	106.5°F	2	89.8°F	84.5°F	2
August	109.4°F	105.1°F	3	88.1°F	83.6°F	1
September	106.6°F	100.4°F	1	82.5°F	78.1°F	1
October	97.9°F	89.2°F	1	71.1°F	65.6°F	1

*per the official 1991–2020 U.S. Climate Normals adopted by the National Oceanic and Atmospheric Administration

**out of 129 recorded years; 1 indicates hottest on record

Climate Data for Planning

The table below presents weekly averages, ranges, and probabilities of exceedance based on 2015–2024 observations from Phoenix Sky Harbor Airport. Statistics are based on the previous ten years rather than the official 30-year normals established by the National Oceanic and Atmospheric Administration to ensure that the most recent observations are used and to acknowledge non-stationarity in regional temperature trends. Data are presented for each week of the 2025 Heat Season starting on Sundays.

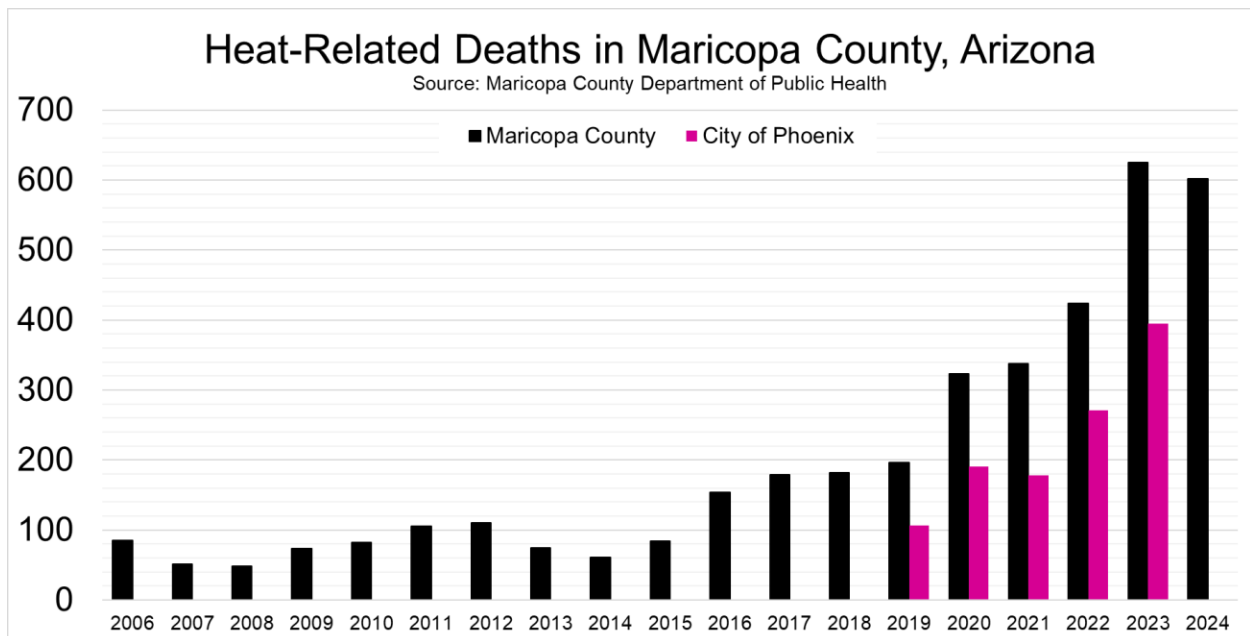
Week	Date	Daily High Temperatures				Daily Low Temperatures		
		Average (°F)	Highest (°F)	100°F or above*	110°F or above*	Average (°F)	Highest (°F)	90°F or above*
1	4/27	91.5	104	14%	0%	65.9	75	0%
2	5/4	92.7	108	24%	0%	67.3	77	0%
3	5/11	94.5	106	29%	0%	69.2	82	0%
4	5/18	93.4	104	24%	0%	69.2	78	0%
5	5/25	98.2	112	47%	3%	72.0	84	0%
6	6/2	103.6	115	79%	11%	77.3	87	0%
7	6/8	104.2	114	79%	16%	78.6	90	3%
8	6/15	107.5	119	94%	36%	80.3	92	10%
9	6/22	108.7	117	97%	44%	83.9	95	17%
10	6/29	107.7	116	97%	34%	84.5	93	7%
11	7/6	110.1	118	99%	64%	86.8	95	33%
12	7/13	108.7	118	97%	41%	87.4	95	37%
13	7/20	107.1	119	91%	34%	86.4	97	33%
14	7/27	107.3	118	91%	41%	85.7	95	27%
15	8/3	108.3	116	94%	46%	86.3	93	26%
16	8/10	105.6	117	83%	29%	83.9	93	16%
17	8/17	105.5	115	86%	26%	83.7	93	17%
18	8/24	106.9	117	94%	27%	84.5	93	13%
19	8/31	105.1	116	87%	14%	83.3	93	1%
20	9/7	104.2	114	79%	17%	82.4	93	6%
21	9/14	101.9	109	64%	0%	78.3	86	0%
22	9/21	97.8	113	47%	3%	75.1	84	0%
23	9/28	97.8	117	41%	6%	74.2	88	0%
24	10/5	94.8	113	26%	4%	70.4	82	0%
25	10/12	92.4	105	16%	0%	67.8	78	0%
26	10/19	89.7	104	6%	0%	65.6	74	0%
27	10/26	85.4	100	3%	0%	61.4	76	0%

*Probabilities of exceedance indicate the percent of days within the given week that temperatures have reached the indicated temperature over the past decade.

Health Assessment

Heat-related deaths are tracked in Maricopa County by the Maricopa Department of Public Health (MCDPH), in partnership with the Maricopa County Office of the Medical Examiner. Heat-related deaths include those that are directly attributable to heat exposure (heat-caused deaths) and those where heat played a contributing role but was not the primary cause of death (heat-contributed deaths). The Maricopa County heat-health system is widely recognized as a national and international best practice. Heat-related deaths have been recorded using consistent methods since 2006.

Heat-related deaths have increased considerably in Maricopa County since 2014. Particularly large year-over-year increases were evident from 2015 to 2016 (+83%), 2019 to 2020 (+62%), and 2021 to 2022 (+25%). Another large increase is evident from 2022 to 2023, with an increase of more than 47% to the record high of 625 cases in Maricopa County that was recorded that year. However, heat-related deaths declined in Maricopa County from 2023 to 2024. Countywide deaths dropped to 602 (with 8 cases pending). City-specific totals for 2024 will be released by MCDPH at later date.



MCDPH produces comprehensive annual reports that detail key risk factors and characteristics of heat-associated deaths, including demographic information, details about housing status, air conditioning availability, and indications of drug/alcohol use. The preliminary report for the 2024 heat season was released in March 2025 and shows that county-wide risk factors for heat-related death remain generally consistent with prior years. Among the findings of the preliminary report:

- A total of 602 heat-related deaths occurred in 2024, a reduction from 645 reported in 2023 and the first year-over-year reduction reported since 2014. 8 cases remain under investigation as of March 2025.
- 61% of reported deaths were heat-caused and 39% were considered heat-contributed. Heat-caused deaths are those in which heat was directly involved in the sequence of conditions causing deaths.
- 79% of heat-related deaths were among males.
- 55% of heat-related deaths were among persons 35–64 years of age
- 77% of heat-related deaths had an outdoor place of injury, with 66% of outdoor cases occurring in an urban area
- Among indoor heat-related deaths, 62% occurred in a house and air conditioning units were present 88% of the time, but often not functioning
- People experiencing homelessness accounted for 50% of heat-related deaths
- Substance use was involved in 58% of deaths, and the vast majority of substance use deaths involved stimulants.

Another key lesson learned from MCDPH and Arizona State University (ASU) analysis of heat-associated death and illness data is that *serious health impacts from heat are not confined to only the hottest summer days*. While the hottest days do bring the highest risk of heat-associated death and illness, cases begin to be seen at temperatures that would be considered mild by most Phoenixians. In 2024, 45% of heat-related deaths in Maricopa County occurred on days with the HeatRisk was designated by the National Weather Service as Major or Extreme, and 55% of deaths occurred on days when the HeatRisk was designated as Moderate, Minor, or None. These findings imply that a seasonal approach to heat management, rather than one only focused on intermittent “heat waves” is necessary.

Heat Response Programs and Services

In 2025, the City of Phoenix will take the lead or play a significant role in operating 30 heat response programs and services. This comprehensive portfolio comprises a mix of ongoing programs continuing from previous years, revised existing programs, and new initiatives introduced for the summer of 2025. The responsibility and support for these programs and services, encompassing budget and staffing needs, are distributed across more than 15 different City departments and functions. While many actions in the plan continually evolve and improve from year to year, there are 8 notable updates and/or additions for this year.

- Providing full library services during extended hour cooling center operations (Action 2.2)
- Relocation of the 24/7 heat respite and navigation center to 20 West Jackson Street (Action 2.3)
- Expansion of the public chilled drinking water fountain pilot program (Action 3.2)
- Expansion of the trailhead heat safety outreach program (Action 5.1)
- Modifications to the City’s trail closure policy for heat safety, as adopted by the Parks and Recreation Board (Action 5.2)
- Development of new educational resources to build heat response program knowledge among City employees (Action 7.7)
- Deploying outreach teams to share heat resources and information in mobile home communities (Action 7.8)
- Supporting the regional Urban Heat Leadership Academy (Action 7.9)

The subsequent pages feature an inventory of all programs and services organized by strategy, presented in table format. Following the table, a short narrative is provided for each action to provide a more complete perspective of the components of the Heat Response Plan.

Strategies	Actions	Lead Depts.
Equip First Responders	1.1 Activate summer heat protocols including cold immersion techniques	FIRE
Provide Publicly Accessible Cool Space	2.1 Designate City Facilities as Heat Relief Network Cooling Centers	LIB, OHRM
	2.2 Offer Extended Hours at City of Phoenix Cooling Centers (UPDATED)	UCT
	2.3 Operate a 24/7 Respite and Navigation Center (UPDATED)	UCT
	2.4 Operate Safe Outdoor Space	OHS
	2.5 Provide Shade and Cooled Rest Areas at The Key Campus	OHS
Increase Access to Public Drinking Water	3.1 Designate City Facilities as Heat Relief Network Hydration Stations	PRD, HSD, OHRM
	3.2 Expand Chilled Drinking Water in Public Spaces Initiative (UPDATED)	INNOV
Support Cool and Safe Homes	4.1 Promote and Enforce Cooling Ordinance for Rental Housing Units	NSD, HSD, COMMS
	4.2 Provide Emergency Utility Assistance	HSD
	4.3 Offer Low-flow Water Services Program	WSD
Support Cool and Safe Mobility and Recreation	5.1 Deploy Outreach Teams to Select Trailheads (UPDATED)	PRD, OHRM, FIRE
	5.2 Close Select Trailheads on Extreme Heat Warning Days (UPDATED)	PRD
	5.3 Operate City Pools and Splash Pads for Cool Recreation	PRD
Implement Heat Safety Measures for Workers	6.1 Implement Heat Safety Plans in City Departments	HR
	6.2 Promote and Enforce Heat Safety Ordinance for City Contractors	FIN, LAW, HR, OHRM
Engage the Community to Build Heat Readiness	7.1 Operate a Comprehensive Heat Response Public Education Campaign	COMMS
	7.2 Provide Heat Relief Grants to Community Partners	OHRM
	7.3 Support Media Requests Related to Heat Response	COMMS
	7.4 Equip Homeless Outreach Teams with Cooling Resources	OHS, OHRM, OPH
	7.5 Improve Engagement Strategies for People Who Use Substances	OPH, ORHM, OHS, COMMS
	7.6 Attend Community Events to Share Heat Safety Resources	OHRM
	7.7 Create Heat Response Educational Resources for City Employees (NEW)	OHRM, HR
	7.8 Deploy Heat Outreach Teams to Mobile Home Communities (NEW)	OHRM
	7.9 Support the Greater Phoenix Urban Heat Leadership Academy (NEW)	OHRM, OEM
Collaborate Across Department and Agency Boundaries	8.1 Implement Unified Command Team to Coordinate Extended Hour Sites	OEM
	8.2 Convene Departmental Liaisons to Improve Plan Implementation	OHRM
	8.3 Collect Comprehensive Evaluation Data to Support Heat Response	UCT, OHRM, IT
	8.4 Provide Weekly Updates on Heat Response Programs	OHRM
	8.5 Participate in Cross-Agency Work Groups	OHRM, OPH

Department key: UCT – Unified Command Team; OHRM – Office of Heat Response and Mitigation; PD – Police; COMMS – Communications; VOL – Volunteer Programs; OAC – Arts and Culture; HSD – Human Services; Human Resources – HR; NSD – Neighborhood Services; OPH – Public Health, OEM – Office of Emergency Management; Public Works Department – PWD; Parks and Recreation Department – PRD; Water Services Department – WSD; Public Transit Department – PTD; Light Rail Transit - LRT.

**STRATEGY 1:
EQUIP FIRST RESPONDERS FOR EFFECTIVE HEAT RESPONSE**



▶ Activate Summer Heat Protocols Including Cold Immersion Techniques **Action 1.1**

The City of Phoenix Fire Department responded to more than 1,400 calls for heat emergencies in the 2024 Heat Season. The life-saving measures taken by the Fire Department for heat emergencies include cold water immersion, chilled intravenous therapy, and other innovative strategies designed to reduce case severity. The Fire Department Heat Stress Management Standard Operation Procedure (MP 206.19) provides a robust framework for minimizing the effects of heat stress on first responders, which would have a cascading adverse impact on the community. The framework focuses on health assessments, rest, hydration, and temperature regulation for personnel exposed to high temperatures. Protective directives engage when temperatures exceed 105°F, deploying additional resources and implementing enhanced rehabilitation measures. Training exposures comply with ADOSH guidelines, further ensuring the well-being of personnel.

TARGET POPULATION	CITYWIDE
LEAD DEPARTMENT(S)	FIRE
RESOURCES / MORE INFO.	https://www.phoenix.gov/fire/publications/standard-operating-procedures

**STRATEGY 2:
PROVIDE PUBLICLY ACCESSIBLE COOL SPACE**



► Designate City facilities as Heat Relief Network Cooling Centers **Action 2.1**

The regional Heat Relief Network is coordinated by the Maricopa Association of Governments (MAG) and consists of Respite Centers, Cooling Centers, Hydration Stations, and Donation Sites. Cooling Centers are indoor, air-conditioned locations that also offer hydration. 17 City of Phoenix Library locations served as Cooling Centers throughout the 2024 Heat Season and the City will continue this commitment in 2025. All participating City facilities are listed on a publicly accessible web map and directory hosted by MAG.

TARGET POPULATION	CITYWIDE
LEAD DEPARTMENT(S)	LIBRARY, OHRM
RESOURCES / MORE INFO.	https://azmag.gov/Programs/Heat-Relief-Network

► Offer Extended Hours at City of Phoenix Cooling Centers **Action 2.2**

Updated for 2025. Participating facilities in the regional Heat Relief Network typically provide services coincident with their normal hours of business operation. This model creates gaps in network availability, particularly in the late afternoon and evening hours, as well as on weekends. To address this deficiency, the City of Phoenix will extend the hours of three Cooling Centers to 10pm each day of the week and add capacity from noon to 10pm on Sundays throughout the heat season. The three locations identified for this mission based on analysis of public health and community vulnerability data as well as operational capabilities are Cholla Library, Harmon Library, and Yucca Library. Staffing and operational models will be monitored and revised throughout the heat season by the Incident Management Team. For the 2025 heat season, full library services will be offered at these locations during the extended operating hours, increasing services provided to the entire community from what was offered in 2024. Additional staffing support will be provided by Community Bridges, Inc., during the extended hours periods.

TARGET POPULATION	CITYWIDE
LEAD DEPARTMENT(S)	UNIFIED COMMAND TEAM
RESOURCES / MORE INFO.	N/A

► **Operate a 24/7 Respite and Navigation Center**

Action 2.3

Updated for 2025. To further address deficiencies in regional Heat Relief Network availability, the City of Phoenix will operate a 24/7 Heat Respite and Navigation Center for the entire heat season. This location will serve as a safe, cool indoor space for refuge from the heat and provide water. They will also provide resources for people experiencing homelessness including navigation and transportation, to help people access the wide range of other City of Phoenix services. The location identified for this mission based on analysis of public health and community vulnerability data as well as operational capabilities is a property available for lease at 20 W. Jackson Street. This location improves 24/7 heat respite capacity from the 2024 heat season and continues to provide high accessibility for pedestrians and bicyclists and proximity to public transportation. The 24/7 site will have staffing and security support from Community Bridges, Inc., and the Phoenix Police Department. Sites used for 24/7 and overnight respite in the 2024 heat season (Burton Barr Café and Senior Opportunities West Senior Center) will return to their traditional roles as cooling and hydration stations during normal operating hours.

TARGET POPULATION	CITYWIDE
LEAD DEPARTMENT(S)	UNIFIED COMMAND TEAM
RESOURCES / MORE INFO.	N/A

► **Operate the Safe Outdoor Space**

Action 2.4

The Safe Outdoor Space at 1537 W. Jackson St. is a key component in the city’s strategy to address homelessness around the Key Campus. It is designed as an alternative for those not yet ready for indoor shelter during enhanced engagements, and provides a safer, shaded environment with essential services to aid individuals in ending their homelessness. The unique property, procured with grant funding awarded by the Arizona Department of Housing, offers both outdoor and indoor spaces. The operation of the Safe Outdoor Space aligns with recommendations from the Strategies to Address Homelessness Task Force recommendations.

TARGET POPULATION	PEOPLE EXPERIENCING HOMELESSNESS
LEAD DEPARTMENT(S)	OHS
RESOURCES / MORE INFO.	N/A

► **Provide Shade and Cooled Rest areas at The Key Campus**

Action 2.5

Multiple City of Phoenix investments made over the past several years are providing shade and cooled space to individuals experiencing homelessness at the Key Campus. These investments include shade structures and evaporative coolers that are activated on the Campus during the heat season. Phoenix coordinated and funded the recent construction of a new cooling tower at the center of the Campus that is now operational.

TARGET POPULATION	PEOPLE EXPERIENCING HOMELESSNESS
LEAD DEPARTMENT(S)	OHS
RESOURCES / MORE INFO.	N/A

**STRATEGY 3:
INCREASE ACCESS TO DRINKING WATER**



► Designate City Facilities as Heat Relief Network Hydration Stations **Action 3.1**

The regional Heat Relief Network is coordinated by the Maricopa Association of Governments (MAG) and consists of Respite Centers, Cooling Centers, Hydration Stations, and Donation Sites. Hydration Stations are indoor or outdoor locations that offer bottled water and may offer other heat relief resources. 46 City of Phoenix facilities served as Hydration Stations throughout the 2024 Heat Season and the City will continue this commitment in 2025. All participating City facilities are listed on a publicly accessible web map and directory hosted by MAG.

TARGET POPULATION	CITYWIDE
LEAD DEPARTMENT(S)	PRD, HSD, OHRM
RESOURCES / MORE INFO.	https://azmag.gov/Programs/Heat-Relief-Network

► Expand Chilled Drinking Water in Public Spaces Initiative **Action 3.2**

Updated for 2025. Access to chilled drinking water is a fundamental need that is essential for maintaining overall health and well-being. This project aims to expand access to chilled drinking water across the city. In 2023, the Office of Innovation partnered with Bloomberg Associates and Downtown Phoenix Inc. to design and deploy a pilot initiative focused on access to chilled drinking water. The project takes a data-driven approach to understand the needs of the Phoenix community to have access to chilled drinking water. Three water fountains were deployed in Downtown Phoenix in 2023 and 2024 that will continue to be monitored and evaluated throughout the 2025 heat season to inform future design, implementation, and operational needs. Six additional fountains are currently under construction that will also serve residents this year.

TARGET POPULATION	CITYWIDE
LEAD DEPARTMENT(S)	OFFICE OF INNOVATION
RESOURCES / MORE INFO.	https://www.phoenix.gov/innovationsite/Pages/Chilled-Water-Systems.aspx

STRATEGY 4: SUPPORT COOL AND SAFE HOME ENVIRONMENTS



► Promote and Enforce Cooling Ordinance for Rental Housing Units

Action 4.1

The Neighborhood Services Department enforces the City’s cooling ordinance, which sets minimum temperature requirements for cooling systems in all single and multi-family rental housing units. Each rental housing unit must be able to safely cool all livable rooms to 86°F when using evaporative cooling and 82°F when using air conditioning. The Human Services Department also oversees a Landlord-Tenant education program that helps parties understand their rights and responsibilities concerning this ordinance and the Arizona Residential Landlord-Tenant Act. The City actively promotes these and related programs throughout the Heat Season.

TARGET POPULATION	RENTERS
LEAD DEPARTMENT(S)	NSD, HSD, COMMS
RESOURCES / MORE INFO.	https://www.phoenix.gov/nsdsite/Documents/NPD%20Documents/Cooling%20Ordinance%20Flyer.pdf

► Provide Emergency Utility Assistance

The Human Services Department operates the City’s utility assistance program for residents, which aids in covering costs for electricity, water, and gas services. Assistance is provided through federal, state, and local utility assistance funding initiatives. Funding is provided on a first come first served basis; however, those who meet emergency criteria are able to receive funding, if available. The emergency criteria covers priority populations, including seniors, families with children under 24 months, individuals who’ve experienced domestic violence, and those facing an imminent eviction or utility disconnection. The utility assistance program operates year-round and is promoted as a heat response strategy during the heat season.

TARGET POPULATION	CITYWIDE
LEAD DEPARTMENT(S)	HSD
RESOURCES / MORE INFO.	https://www.phoenix.gov/humanservices

► Offer Low-Flow Water Service Program

Action 4.3

The Water Services Department is continuing its innovative Low-Flow Water Service Program. This program provides a vital lifeline for customers experiencing difficulty paying their water bills, offering essential water services for up to three months. By ensuring continued access to water for basic needs, such as hydration, while residents work to resolve challenges with bill payment, the City strives to alleviate burdens associated with extreme heat and financial strain.

TARGET POPULATION	CITYWIDE
LEAD DEPARTMENT(S)	WSD
RESOURCES / MORE INFO.	https://www.phoenix.gov/waterservices

**STRATEGY 5:
SUPPORT COOL AND SAFE MOBILITY AND RECREATION**



► Deploy Outreach Teams to Select Trailheads Action 5.1

Updated for 2025. The Office of Heat Response and Mitigation will support the "Take a Hike. Do it Right." outreach program at the selected trails with restrictions by organizing specialized volunteer groups, such as the Community Emergency Response Team (CERT) and Park Stewards. Volunteers will be stationed at select trailheads at Camelback Mountain, Piestewa Peak, and South Mountain every Saturday from May 1 to September 30, between 7-10 a.m., providing heat safety education and distributing cold water to trail users.

TARGET POPULATION	HIKERS
LEAD DEPARTMENT(S)	PRD
RESOURCES / MORE INFO.	N/A

► Close Select Trailheads on Extreme Heat Warning Days Action 5.2

Updated for 2025. The City of Phoenix Parks and Recreation Board first voted to implement trail restrictions for heat safety in October 2021. The policy has been periodically modified since its initial adoption. In fall 2024, Board voted to modify the Phoenix Trails and Heat Safety Program to include all trails at South Mountain Park and Preserve and shift the start time for trail restrictions to begin at 8 a.m. instead of 9 a.m. The program already included the Echo Canyon and Cholla Trails at Camelback Mountain, along with the Piestewa Peak Summit Trail and trails at the Phoenix Mountains Preserve and restricts trails when the National Weather Service issues an Extreme Heat Warning. Additional action to modify the program further may be taken by the Parks and Recreation Board at their March 27, 2025 meeting

TARGET POPULATION	HIKERS
LEAD DEPARTMENT(S)	PRD
RESOURCES / MORE INFO.	https://www.phoenix.gov/parks/trails/take-a-hike-do-it-right to receive alerts

► Operate City Pools and Splash Pads for Cool Recreation Action 5.3

The Parks and Recreation Department operates a network of public pools and splash pads throughout the city that provide heat relief and safe summer recreational opportunities for residents. The Department “Kool Kids” program eliminates cost barriers to enter select city pools for Phoenix youth.

TARGET POPULATION	CITYWIDE
LEAD DEPARTMENT(S)	PRD
RESOURCES / MORE INFO.	https://www.phoenix.gov/parks/pools

STRATEGY 6: IMPLEMENT HEAT SAFETY MEASURES FOR WORKERS



► Implement Heat Safety Plans in City Departments

Action 6.1

The Human Resources Safety division has developed Heat Injury and Illness Prevention Plans with departments whose employees face extreme heat safety dangers during their work duties. These plans work to minimize or eliminate employee exposures to heat related hazards that may lead to serious injuries, illnesses or death. These plans outline each department's safety controls and policies to mitigate heat-related hazards, procedures to follow should a heat related illness or injury occur and training to ensure employees are familiar with their department's plan.

TARGET POPULATION	CITY EMPLOYEES
LEAD DEPARTMENT(S)	HR
RESOURCES / MORE INFO.	N/A

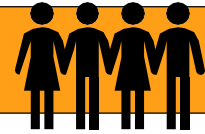
► Promote and Enforce Heat Safety Ordinance for City Contractors

Action 6.2

In April 2024, the City Council adopted a heat safety ordinance that applies to businesses that have contractual, leasing, or licensing relationships with the City of Phoenix. The ordinance requires these businesses to have compliant heat safety plans that ensure appropriate measures to protect employees are in place. At the time of ordinance adoption, the City Council also directed staff to create an advisory committee to guide the implementation of the ordinance. The advisory committee was formed in early summer 2024 and meets monthly. The committee is currently working to develop a recommended model heat safety plan to provide to businesses.

TARGET POPULATION	WORKERS
LEAD DEPARTMENT(S)	HR, LAW, FINANCE, OHRM
RESOURCES / MORE INFO.	N/A

**STRATEGY 7:
ENGAGE WITH THE COMMUNITY TO BUILD HEAT READINESS**



► Operate a Comprehensive Heat Response Public Education Campaign **Action 7.1**

The City will continue increase the modalities and reach of public messaging related to heat response in 2025 through a comprehensive public education campaign. The goal of the campaign is to maximize community awareness of heat illness symptoms, available resources, and opportunities to participate in heat response initiatives. Historically, the City has shared heat safety and cooling resource information through print and digital communication channels, including social media. The City also hosts multiple websites with heat safety information and links to related resources, including phoenix.gov/summer. These resources will be updated and new resources will be created for the 2025 heat season to more effectively engage with heat-vulnerable populations and the community at large. Key content of the communication campaign includes information about the Heat Relief Network and the City’s 24/7 and extended hour locations, safety messaging for transit riders, outdoor workers, and people engaging in outdoor recreation, relevant ordinances including those pertaining to outdoor workers and cooling standards at rental properties, and resources concerning utility programs and disconnection policies.

TARGET POPULATION	CITYWIDE
LEAD DEPARTMENT(S)	COMMS
RESOURCES / MORE INFO.	https://www.phoenix.gov/pio/summer

► Provide Heat Relief Grants to Community Partners **Action 7.2**

In 2023, City Council allocated funding to the Office of Heat Response and Mitigation to establish a Heat Relief Grant program to support community organizations whose efforts aligned with the goals of the Heat Response Plan. The grants were intended to augment the efforts of community organizations that offer a wide range of services to meet the needs of heat-vulnerable residents. Heat relief grants for the 2023 and 2024 heat season were awarded to 18 community organizations. To date, grantees have reported more than 65,000 engagements with community members related to this funding. Community members have received heat relief supplies, accessed cooled space, and received case management through this funding. Staff are soliciting feedback from previous grantees and other local stakeholders to inform updates to the funding priorities and administrative processes of the grant program for 2025.

TARGET POPULATION	CITYWIDE
LEAD DEPARTMENT(S)	OHRM
RESOURCES / MORE INFO.	N/A

► Support Media Requests Related to Heat Response

Action 7.3

City staff help build public awareness of heat safety strategies and community cooling resources by participating as subject matter experts in requested interviews. Media requests related to heat response programs are coordinated by the Communications Office and filled by departments as appropriate to the request. The City also hosts a pre-heat season media event coincident with Arizona Heat Awareness Week with a wide range of city departments and external partners available for interviews, and provides periodic media pool availability through the heat season. In 2024, the Communications Office coordinated more than 100 requests from local, national, and international outlets related to the City’s Heat Response Plan and programs.

TARGET POPULATION	CITYWIDE
LEAD DEPARTMENT(S)	COMMS
RESOURCES / MORE INFO.	https://www.phoenix.gov/pio

► Equip Homeless Outreach Teams with Cooling Resources

Action 7.4

The City proactively engages with people experiencing homelessness through the daily work of professional outreach specialists from the Office of Homeless Solutions. In the 2025 heat season, these outreach teams will be equipped with heat relief resource kits including water and other heat relief supplies and information about community cooling resources. This effort is supported with a three-year grant to the City of Phoenix from the Gila River Indian Community. In 2024, more than 3,500 people received approximately 10,000 supplies that helped protect them from the heat through this initiative.

TARGET POPULATION	PEOPLE EXPERIENCING HOMELESSNESS
LEAD DEPARTMENT(S)	OHS, OHRM
RESOURCES / MORE INFO.	N/A

► Improve Engagement Strategies for People Who Use Substances

Action 7.5

The Office of Public Health, in partnership with the Communications Office and Offices of Heat Response and Mitigation and Homeless Solutions, will continue efforts to improve heat related outcomes for people who use drugs and alcohol. Substance use is a factor in approximately 75% of heat-related deaths in the City of Phoenix. Efforts in 2025 will include the continuation of the naloxone program through heat outreach and cooling centers, and education on overdose signs, symptoms, and response, including in training modules for staff and volunteers supporting heat relief sites. In addition, staff will develop and implement heat risk messaging and tools in partnership with overdose and disease prevention agencies and services supporting people who use drugs.

TARGET POPULATION	SUBSTANCE USERS
LEAD DEPARTMENT(S)	OPH, OHRM, OHS, COMMS
RESOURCES / MORE INFO.	https://www.phoenix.gov/healthsite/Pages/Naloxone.aspx

▶ **Attend Community Events to Share Heat Safety Resources**

Action 7.6

The Office of Heat Response and Mitigation will help raise awareness of heat response initiatives by supporting requests to participate in community gatherings and outreach events throughout the heat season. Staff will provide an information booth and engage with attendees to raise awareness about heat safety measures, distribute educational materials, and provide guidance on accessing community cooling resources.

TARGET POPULATION	CITYWIDE
LEAD DEPARTMENT(S)	OHRM
RESOURCES / MORE INFO.	N/A

▶ **Create Heat Response Educational Resources for City Employees**

Action 7.7

New action for 2025. The City will develop and implement new content in PHXYou to help build employee awareness of the full suite of heat safety programs and resources available to the public. This content will include information about programs and tools available through other local partners including the National Weather Service and Maricopa County Department of Public Health.

TARGET POPULATION	EMPLOYEES
LEAD DEPARTMENT(S)	OHRM, HR
RESOURCES / MORE INFO.	N/A

▶ **Deploy Heat Outreach Teams to Mobile Home Communities**

Action 7.8

New action for 2025. The City will partner with the Red Cross to coordinate a volunteer-led outreach program for residents of mobile and manufactured homes. The partnership will focus on educating residents about available resources and promoting heat safety.

TARGET POPULATION	MOBILE HOME RESIDENTS
LEAD DEPARTMENT(S)	OHRM
RESOURCES / MORE INFO.	N/A

▶ **Support the Greater Phoenix Urban Heat Leadership Academy**

Action 7.9

New action for 2025. The Urban Heat Leadership Academy is a local heat education and capacity-building program led by the Nature Conservancy of Arizona's Health Cities Program. Beginning in 2025, the City of Phoenix will partner with the Nature Conservancy to help implement this program, supporting curriculum development, resident engagement, and facilitating opportunities for impactful heat resilience projects completed by program participants.

TARGET POPULATION	CITYWIDE
LEAD DEPARTMENT(S)	OHRM, OEM
RESOURCES / MORE INFO.	N/A

**STRATEGY 8:
COLLABORATE ACROSS DEPARTMENT AND AGENCY BOUNDARIES**



► Implement Unified Command Team to Coordinated Extended Hour Sites **Action 8.1**

The City of Phoenix will adopt an Incident Management Team (IMT) framework to coordinate operations and logistics related to the extended hour and overnight heat relief locations throughout the Heat Season, following the successful first implementation of this model in 2024. The Office of Emergency Management is well suited to lead a unified command approach. Implementation of an IMT will effectively provide a command-and-control element to systematically coordinate and manage the collective resources and personnel involved with the 24/7 and extended hour heat relief network locations.

TARGET POPULATION	CITYWIDE
LEAD DEPARTMENT(S)	OEM
RESOURCES / MORE INFO.	N/A

► Convene Departmental Liaisons to Improve Plan Implementation **Action 8.2**

The Office of Heat Response and Mitigation will convene monthly meetings with liaisons of departments represented in the Heat Response Plan. The goal of these coordination meetings is to raise collective awareness of the entire portfolio of heat response programs and services offered by the City and identify opportunities for program improvements.

TARGET POPULATION	CITYWIDE
LEAD DEPARTMENT(S)	OHRM
RESOURCES / MORE INFO.	N/A

► Collect Comprehensive Evaluation Data to Support Heat Response **Action 8.3**

The City of Phoenix will continue its efforts to meaningfully gather and analyze a wide range of data related to the actions outlined in the Heat Response Plan for 2025. This effort includes weekly meetings of a heat data team throughout the heat season to analyze evolving trends and patterns and make recommendations for program adjustments. End-of-season evaluation efforts include outcome and process measures, along with qualitative feedback from program administrators, community partners, and individuals receiving city services. The summary after-action report from the 2024 extended hour and overnight heat relief initiatives is included as an appendix to the Heat Response Plan.

TARGET POPULATION	CITYWIDE
LEAD DEPARTMENT(S)	OHRM
RESOURCES / MORE INFO.	N/A

► Provide Weekly Updates on Heat Response Programs

Action 8.4

The Offices of Emergency Management and Heat Response and Mitigation will continue to collaboratively publish a weekly status report throughout the 2025 Heat Season, offering insights into the ongoing implementation of heat response programs and services. This report will include highlights, recommendations for program adjustments as needed, and summaries of relevant weather and health data. In response to feedback from city staff and external partners, the format and content of this report have been updated for 2025. All weekly heat reports are posted and archived online.

TARGET POPULATION	CITYWIDE
LEAD DEPARTMENT(S)	OHRM, OEM
RESOURCES / MORE INFO.	https://www.phoenix.gov/heat

► Participate in Cross-Agency Work Groups

Action 8.5

The City will continue to participate in and lead heat response initiatives across a wide range of governance scales to ensure that resources are deployed as effectively as possible. Phoenix was a member of multiple county- and state-level coordination teams in the 2024 heat season and participated in the end-of-season Arizona Heat Summit held in October. City staff will continue to serve on the steering committee for the Arizona Heat Resilience Work Group, which meets biweekly during the heat season.

TARGET POPULATION	CITYWIDE
LEAD DEPARTMENT(S)	OHRM, OPH
RESOURCES / MORE INFO.	https://www.phoenix.gov/heat

Acknowledgments

The City of Phoenix appreciates the efforts of all community partners who are working to reduce the adverse impacts of extreme heat. The organizations listed below participate in actions listed in the Heat Response Plan, have provided guidance on the City's heat response strategies, or have published plans and reports from which the Heat Response Plan draws content and inspiration.

City of Phoenix Mayor and Council Offices

Office of Mayor Kate Gallego
Office of Vice Mayor Ann O'Brien, District 1
Office of Jim Waring, District 2
Office of Debra Stark, District 3
Office of Laura Pastor, District 4
Office of Betty Guardado, District 5
Office of Kevin Robinson District 6
Office of Carlos Galindo-Elvira, District 7
Office of Keshia Hodge Washington, District 8

City of Phoenix Departments and Functions

Arts & Culture, Aviation, City Manager's Office, Communications, Environmental Programs, Fire, Heat Response and Mitigation, Emergency Management, Homeless Solutions, Housing, Human Resources, Human Services, Innovation, Library, Light Rail Transit, Neighborhood Services, Parks and Recreation, Police, Public Health, Public Transit, Public Works, Sustainability, Volunteer Programs, and Water Services.

Local, Regional, and National Partners

Arizona Department of Health Services, Arizona Faith Network, Arizona Heat Resilience Work Group, Arizona Public Service, Arizona State University, Bloomberg Associates, C40 Cool Cities Network, Centers for Disease Control and Prevention, Chispa AZ, Community Bridges, Inc., Crisis Response Network, Healthy Giving Council, Keys to Change, Maricopa Association of Governments, Maricopa County Department of Emergency Management, Maricopa County Department of Public Health, National Oceanic and Atmospheric Administration, National Weather Service Phoenix Forecast Office, Nature Conservancy Arizona Healthy Cities Program, Phoenix Community Emergency Response Team, Phoenix Parks Foundation, Phoenix Revitalization Corporation, Red Cross, Salt River Project, Sustainable Cities Network, University of Arizona, Valley Metro, and Valley of the Sun United Way.

Funding Partners

The City of Phoenix Heat Response initiatives benefit from financial resources made available through grant programs offered by the Gila River Indian Community and Maricopa County Department of Public Health.