

# notes

## Seamless Service Directory & Information

This guide should assist you in getting answers to your questions and action on problems regarding city service.  
Keep it by your telephone for use year round

*All numbers are in 602 area code unless indicated*

### Abandoned Vehicles

Private Property . . . . . 262-7844  
Streets, Alleys . . . . . 262-6151

### Airport (Sky Harbor International)

Noise Information . . . . . 683-2669  
Paging . . . . . 273-3455  
Parking . . . . . 273-4545

### Alley

Repair or Grading, Hazards,  
Permit for Dust Proofing . . . . . 262-6441  
Trash in Alley . . . . . 262-7251

### Animals

Barking Dogs . . . . . 262-6466  
Dead Animal . . . . . 262-6791  
Dog Licenses (Maricopa County) . . . . . 506-7387  
Horses-Lot Too Small . . . . . 262-7844  
Rabies (Maricopa County) . . . . . 506-7387

### Annexations

. . . . . 262-6837

### Arson

Report arson-caused fires . . . . . 26-ARSON, 262-6774

### Arts and Culture Office

. . . . . 262-4637

### Auctions

City Surplus Vehicles & Equipment . . . . . 534-0828

Police . . . . . 252-4842

### Budget and Research

. . . . . 262-4800

### Building Inspection and Permits

(See Construction Permits)

### Buildings, Unsafe

To Report Vacant/Occupied

Commercial/Residential . . . . . 262-7844

Zoning & Enforcement . . . . . 262-7844

### Business Development

Programs . . . . . 262-5040

### Business Customer Service

Center . . . . . 534-2000

### Bus Service

ADA Certification . . . . . 495-5777

Dial-A-Ride . . . . . 253-4000

Discount Fare Certification

(youths 6-18, seniors 65 and older,  
and persons with disabilities) . . . . . 261-8506

Ride Share . . . . . 262-7433

Route & Schedule Information . . . . . 253-5000

### Cable TV

If problems aren't resolved  
by cable companies . . . . . 495-0102

City Clerk . . . . . 262-6811

City Council . . . . . 262-7029

Mayor Phil Gordon . . . . . 262-7111

District 1 Thelda Williams . . . . . 262-7444

District 2 Peggy Neely . . . . . 262-7445

District 3 Maria Baier . . . . . 262-7441

District 4 Tom Simplot . . . . . 262-7447

District 5 Claude Mattox . . . . . 262-7446

District 6 Greg Stanton . . . . . 262-7491

District 7 Michael Nowakowski . . . . . 262-7492

District 8 Michael Johnson . . . . . 262-7493

### City Court (See Municipal Court)

City Manager . . . . . 262-6941

City Prosecutor . . . . . 262-6461

Commercial Site Information . . . . . 495-0302

### Community & Economic

Development Programs . . . . . 262-5040

### Construction Noise

General Information . . . . . 495-0540

### Construction Permits

On Private Property . . . . . 262-7884

On Right of Way . . . . . 262-6551

Convention Center . . . . . 262-6225

Box Office . . . . . 262-7272

### County (See Maricopa County)

Damage Claim Against the City . . . . . 262-5054

Development Services . . . . . 262-7811

Dial-a-Ride . . . . . 253-4000

### Disabled Services (Special Populations)

City of Phoenix Relay TTY . . . . . 534-5500

Equal Opportunity TTY . . . . . 534-1557

Library TTY . . . . . 254-8205

Parks TTY . . . . . 262-6713

Personnel TTY . . . . . 261-8687

Recreation . . . . . 262-4543

Recreation TTY . . . . . 534-2491

Discrimination Complaints . . . . . 262-7486

### Drainage

Clogged Street Drain . . . . . 262-6441

Drainage Plan Review

Project Engineering . . . . . 495-0258

Flood Plain Management . . . . . 262-4960

### Dust

From Construction Activity . . . . . 506-6616

(Maricopa County

Health Dept., Air Pollution Control)

From Parking Lot . . . . . 262-7844

From Right of Way Construction . . . . . 262-7844

From Vehicle on Vacant Lot,

Illegal Alley Traffic . . . . . 262-6151

Education Programs . . . . . 495-0314

Elections - City of Phoenix . . . . . 262-6837

Maricopa County . . . . . 506-1511

|  |             |  |          |
|--|-------------|--|----------|
| <b>Employment</b>                        |             | <b>Libraries</b>                           |          |
| City Job Information                     |             | Burton Barr Central Library                |          |
| (recorded message)                       | 534-5627    | 1221 N. Central Ave.                       | 262-4636 |
| City Personnel Dept.                     |             | Acacia Branch                              |          |
| General Information                      | 262-6277    | 750 E. Townley Ave.                        | 262-4636 |
| Discrimination                           | 262-7486    | Century Branch                             |          |
| Police and Fire                          | 534-5627    | 1750 E. Highland Ave.                      | 262-4636 |
| Workforce Connection                     |             | Cesar Chavez Branch                        |          |
| One Stop Career Centers                  | 262-6776    | 3635 W. Baseline Road                      | 262-4636 |
| <b>Environmental Programs Office</b>     | 256-5669    | Cholla Branch                              |          |
| <b>Equal Opportunity</b>                 | 262-7716    | 10050 Metro Pkwy. East                     | 262-4636 |
| Business Certification                   | 262-6790    | Desert Broom Branch                        |          |
| Cultural Diversity                       | 261-8550    | 29710 N. Cave Creek                        | 262-4636 |
| Discrimination Complaints                |             | Desert Sage Branch                         |          |
| (employment, fair housing,               |             | 7602 W. Encanto Blvd.                      | 262-4636 |
| public accommodations)                   | 262-7486    | Harmon Branch                              |          |
| Supplier and Contractor                  |             | 411 W. Yavapai St.                         | 262-4636 |
| Compliance                               | 495-0887    | Ironwood Branch                            |          |
| Women's Issues                           | 261-8242    | 4333 E. Chandler Blvd.                     | 262-4636 |
| <b>Family Advocacy Center</b>            | 534-2120    | Juniper Branch                             |          |
| <b>Fences</b>                            |             | 1825 W. Union Hills Drive                  | 262-4636 |
| Complaints                               | 262-7844    | Mesquite Branch                            |          |
| Permits                                  | 262-7884    | 4525 Paradise Village                      |          |
| <b>Film Office</b>                       | 262-4850    | Pkwy. North                                | 262-4636 |
| <b>Fires To Report Fires</b>             | 9-1-1       | Ocotillo Branch                            |          |
| Fire Prevention                          | 262-6771    | 102 W. Southern Ave.                       | 262-4636 |
| Fire Department Ambulance                |             | Palo Verde Branch                          |          |
| Billing Information                      | 261-8414    | 4402 N. 51st Ave.                          | 262-4636 |
| <b>Flood Information</b>                 |             | Saguaro Branch                             |          |
| Flood Plain Management (zones)           | 262-4960    | 2808 N. 46th St.                           | 262-4636 |
| Within City Limits                       | 262-6441    | Yucca Branch                               |          |
| <b>Garbage Collection</b>                | 262-7251    | 5648 N. 15th Ave.                          | 262-4636 |
| <b>Graffiti on Public Art</b>            | 262-4637    | Overdue Books                              | 534-6666 |
| <b>Graffiti Reward Hotline</b>           | 262-7327    | <b>Licenses &amp; Permits</b>              |          |
| <b>Graffiti Busters</b>                  | 495-7014    | Games, Theatre, Videocenter                | 262-4638 |
| <b>Graffiti in Parks</b>                 | 261-8606    | Liquor Permits, Bingo Licenses             | 262-4638 |
| <b>Grant Coordinator</b>                 | 262-1833    | For Private Citizens at Park Facilities    | 262-6861 |
| <b>Head Start</b>                        | 262-4040    | Privilege (Sales) Tax Licenses             | 262-6785 |
| <b>Historic Preservation</b>             | 261-8699    | (including annual license fee information) |          |
| <b>Home Maintenance Training Classes</b> |             | Regulatory Licenses:                       |          |
| (Homeward Bound)                         | 495-0700    | Auctions, Massage,                         |          |
| <b>Household Hazardous Waste</b>         |             | Second Hand                                | 262-4638 |
| General Information                      | 262-7251    | Sidewalk Vending (downtown)                | 262-7676 |
| Police (ammunition, war souvenirs)       | 534-2810    | Street & Mobile Vendors                    | 262-4638 |
| <b>Housing</b>                           |             | <b>Lot Splits</b>                          | 261-8235 |
| Assistance for Low Income                | 534-2142    | <b>Maricopa County Government</b>          |          |
| Discrimination                           | 262-7486    | <b>Information</b>                         | 506-3011 |
| Public Housing                           | 534-2142    | <b>Mayor</b>                               | 262-7111 |
| Rehabilitation                           | 495-0700    | <b>Municipal Court</b>                     |          |
| <b>House Number Information</b>          |             | Arrest Information                         | 262-6421 |
| Development Services Department          | 262-6551    | General Information                        | 262-6421 |
| <b>Human Services</b>                    |             | Jury Information                           | 534-9931 |
| Community Services Division              | 262-4520    | Orders of Protection/Injunctions           |          |
| Education Division                       | 262-4040    | Against Harassment/Vicious                 |          |
| Family Services Centers:                 |             | Animals                                    | 262-7120 |
| 4732 S. Central Ave.                     | 534-4732    | <b>Neighborhood Services Department</b>    |          |
| 1250 S. Seventh Ave.                     | 534-1250    | General Information                        | 262-7344 |
| 914 W. Hatcher Road                      | 495-5229    | Neighborhood Association Listing           | 495-0113 |
| 3454 N. 51st Ave.                        | 262-6510    | Neighborhood Economic Development          | 495-5249 |
| Management Services Division             | 262-6666    | Neighborhood Preservation and              |          |
| Senior Services Division                 | 262-7379    | Zoning Enforcement                         | 262-7844 |
| Utility Assistance                       | 262-4520    | <b>Odor-Industrial and Commercial</b>      |          |
| Youth Services Division                  | 534-6806    | (Maricopa County Health Dept.)             | 506-6616 |
| <b>Illegal Dumping</b>                   | 262-7251    | <b>Orpheum Theatre</b>                     | 262-7272 |
| <b>Illegal Dumping (Washes)</b>          | 262-6441    | <b>Parking Tickets</b>                     | 262-6785 |
| <b>Information</b>                       |             | <b>Parks and Recreation</b>                | 262-6861 |
| City Switchboard                         | 262-6011    | Community Centers and Recreation           | 262-6862 |
| <b>Internet</b>                          | phoenix.gov | (See Human Services for other centers)     |          |
| <b>Landlord/Tenant Counseling</b>        | 262-7210    | Aquatics                                   | 534-7946 |
| <b>Landfills</b>                         | 262-7251    |  |          |

|  |              |   |   |
|--|--------------|---|---|
| At Risk Youth . . . . .  | 262-7370     | Records Information for public<br>(accident reports, police<br>reports statistics) . . . . .                        | 534-1127                                    |
| North Mountain Parks<br>(group reservations) . . . . .   | 262-6696     | Reporting crime to police<br>Emergencies . . . . .  | 9-1-1                                       |
| Papago Park<br>(group reservations) . . . . .  | 256-3220     | Non-emergencies . . . . .   | 262-6151                                    |
| South Mountain<br>(group reservations) . . . . .   | 495-0222     | Reserves Program . . . . .  | 534-9000                                    |
| Golf Courses<br>(general information) . . . . .  | 262-6861     | Silent Witness . . . . .  | 480-948-6377<br>or . . . . . 1-800-343-TIPS |
| Aguila . . . . .   | 237-9601     | Traffic Enforcement Information<br>North . . . . .  | 495-5001                                    |
| Cave Creek . . . . .   | 866-8076     | South . . . . .   | 495-5003                                    |
| Encanto (18 hole) . . . . .  | 253-3963     | Traffic Safety Complaints,<br>Neighborhoods . . . . .   | 534-7733                                    |
| Encanto (9 hole) . . . . .   | 262-6870     | Vehicle Impounds . . . . .  | 262-7905                                    |
| Maryvale . . . . .   | 623-846-4022 | Vehicle Permits (Overdimensional,<br>overweight vehicles) . . . . .   | 262-6099                                    |
| Palo Verde . . . . .   | 249-9930     | <b>Potholes</b> . . . . .   | 262-6441                                    |
| Papago . . . . .   | 275-8428     | <b>Private Property</b><br>Legal Descriptions . . . . .   | 262-6878                                    |
| Park Rangers . . . . .   | 262-7275     | Ownership Information . . . . .   | 262-6878                                    |
| Parks - Night Emergency . . . . .  | 262-6386     | Right-of-Way Widths and<br>Lot Dimensions . . . . .   | 262-6878                                    |
| Parks -<br>Listed under "Phoenix City Government"<br>in your telephone directory                     |              | <b>Public Transit</b><br>Dial-a-Ride . . . . .  | 253-4000                                    |
| Phoenix Center for the Arts<br>1202 N. Third St. . . . .   | 262-4627     | Light Rail Information . . . . .  | 254-7245                                    |
| Phoenix Urban Forestry<br>(tree planting) . . . . .  | 495-3763     | Ride Share . . . . .  | 262-7433<br>(See also Bus Service)          |
| Pueblo Grande Museum<br>and Cultural Park<br>4619 E. Washington St. . . . .                          | 495-0901     | <b>Purchasing</b><br>Prospective City Suppliers . . . . .   | 262-7181                                    |
| Recreation Program Information . . . . .   | 262-6861     | <b>Real Estate Division</b> . . . . .   | 262-6267                                    |
| Shemer Art Center & Museum<br>5005 E. Camelback Road . . . . .                                       | 262-4727     | <b>Recycling</b> . . . . .  | 262-7251                                    |
| Special Populations (see Disabled Services)  |              | <b>Redevelopment Programs</b> . . . . .   | 262-5040                                    |
| Swimming Pools (seasonal) -<br>Listed under "Phoenix City Government"<br>in your telephone directory |              | <b>Renter/Landlord Counseling</b> . . . . .   | 262-7210                                    |
| Team Sports . . . . .  | 262-6483     | <b>Ridesharing</b> . . . . .  | 262-7433                                    |
| Tennis Centers<br>6330 N. 21st Ave. . . . .  | 249-3712     | <b>Senior Services</b><br>Reserve-A-Ride Dispatch . . . . .   | 262-6980<br>or . . . . . 262-7882           |
| 1104 E. Grovers Ave. . . . .   | 534-2500     | Reserve-A-Ride Registration<br>& information . . . . .  | 262-4400                                    |
| <b>Phoenix 11</b> . . . . .  | 261-8937     | Reserve-A-Ride Reservations . . . . .   | 262-4501                                    |
| <b>Phoenix Clean and Beautiful</b> . . . . .   | 262-4820     | Senior Centers, Senior Companion and<br>Counseling for Elderly programs . . . . .                                   | 262-7379                                    |
| <b>Phoenix Sister Cities Commission</b> . . . . .  | 534-3751     | <b>Sewers (Sanitary)</b><br>Clogged sanitary sewers<br>Weekdays, 6 a.m. to 4:30 p.m. . . . .                        | 262-6691                                    |
| <b>Planning</b> . . . . .  | 262-6882     | Nights, weekends, holidays . . . . .  | 261-8000                                    |
| <b>Police</b><br>Blockwatch . . . . .  | 495-2419     | Sanitary Sewer Improvement<br>Districts . . . . .   | 262-6284                                    |
| Community Relations . . . . .  | 262-7331     | Sewer Tap Application . . . . .   | 262-6551                                    |
| Crime-Free Multi-Housing Program . . . . .   | 495-6897     | Sewer Billing Information . . . . .   | 262-6251                                    |
| Explorers Program . . . . .  | 262-7336     | <b>Sidewalks</b><br>Information . . . . .   | 262-6284                                    |
| Fingerprinting (public) . . . . .  | 534-5024     | <b>Signs</b><br>Regulation and Permits . . . . .  | 495-0301                                    |
| G.R.E.A.T. Program . . . . .   | 495-0431     | Sign Violation Hotline . . . . .  | 534-7100                                    |
| Gang Hotline . . . . .   | 534-4264     | <b>Social Problems</b><br>(Emergency Food, Clothing, Transportation<br>or Counseling; see Human Services) . . . . . | 262-6666                                    |
| General Information . . . . .  | 262-7626     | <b>Solid Waste and Trash Service</b> . . . . .  | 262-7251                                    |
| General Investigations (assaults,<br>violent crimes, homicide,<br>robbery, auto theft) . . . . .     | 262-6141     | <b>Special Assessment Payments</b> . . . . .  | 262-6876                                    |
| Impounded Property . . . . .   | 261-8371     | <b>State of Arizona Government</b> . . . . .  | 542-4900                                    |
| Liquor Establishment Complaints . . . . .  | 438-6625     | <b>Storm Drains, Lines</b><br>Clogged . . . . .   | 262-6441                                    |
| Museum . . . . .   | 534-7278     | Illegal Dumping . . . . .   | 256-3190                                    |
| Police Chief's Office . . . . .  | 262-7626     | Information . . . . .   | 256-3190                                    |
| Police Precincts<br>Cactus Park . . . . .  | 495-5009     | Information, Spanish . . . . .  | 495-0334                                    |
| Central City . . . . .   | 495-5005     | <b>Storm Flooding - Streets and Alleys</b><br>Weekdays, 7 a.m. to 5 p.m. . . . .                                    | 262-6441                                    |
| Desert Horizon . . . . .   | 495-5006     | Nights, weekends, holidays . . . . .  | 262-6011                                    |
| Maryvale . . . . .   | 495-5008     |   |   |
| South Mountain . . . . .   | 495-5004     |   |   |
| Squaw Peak . . . . .   | 495-5007     |   |   |
| Prisoner Booking Information . . . . .   | 256-0322     |   |   |
| Professional Standards Bureau<br>(complaints, commendations) . . . . .                               | 262-4580     |   |   |

|   |          |
|---|----------|
| <b>Street Lighting Installation, Repairs, Maintenance</b> | 495-5125 |
| <b>Streets</b>  |          |
| Abandonment of Alleys                                     | 256-3487 |
| Bad Barricading Hot Line                                  | 262-6000 |
| Block Party Permit  | 495-0242 |
| General Repair or Grading                                 | 262-6441 |
| Improvement District (local streets)                      | 262-6284 |
| Request for Closure                                       | 262-6235 |
| Request for Marking Streets and Crosswalks                | 262-4659 |
| Street Hump Program                                       | 495-0242 |
| Street Sweeping (including glass, accident debris)        | 262-6441 |
| Visibility Blocked at Intersection                        | 262-4659 |
| <b>Symphony Hall Box Office</b>                           | 262-7272 |
| <b>Taxes</b>  |          |
| Property Taxes (County)                                   | 506-8511 |
| Tax & License Information Line                            | 262-6785 |
| Tenant (Renter) Information                               | 262-7210 |
| <b>Traffic and Parking Problems</b>                       | 262-4659 |
| Traffic Court – Civil & Criminal cases                    | 262-6421 |
| Traffic Safety Coordination                               | 534-1623 |
| <b>Traffic Signals</b>                                    |          |
| Request for Installation                                  | 262-4659 |
| Report of Damage or Malfunction (24 hours)                | 262-6021 |
| <b>Traffic Signs</b>                                      |          |
| Installation, Damage Report                               | 262-4659 |
| Downed Stop Signs   | 262-6449 |
| <b>Trees Maintained by City only</b>                      |          |
| Trimming, Removal or Permit for Planting in Right Of Way  | 262-6501 |
| <b>Vehicle Emissions Hotline</b>                          | 470-4646 |
| <b>Volunteering</b>                                       |          |
| Boards and Commissions                                    | 262-7111 |
| Fire Cadets   | 534-4488 |
| Head Start Program  | 262-4040 |
| Human Services  | 261-8806 |
| Libraries   | 534-6623 |
| Mountain Parks  | 495-5078 |
| Municipal Volunteer Program                               | 534-1687 |
| Parks/Recreation  | 262-6862 |
| Police Reserves Program                                   | 534-9000 |
| Senior Companion  | 256-3353 |
| Senior Services   | 262-7379 |
| <b>Voter Registration</b>                                 |          |
| Maricopa County   | 506-1511 |
| <b>Water</b>  |          |
| Emergency (nights, weekends, holidays)                    | 261-8000 |
| 8 a.m. - 5 p.m., Monday through Friday                    |          |
| New Accounts, Turn-offs                                   | 262-6251 |
| Pressure or Quality                                       | 262-6251 |
| Water Bills (past & current)                              | 262-6251 |
| Water Conservation  | 256-3370 |
| Water in Streets/Irrigation Flooding                      | 262-6251 |
| Water Leaks, Broken Hydrants & Water Mains                | 262-6251 |
| Water Meters  | 262-6551 |
| <b>Water Safety Hotline</b>                               | 495-5555 |
| <b>Youth Programs</b>                                     |          |
| Library   | 262-6625 |
| Parks and Recreation                                      | 262-7370 |
| Youth & Education   | 495-0314 |
| <b>Zoning</b>   |          |
| Rezoning Applications                                     | 262-7131 |
| Variances and Use Permits                                 | 262-7131 |
| Violation Complaints                                      | 262-7844 |

## EMERGENCY NUMBERS (24-hour service)

|   |                |
|---|----------------|
| Police, Fire, Medical Emergency                                 | 9-1-1          |
| Accident Cleanup  | 262-6441       |
| Crime Stop (Police)   | 262-6151       |
| Gas Leaks - Southwest Gas                                       | 271-4277       |
| Information (City Switchboard)                                  | 262-6011       |
| Parks Night Emergency   | 262-6386       |
| Police (Crime Stop)   | 262-6151       |
| Police (General Information)                                    | 262-7626       |
| Poison Control  | 253-3334       |
| or  | 1-800-222-1222 |
| <b>Power Outages</b>  |                |
| APS   | 371-7171       |
| SRP   | 236-8811       |
| <b>Sewers (Sanitary) Clogged</b>                                |                |
| Weekdays 6 a.m. - 4:30 p.m.                                     | 262-6691       |
| Nights, weekends, holidays                                      | 261-8000       |
| Sewers (Storm) Clogged  | 262-6441       |
| Snake Removal   | 480-894-1625   |
| Traffic Signals, Malfunctioning                                 | 262-6021       |
| <b>Water Leaks, Broken Hydrants &amp; Water Mains Emergency</b> | 261-8000       |
| Water Safety Hotline  | 495-5555       |



### Phoenix City Council

|                                      |              |
|--------------------------------------|--------------|
| Mayor Phil Gordon                    | 602-262-7111 |
| Peggy Neely, Vice Mayor & District 2 | 602-262-7445 |
| Thelda Williams, District 1          | 602-262-7444 |
| Maria Baier, District 3              | 602-262-7441 |
| Tom Simplot, District 4              | 602-262-7447 |
| Claude Mattox, District 5            | 602-262-7446 |
| Greg Stanton, District 6             | 602-262-7491 |
| Michael Nowakowski, District 7       | 602-262-7492 |
| Michael Johnson, District 8          | 602-262-7493 |

|                               |              |
|-------------------------------|--------------|
| Garbage/Trash Service         | 602-262-7251 |
| Landfill/Disposal Information | 602-262-7251 |
| Recycling                     | 602-262-7251 |
| Water/Wastewater              | 602-262-6251 |

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602-262-7176  
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For alternate format/reasonable accommodations, call 602-262-7176 or city TTY relay 602-534-5500.



**City of Phoenix**