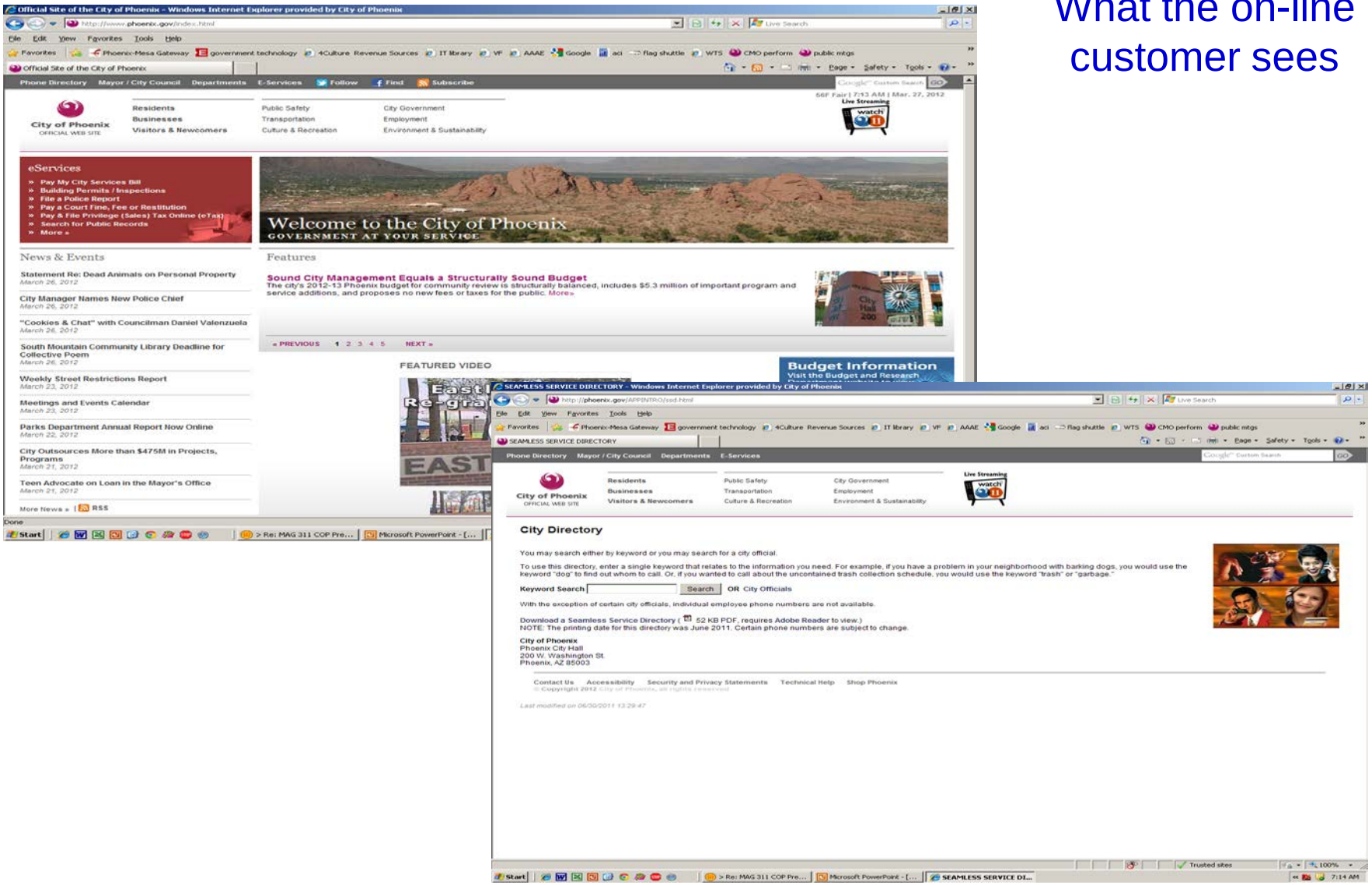
City of Phoenix
Existing Customer Contact System

MAG 3-1-1 Business Plan Committee

March 27, 2012

- Decentralized Customer Service/Information
- Tools on Employee Desktop
- In home/business information

What the on-line customer sees



190 Unique Phone Numbers In Seamless Service On line and mailed

Seamless Service Directory and Information 2012

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

All numbers are in 602 area code unless indicated

Abandoned Vehicles
Streets, Alleys 262-6151
Airport (Sky Harbor International)
24-hour Switchboard 273-3300
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.....262-4637
Auctions
City Surplus Vehicles & Equipment.....534-0828
Blight/Property Maintenance Violations 262-7844
Blue Stake (call before you dig).....263-1100
Budget and Research..... 262-4800
Building Inspection and Permits (See Construction Permits)
Buildings, Open/Vacant.....262-7844
Bus and Alternative Transit Services
Phoenix Dial-A-Ride 253-4000
Ride Share (carpool/vanpool)...262-7433
Reduced Fare Certification (youth 6-18, seniors 65 and older, and persons with disabilities)..... 253-5000
Route & Schedule Information 253-5000
Taxi Vouchers (senior cab/kidney dialysis/work trips for persons with disabilities).....801-1163
Cable TV
If problems aren't resolved by cable companies 495-0102
City Clerk 262-6811
City Council.....262-7029
Mayor Greg Stanton.....262-7111
District 1 Thelda Williams.....262-7444
District 2 Jim Waring 262-7445
District 3 Bill Gates.....262-7441
District 4 Tom Simplot.....262-7447
District 5 Daniel Valenzuela 262-7446
District 6 Sal DiCiccio 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
College Depot.....261-8847
Community & Economic Development Programs....262-5040
Conservation (water).....256-3370
Construction Noise General Information..... 262-7811
Construction Permits
On Private Property 262-7811
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
Eligibility process 716-2100
Disabled Services (Special Populations)
City of Phoenix TTY 534-5500
City Clerk TTY..... 534-2737
Equal Opportunity TTY..... 534-1557
Library TTY..... 254-8205
Parks TTY 262-6713
Personnel TTY 261-8687
Discrimination Complaints ..262-7486
Drainage
Clogged Street Drain 262-6441
Drainage Plan Review Project Engineering.....534-2561
Flood Plain Management 262-4960
Dust
Complaints - (Maricopa County Air Quality Department).....372-2703
Permits - (Maricopa County Air Quality Department).....506-6010
From Non-Dustproofed Surface on Private Property/Parking Lot .262-7844
Illegal Alley Traffic.....262-6151
Elections – City of Phoenix..262-6837
Maricopa County.....506-1511
Employment
City Job Information (recorded message).....534-5627
City Human Resources Department General Information 262-6277
Discrimination 262-7486
Police and Fire.....534-5627
Workforce Connection One-Stop Career Centers.....262-6776
Environmental Programs Office.....256-5669
Equal Opportunity.....262-7716
Business Certification.....262-6790
Discrimination Complaints (employment, fair housing, public accommodations).....262-7486
Supplier and Contractor Compliance 495-0887
Family Advocacy Center.....534-2120
Fences
In Disrepair or Over-height 262-7844
Permits.....262-7811
Film Office.....262-4850
Fires
To Report Fires.....9-1-1
Fire Administration.....262-6297
Fire Prevention 262-6771
Fire Department Ambulance Billing Information 261-8414
Flood Information
Flood Plain Management (zones).....262-4960
Within City Limits 262-6441
Garbage 262-7251
Barrel Repair
Green Barrel/Alley Collection
Household Hazardous Waste
Illegal Dumping
Recycling (blue barrel/drop off)
Trash Services
Transfer Stations
Graffiti on Public Art.....262-4637
Graffiti Reward Hot Line 262-7327
Graffiti Busters.....495-7014
Graffiti in Parks 262-6862
Grant Coordinator.....256-4257
Head Start.....262-4040
Historic Preservation.....261-8699
Household Hazardous Waste
General Information.....262-7251
Police (ammunition, war souvenirs).....534-2810
Recreation Program Information 262-6861
Softball Programs.....262-6483
Swimming Pools 534-7946
Tennis Center 6330 N. 21st Ave. 249-3712
Phoenix 11/know99 261-8937
Planning.....262-6882
Police
Auto Theft.....262-6674
Blockwatch 495-0597
Centralized Booking.....262-6134
Chief's Office 262-7626
Community Relations.....262-7810
Crime-Free Multi-Housing Program 495-6897
Crime Stop 262-6151
Explorers Program 534-6834
Fingerprinting (public) 534-5024
G.R.E.A.T. Program.....495-0431
Gang Hot Line 534-4264
General Information.....262-7626
Violent Crimes (assaults, gangs, homicide, robbery).....262-6141
Impounded Property 261-8371
Liquor Establishment Complaints 438-6625
Museum 534-7278
Police Precincts
Black Mountain 495-5002
Cactus Park 495-5009
Central City 495-5005
Desert Horizon.....495-5006
Estrella Mountain.....495-5003
Maryvale.....495-5008
Mountain View.....495-5007
South Mountain 495-5004
Professional Standards Bureau (complaints, commendations).....262-4580
Records Information for Public (accident reports, police reports, statistics).....534-1127
Reporting Crime to Police Emergencies 9-1-1
Non-emergencies.....262-6151
Reserves Program.....534-9000
Silent Witness 480-948-6377
or.....1-800-343-TIPS
Traffic Enforcement Information
North.....495-5001
South 495-5003
Traffic Safety Complaints, Neighborhoods.....534-7733
Vehicle Impounds.....262-7905
Vehicle Permits (overdimensional, overweight vehicles) 262-6099
Potholes 262-6441
Private Property
Legal Descriptions 262-6878
Right-of-Way Widths and Lot Dimensions.....262-6878
Public Transit
Phoenix Dial-A-Ride 253-4000
Light Rail Information.....253-5000

Saguaro–2808 N. 46th St.....262-4636
South Mountain–7050 S. 24th St. 262-4636
Yucca–5648 N.15th Ave. 262-4636
Renew Materials 534-6666
Licenses & Permits
Liquor Permits, Bingo Licenses 262-4638
For Private Citizens at Park Facilities.....262-6861
Natural Resource Division.....495-5458
Park Rangers.....495-5458
Parks.....262-6862
Automated phone directory 262-6861
Phoenix Center for the Arts 1202 N. Third St. 262-4627
Pueblo Grande Museum and Cultural Park 4619 E. Washington St. 495-0901

Hooding (24 hours).....262-6441
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 262-4659
Street Sweeping (including glass, accident debris) 262-6441
Visibility Blocked at Intersection.....262-4659
Weeds/Grass Over 6 Inches High.....262-7844
Women's Commission.....262-7716
Youth Programs
Library.....262-6625
Parks and Recreation After-School Programs 262-7370
Zoning
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
Police (Crime Stop) 262-6151
Police (General Information) . . . 262-7626
Poison Control 253-3334
or. 1-800-222-1222
Power Outages
APS 371-7171
SRP. 236-8811
Sewers (Sanitary) Clogged
Weekdays 6 a.m. - 4:30 p.m. 262-6691
Nights, weekends, holidays . 261-8000
Sewers (Storm) Clogged 262-6441
Traffic Signals, Malfunctioning . 262-6021
Water Leaks, Broken Hydrants & Water Mains Emergency. . . . 261-8000

City of Phoenix

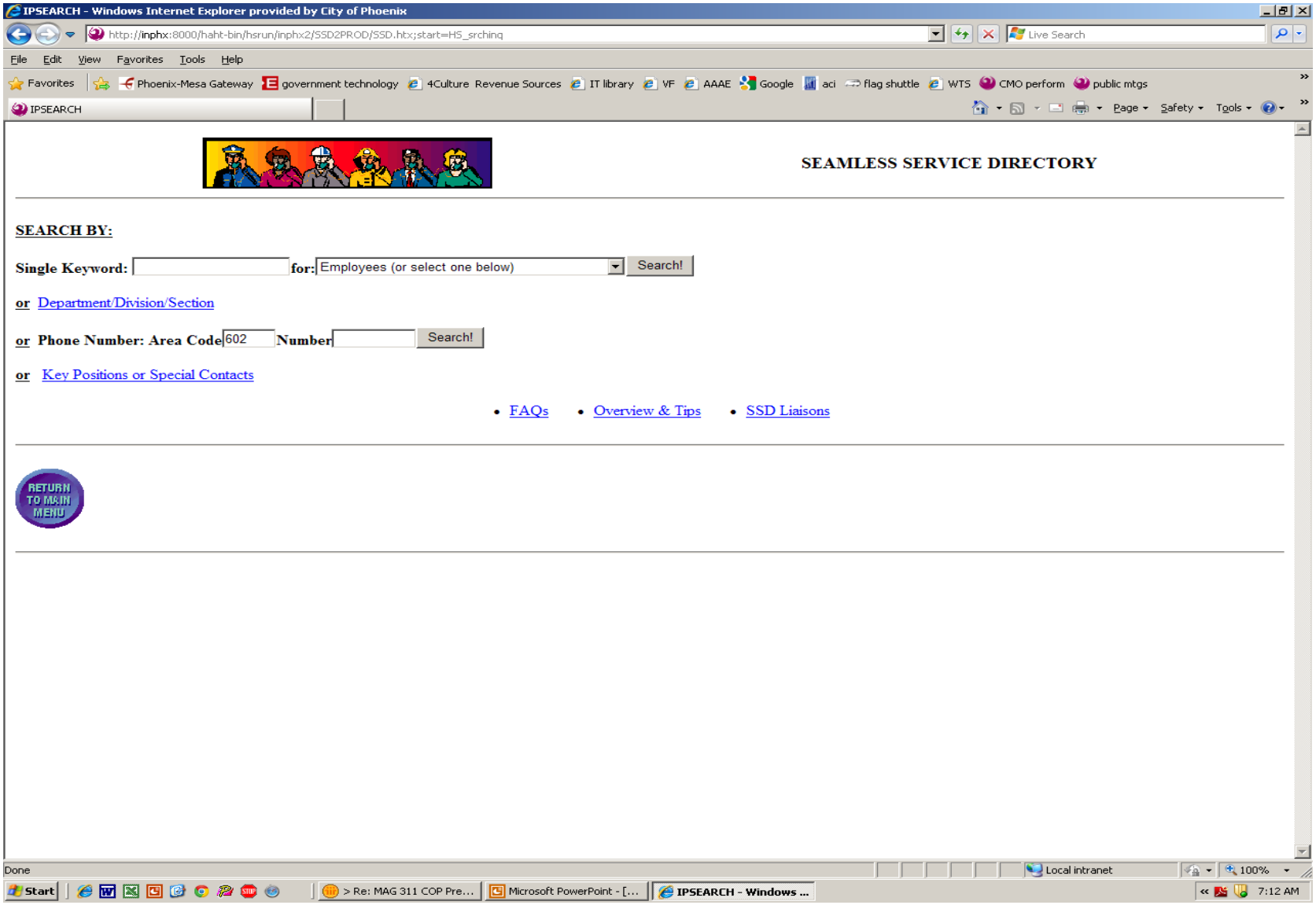
Phoenix City Council
Mayor Greg Stanton 602-262-7111
Email: mayor.stanton@phoenix.gov
Michael Johnson, Vice Mayor
District 8 602-262-7493
Email: council.district.8@phoenix.gov
Thelda Williams, District 1 602-262-7444
Email: council.district.1@phoenix.gov
Jim Waring, District 2 602-262-7445
Email: council.district.2@phoenix.gov
Bill Gates, District 3 602-262-7441
Email: council.district.3@phoenix.gov
Tom Simplot, District 4 602-262-7447
Email: council.district.4@phoenix.gov
Daniel Valenzuela, District 5 602-262-7446
Email: council.district.5@phoenix.gov
Sal DiCiccio, District 6 602-262-7491
Email: council.district.6@phoenix.gov
Michael Nowakowski, District 7 602-262-7492
Email: council.district.7@phoenix.gov

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

Published by the city of Phoenix
Public Information Office
200 W. Washington St.
Phoenix, AZ 85003
602-262-7176
phoenix.gov

For alternate format/reasonable accommodations, call 602-262-7176 or city TTY relay 602-534-5500.
Find Notes online at phoenix.gov/PIONEWS/notesidx.html

Employee Desktop



Non-police, Non-emergency

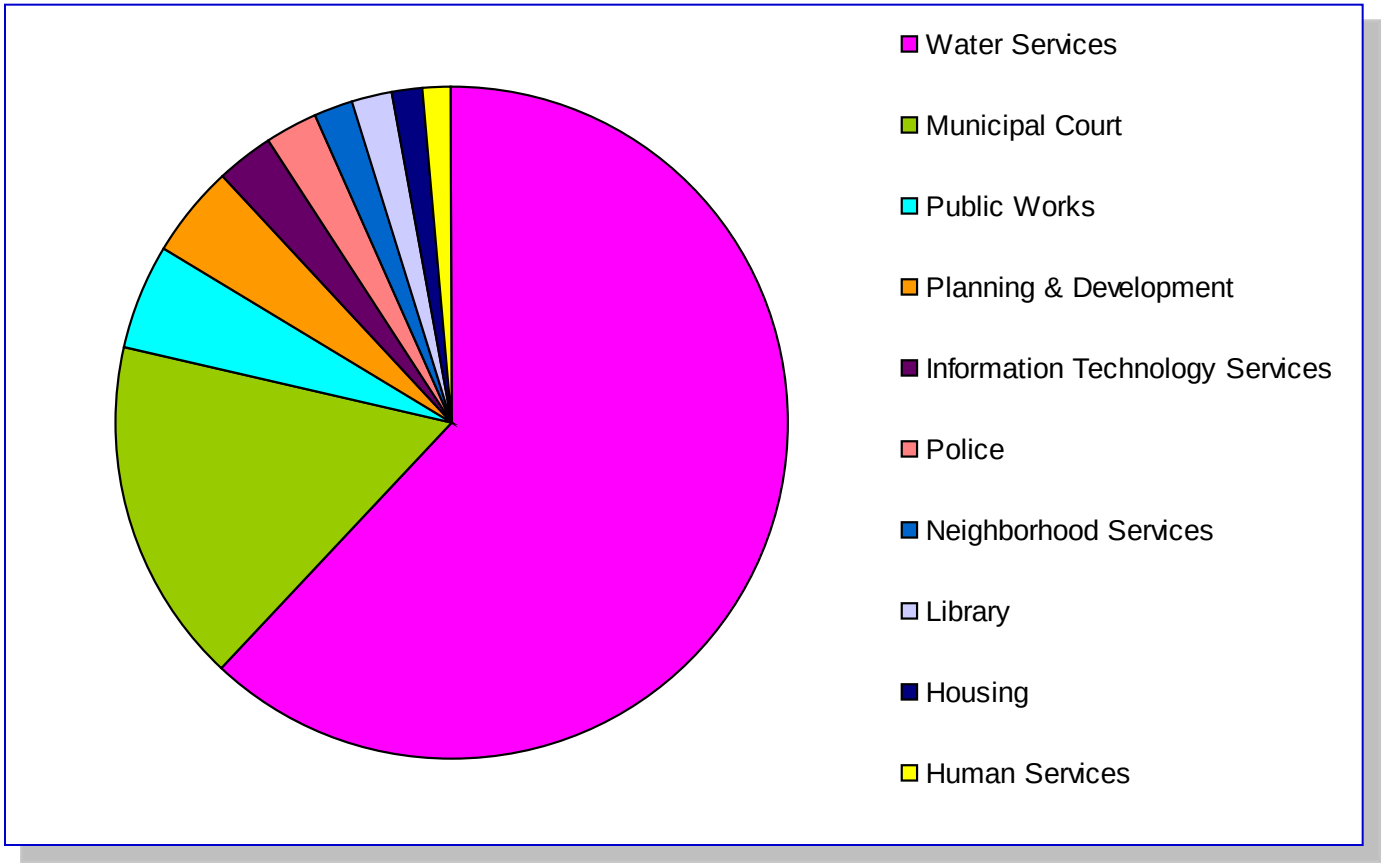
- 200,000 calls/month
- 2,400,000 calls per year
- 236 Operators

Police Non-emergency

- 80,000 calls/month
- 960,000 calls per year
- 245 Operators (also take 911)

Impacted Departments

90% of Calls go to
12 Phone Numbers in
11 Departments

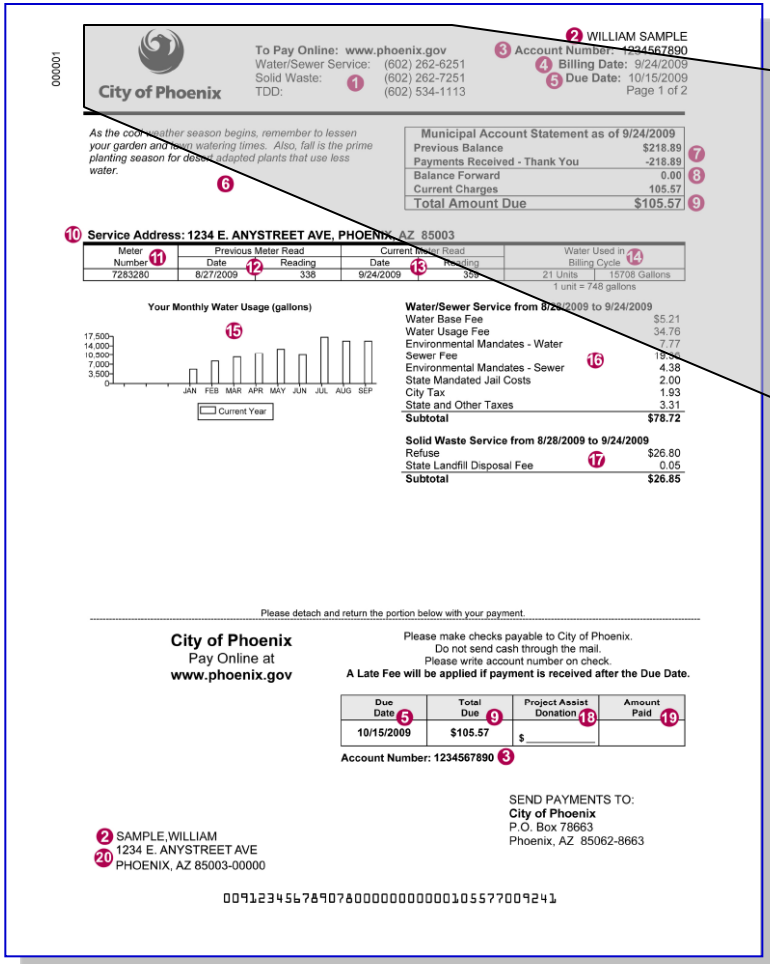


Each department has separate procedures, and processes

Public Works – Solid Waste

ITS – Switchboard

Departments with phone numbers on bills receive high volumes of calls



000001

City of Phoenix

To Pay Online: www.phoenix.gov
Water/Sewer Service: (602) 262-6251
Solid Waste: (602) 262-7251
TDD: (602) 534-1113

2 WILLIAM SAMPLE
3 Account Number: 1234567890
4 Billing Date: 9/24/2009
5 Due Date: 10/15/2009
Page 1 of 2

As the cool weather season begins, remember to lessen your garden and lawn watering times. Also, fall is the prime planting season for desert adapted plants that use less water. 6

Municipal Account Statement as of 9/24/2009	
Previous Balance	$218.89
Payments Received - Thank You	-218.89
Balance Forward	0.00
Current Charges	105.57
Total Amount Due	$105.57

7 8 9

10 **Service Address: 1234 E. ANYSTREET AVE, PHOENIX, AZ 85003**

Meter Number 11	Previous Meter Read		Current Meter Read		Water Used in Billing Cycle 14	
	Date 12	Reading	Date 13	Reading		
7283280	8/27/2009	338	9/24/2009	359	21 Units	15708 Gallons

1 unit = 748 gallons

Your Monthly Water Usage (gallons) 15

Water/Sewer Service from 8/28/2009 to 9/24/2009

Water Base Fee	$5.21
Water Usage Fee	34.76
Environmental Mandates - Water	7.77
Sewer Fee	19.30
Environmental Mandates - Sewer 16	4.38
State Mandated Jail Costs	2.00
City Tax	1.93
State and Other Taxes	3.31
Subtotal	**$76.72**

Solid Waste Service from 8/28/2009 to 9/24/2009

Refuse	$26.80
State Landfill Disposal Fee 17	0.05
Subtotal	**$26.85**

Please detach and return the portion below with your payment.

City of Phoenix
Pay Online at
www.phoenix.gov

Please make checks payable to City of Phoenix.
Do not send cash through the mail.
Please write account number on check.
A Late Fee will be applied if payment is received after the Due Date.

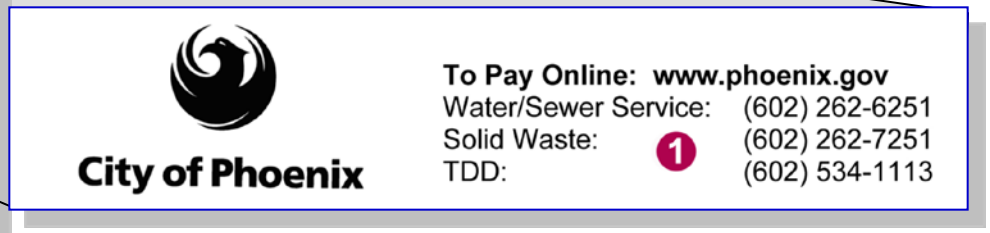
Due Date 5	Total Due 9	Project Assist Donation 18	Amount Paid 19
10/15/2009	$105.57	$ _____	

Account Number: 1234567890 3

SEND PAYMENTS TO:
City of Phoenix
P.O. Box 78663
Phoenix, AZ 85062-8663

2 SAMPLE,WILLIAM
1234 E. ANYSTREET AVE
20 PHOENIX, AZ 85003-00000

0091234567890780000000000010557700924 1



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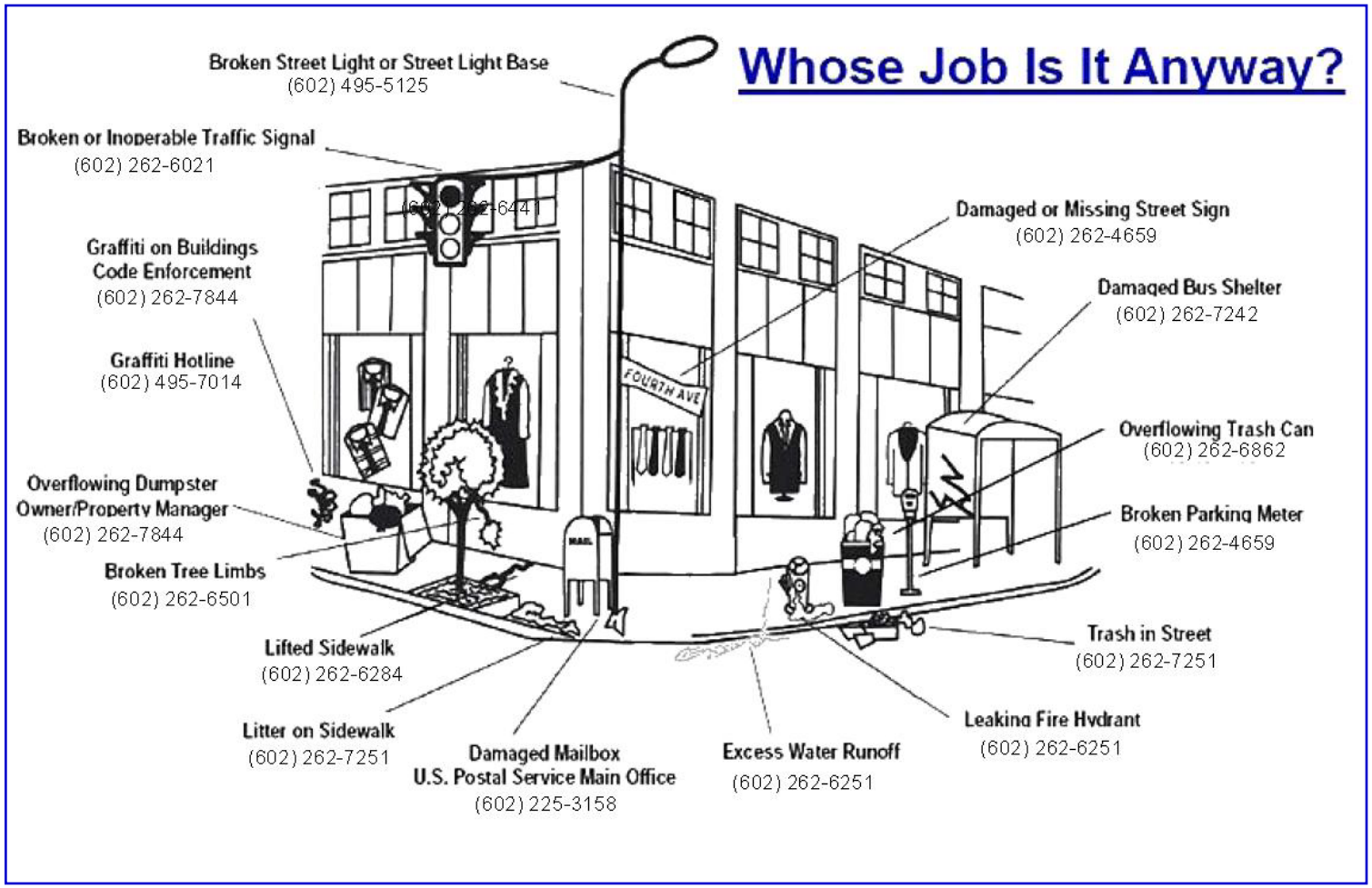
Citizens may have difficulty determining what number to call to access city services.