

Services to the Community

Phoenix is the seat of Maricopa County and the state's population and economic center. The city's area (approximately 516 square miles) increases periodically with annexations. With its attractive climate and affordable costs of living and doing business, the city has experienced sustained growth. Population has risen to 1.55 million, making Phoenix the nation's fifth-largest city.

The section outlines how, over the years, major services provided to Phoenix residents have been adjusted in response to local economic and financial conditions. In addition, because benchmarking is an important measure of the efficiency and effectiveness of services provided, we also have included multi-city comparisons of performance in several areas. Much of the data for these comparisons is taken from the 2005 International City/County Management Association's Center for Performance Measurement report.

No cuts were necessary for the 2007-08 budget. Instead, this year's budget provides our first opportunity in several years to restore some of the service cuts necessary over the past few years as well

as the opportunity to add some new community services. General Fund service additions amount to \$10.5 million with another \$4.4 million to open and operate newly constructed community facilities. In addition, Public Safety Enhancement funds and Proposition 301 Neighborhood Protection funds provide \$2.7 million in various public safety improvements.

Community service improvements affect all areas of the budget including: opening the new police crime lab and the new Pecos Park Police Station; adding police and fire communications operators; operating and maintaining new parks; improved maintenance of existing parks; increased swimming pool hours; the opening of a new library and the restoration of library hours; increases to senior programming; improvements to various neighborhood services; and restored levels of streets maintenance.

In the non-General Fund areas of the budget, funding is available to improve community services. Transit 2000 funds will provide numerous fixed-route bus improvements and the costs necessary to operate the new West Maintenance

Facility. Development Services funds will provide additions recommended by a recent organizational analysis as well as additions to the customer counter to reduce wait times. Convention Center funds will provide additional staff and costs necessary to operate and maintain the new West Building as well as additional fiscal staff to provide proper oversight to the center's expanded operations. Water and Wastewater funds will provide a meter replacement program as well as the addition of a rapid-response crew to perform emergency repairs and staff to maintain service levels at the customer service call center. Solid Waste funds will provide costs necessary to keep pace with growth in residential units and improved prevention of illegal dumping. Aviation funds will improve sustainability efforts at the airport.



**PROGRAM SERVICE LEVEL
IN 1996-97**

**SERVICE CHANGES
THROUGH 2006-07**

**SERVICE CHANGES
FOR 2007-08**

PUBLIC SAFETY

POLICE

Personnel Resources:

In 1996-97, the Police Department had 2,589 sworn officers and 771 civilian employees.

The 2006-07 budget included matching funding for the final allotment of 111 officer positions utilizing the Department of Justice's Universal Hiring Grant program. Over the past nine years a total of 400 officer positions were added to the department as a result of this program.

In addition, the 2006-07 budget included the creation of the Public Transit Safety Bureau with five sworn, one support and 50 civilian security positions. These positions were added to provide security for the transit system and prepare for the opening of light rail.

In January 2007, 12 positions were added to the crime lab to address increased demands and prepare for the opening of the new police crime lab in 2007-08.

The 2007-08 budget includes a competitive salary adjustment for sworn personnel and adds 10 new sworn positions. One of those is paid for with Aviation funds and will be stationed at the airport to provide TSA-mandated security. The other nine sworn positions will be assigned to the Public Transit Safety Bureau. The 2007-08 budget also includes 30 municipal security guards and one support staff position within the Public Transit Safety Bureau. These positions will be paid for with Public Transit funds.

The budget also includes funding for 24 radio and 911 police operators to improve service and prepare for the opening of two new police precincts. In addition, the budget includes funding for two support staff to operate the Pecos Park Police Station.

Finally, the budget also includes funding to replace expiring grant funds for civilian and sworn positions with General funds.

In 2007-08, the Police Department will have 3,234 sworn positions or 2.1 for every 1,000 residents, and 1,206 civilian employees.

Response Time Average:

Due to increased calls for service in 1996-97, response time for Priority 1 emergency calls increased to 5 minutes 24 seconds.

In 1994-95, because of increased service demand, budgeted response times for Priority 1 emergency calls had gradually increased from 4 minutes 54 seconds to 5 minutes 48 seconds in 2006 07. During this same time period, the percentage of 911 calls answered within 10 seconds has increased from 78 percent to 84 percent.

Based on 2005 ICMA data, city of Phoenix actual response times compare favorably to those of the benchmark cities as noted below:

**Total Average Response Times
to Top Priority Calls:**

San Antonio – 5 min 12 sec
PHOENIX – 5 min 41 sec
Austin – 7 min 59 sec
San Jose – 8 min 18 sec
Oklahoma City 9 min 21 sec
Tucson – no data available

The 2007-08 budget provides for a 5 minutes 42 seconds average response time for Priority 1 calls.



**PROGRAM SERVICE LEVEL
IN 1996-97**

**SERVICE CHANGES
THROUGH 2006-07**

**SERVICE CHANGES
FOR 2007-08**

PUBLIC SAFETY

FIRE

Response Time Average:

In 1996-97, the Fire Department maintained an average response time of 4 minutes 18 seconds for all fire and emergency medical calls.

Since 1994-95, response times have increased 24 percent to 5 minutes 4 seconds for all fire and emergency medical calls. This is a 4 second increase over the previous year primarily due to increased population growth and traffic congestion. The overall emergency call activity level increased 23 percent (since 1994-95) during this period.

The 2006-07 budget added 67 sworn and eight civilians to open and operate four new fire stations and the new Public Safety Driver Education facility. Also included was funding to retain five fire training captains to provide for the department's training needs over the next several years. Also, in 2006-07 18 positions were added to provide fire service for the Town of Paradise Valley. Finally, three fire prevention specialists were included for the Annual Facilities Program. These positions were funded with Development Services Fees.

Based on 2005 ICMA data, city of Phoenix response times compare favorably to those of other benchmark cities as noted below:

**Percentage of All Calls to Which
Response Time is Under 8 Minutes:**

- Oklahoma City – 93 percent
- Long Beach – 86 percent
- PHOENIX – 83 percent**
- Austin – 76 percent
- San Jose – 72 percent
- San Antonio – 70 percent

The 2007-08 budget adds 10 fire emergency dispatchers to improve response to public calls for service. Also included are one administrative assistant I and matching funds for grants for the crisis response section which assist victims of crimes, fires and major emergencies. One fire prevention supervisor position will be added to improve fire inspections of child and elderly care facilities, hospitals, group homes and other licensed facilities. To enhance the hiring process of women and minorities, one fire captain position and related costs are being added. Finally, seven technical staff are included for maintenance of the regional fire dispatch system. These seven positions are paid for from revenues generated for providing this service to participating cities.





PROGRAM SERVICE LEVEL IN 1996-97	SERVICE CHANGES THROUGH 2006-07	SERVICE CHANGES FOR 2007-08
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PUBLIC SAFETY

FIRE

<p>Emergency Transportation: In 1996-97, the city of Phoenix had a total of 19 full-time and nine part-time ambulances in service.</p>	<p>The city initiated the Emergency Transportation System in 1985-86 with 10 full-time and six part-time ambulances. In 1987-88, the Emergency Transportation System was increased to 12 full-time and six part-time ambulances. The addition of four ambulances funded with revenue from Proposition 301 and the conversion of the department's last medic units to ambulances resulted in 19 full-time and nine part-time ambulances in service during 1997-98. The 2000-01 budget included funding to add a full-time ambulance at Station 38 in Ahwatukee Foothills. Two part-time ambulances were added in mid-2002-03 to improve response times in fast growing, outlying areas of the city.</p> <p>The 2004-05 budget included funding for two additional full-time ambulances at stations located at 40th Street and Baseline Road and I-17 and Carefree Highway. These additions increased the Emergency Transportation System to 22 full-time and 11 part-time ambulances.</p> <p>The 2005-06 budget included funding for three heavy rescues, funded with the revenue from new franchise agreements, to respond to emergency medical calls at incidents with mass casualties.</p> <p>The 2006-07 budget included funding for four paramedic rescues and one additional ambulance to be located at Station 57 (15th Avenue and Dobbins Road), Station 60 (19th Avenue and Dunlap Avenue); Station 61 (19th Street and Indian School Road); and Station 62 (99th Avenue and Lower Buckeye Road).</p>	<p>No changes are included in the 2007-08 budget.</p>
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PROGRAM SERVICE LEVEL IN 1996-97	SERVICE CHANGES THROUGH 2006-07	SERVICE CHANGES FOR 2007-08
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TRANSPORTATION

PUBLIC TRANSIT

Service Miles/Hours:

In 1996-97, 10,985,000 annual bus service miles were provided on weekdays and Saturdays in the city of Phoenix.

The 2006-07 budget restored hours at the Central Station and implemented Saturday hours at Metrocenter Transit Center from 8 a.m. to 5 p.m.

The 2006-07 budget restored weekday fixed-route service between 10:30 p.m. and midnight on 12 of 16 routes that experienced elimination of this service in 2005-06.

The 2006-07 budget also funded increased frequency on routes 0 (Central), 16 (16th Street), 24 (24th Street), 45 (Broadway Road), 50 (Camelback Road), 56 (Elliot Road and 48th Street), and service improvements on routes 24 (Sky Harbor), 27 (27th Avenue), 35 (35th Avenue) and 131 (START).

The 2006-07 budget funded additional neighborhood circulator services and additional weekday RAPID trips.

With continued enhancements and improvements annual 2006-07 bus miles were estimated at 17,886,000 and Dial-a-Ride service hours were estimated at 336,650.

The 2007-08 budget funds the addition of two new routes, Route 154 along Greenway Road and Route 32 from Washington Street to Union Hills Drive along 32nd Street.

The 2007-08 budget will fund five new neighborhood circulator routes and increase service for the ALEX neighborhood circulator along with additional weekday RAPID trips.

The 2007-08 budget will fund additional weekday and holiday Dial-a-Ride service hours and improvements to the Dialysis Taxi Subsidy Program.

The 2007-08 budget will fund increased frequency on bus routes 8, 24, 27 and 156, extend weekday service hours to midnight on routes 8, 24, 43, 61 and 106, and increase Sunday frequency on Route 8, 27 and 156.

The 2007-08 budget will extend weekday afternoon peak hours on the Blue Line, and routes 7 and 12, extend Route 24 to Litchfield Park Road and route 17 to the city limit, and extend weekday service on Route 50 and 106.

The 2007-08 budget will fund the opening of the West Maintenance Facility and enhanced security at existing park-and-ride facilities and transit centers which sell fare media.

Average Weekday Bus Ridership:

In 1996-97, the average weekday bus ridership was 113,200.

Under the 2006-07 budget, weekday ridership was estimated to rise to 157,000.

With continued enhancements and improvements, annual 2007-08 bus miles are estimated at 20,547,808 and Dial-a-Ride service hours are estimated at 350,180.

Under the 2007-08 budget, weekday ridership is estimated to rise to 170,250.





PROGRAM SERVICE LEVEL IN 1996-97	SERVICE CHANGES THROUGH 2006-07	SERVICE CHANGES FOR 2007-08
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TRANSPORTATION

STREET TRANSPORTATION

Major and Collector Street Sweeping and Maintenance:

In 1996-97, sweeping major and collector streets was scheduled for every three weeks.

The 2000-01 budget increased frequency of service to every two weeks to improve air quality. The budget also added capital funding to improve maintenance, pave dirt alleys, and install additional sidewalks and curbs. In 2003-04, budget constraints reduced funding for making quick concrete repairs to infrastructure throughout the city. Funding for paving dirt alleys also was reduced as was funding for retrofitting sidewalk ramps. An asphalt crew responsible for repairing asphalt pavement on major, collector and local streets was eliminated.

The 2007-2008 budget adds funding for the maintenance of streets.

Continued budget constraints in 2004-05 reduced funding for retrofitting sidewalk ramps and neighborhood concrete repairs.

Dust proofing of dirt alleys continued to see reduced funding in both 2004-05 and 2005-06.

No changes were included in the 2006-07 budget.

Residential Street Sweeping:

In 1996-97, the city of Phoenix provided street sweeping service three times a year.

In 1997-98, street sweeping frequency returned to four times a year to better coordinate with quarterly trash collection and improve the aesthetics of neighborhoods.

No changes are included in the 2007-08 budget.

No changes were included in the 2006-07 budget.





PROGRAM SERVICE LEVEL IN 1996-97	SERVICE CHANGES THROUGH 2006-07	SERVICE CHANGES FOR 2007-08
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TRANSPORTATION

STREET TRANSPORTATION

Sealcoat:

In 1996-97, the city of Phoenix provided 92 miles of sealcoat.

In 1997-98, sealcoat miles increased to approximately 100 miles annually.

The 2007-08 budget provides for 46 miles of city streets to be sealcoated annually.

In 2004-05, due to budget constraints and increased cost of materials, the number of sealcoat miles was reduced to 81 miles annually.

Increased material costs and continued budget reductions in fiscal year 2005-06 further reduced the number of annual miles to be sealcoated to 49.

In the 2006-07 fiscal year, it is estimated that 40 miles of city streets will be sealcoated. This decrease is due to continued increases in material costs.

Based on 2005 ICMA data, city of Phoenix paved road rehabilitation expenditures per capita compare favorably to those of other benchmark cities as noted below:

**Paved Road Rehabilitation
Expenditures per Capita:**

- Tucson – \$40.10
- Austin – \$25.10
- San Antonio – \$17.00
- PHOENIX – \$16.20**
- Oklahoma City – \$12.60
- San Jose – \$8.10
- Kansas City – no data available

Asphalt Overlay:

In 1996-97, 86 miles of overlay were performed.

This program funded 95 miles in fiscal year 1997-98.

For FY 2007-08, the budget will be increased and provide for 80 miles of overlay.

Between fiscal years 1998-99 and 2003-04 an average of 131 miles of overlay were performed annually.

In 2004-05, 105 miles were overlaid. This decrease in miles was due to increased cost of materials and bad weather.

In 2005-06, 89 miles were overlaid. This decrease in miles is primarily due to increased cost of materials.

For 2006-07, it is estimated that 73 miles of asphalt overlay will be completed. This decreased due to continued price increases.





PROGRAM SERVICE LEVEL IN 1996-97	SERVICE CHANGES THROUGH 2006-07	SERVICE CHANGES FOR 2007-08
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COMMUNITY DEVELOPMENT

HOUSING

<p>Scattered Sites Housing Program: In 1996-97, the Housing Department had 455 units.</p>	<p>This homeownership program allows eligible tenants the opportunity to purchase their home. The program expanded to a total of 470 homes in 1998-99. The 2006-07 inventory of 433 units reflects the sale of 37 homes to eligible tenants over the last few years.</p>	<p>Under the 2007-08 budget, the program is expected to sell 13 Scattered Sites homes, bringing the inventory down to 420 homes.</p>
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<p>Affordable Housing Program: In 1996-97, this program had 747 units for families and individuals.</p>	<p>This program began in 1990-91 and has expanded to a total of 1,382 city-owned units for families and individuals with 325 units added with 2001 bond funds, and 369 units added with other funding sources.</p>	<p>Under the 2007-08 budget, the program is expected to maintain its inventory of 1,383 affordable housing units for families and individuals.</p>
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<p>Conventional Housing Program: This program has been in effect since 1951-52. In 1996-97, there were 1,776 units.</p>	<p>The program's beginning inventory before the HOPE VI project was initiated was 1,776 units located at various sites. Due to the reconstruction activities funded by the HOPE VI grant, 280 units became unavailable at the Matthew Henson housing site. One additional unit was transferred to the St. Vincent de Paul organization. The conventional housing inventory at the end of 2004-05 was 1,495 units.</p> <p>In 2005-06, the department demolished the remaining 78 HOPE VI units and leased up 99 units from Phase I for a gain of 21 units and a year end total of 1,516 units.</p> <p>In 2006-07, Phase II of the HOPE VI project was completed which added 100 units to the conventional housing inventory. Also during this period, 14 original units at Matthew Henson were removed from the inventory and are being maintained for historical preservation. The total at the end of 2006-07 was 1,602.</p>	<p>Under the 2007-08 budget, the program expects 68 units from Phase 3 of HOPE VI to be added and leased up. The total inventory is expected to increase to 1,670 units.</p>
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**PROGRAM SERVICE LEVEL
IN 1996-97**

**SERVICE CHANGES
THROUGH 2006-07**

**SERVICE CHANGES
FOR 2007-08**

COMMUNITY DEVELOPMENT

NEIGHBORHOOD SERVICES

**Neighborhood Preservation
Case Cycle Time (Days)**

In 1996-97, 151 days were needed to complete a neighborhood preservation case.

Over time, positions have been added to improve cycle times and implement a Landlord/ Tenant Education Slum Prevention program. Case cycle times improved from 83 days in 2001-02 to 53 in 2004-05 as staff added in previous years was fully trained and gained expertise in performing their duties. Case cycle times increased to 61 days in 2005-06 due to budget reductions of staff and abatement funding.

Case cycle time for 2006-07 reduced slightly to 60 days.

Based on 2005 ICMA data, city of Phoenix code enforcement expenditures per capita compares favorably to those of other benchmark cities as noted below:

**Code Enforcement Expenditures
per Capita:**

- Austin – \$2.68
- PHOENIX – \$4.95**
- Long Beach – \$6.15
- Oklahoma City – not available

The 2007-08 budget is expected to maintain the case cycle time of 60 days.

ECONOMIC DEVELOPMENT

**Employment Growth Rate
Compared to Other Cities**

This is a new measure.

In 2006, Phoenix’s employment growth rate was better than that of all of the following benchmark cities:

- PHOENIX - 4.07%**
- Austin - 3.32%
- San Antonio - 2.95%
- Dallas - 2.76%
- Ft. Worth-Arlington - 2.35%
- San Diego - 1.3%
- Kansas City - 1.14%
- San Jose - 1.14%
- Los Angeles/Long Beach -0.29%

It is anticipated employment will continue to grow in the 2007-08, although growth will be at a modest rate.





PROGRAM SERVICE LEVEL IN 1996-97	SERVICE CHANGES THROUGH 2006-07	SERVICE CHANGES FOR 2007-08
COMMUNITY ENRICHMENT		
HUMAN SERVICES		
<p>Head Start Program: In 1996-97, the Human Services Department served 2,850 children.</p>	<p>The program is estimated to serve 3,765 children during 2006-07.</p>	<p>No changes are expected in the 2007-08 budget.</p>
<p>School-Based/School-Linked Program: In 1996-97, this program provided services at 20 school sites and served 6,500 youth.</p>	<p>The program began in 1990 with five school sites. With the 2006-07 school year, the program implemented a new service delivery model in 10 area high schools. The program assists with transitioning at-risk 8th grade students to the 9th grade. Follow-up services are provided for the remaining high school years to ensure graduation. It is expected that the program will serve approximately 800 youth.</p>	<p>No service changes are expected in 2007-08. The program is expected to serve 800 youth.</p>
<p>Senior Nutrition Program: In 1996-97, the Human Services Department served 489,000 congregate and home-delivered meals.</p>	<p>For 2006-07 the program is expected to serve more than 600,000 congregate and home-delivered meals having expanded space at the Devonshire (formerly Squaw Peak) Senior Center. In January 2007, Shadow Mountain, Westside and Pecos senior centers opened for business operations to the community. All three senior centers have experienced significant growth in their services. The centers are attracting new customers. The Pecos kitchen is operational and the site is preparing and serving congregate and home-delivered meals.</p>	<p>With the new Shadow Mountain, Westside and Pecos senior centers being open a full year, it is anticipated that the number of congregate and home-delivered meals will continue to increase.</p>





PROGRAM SERVICE LEVEL IN 1996-97	SERVICE CHANGES THROUGH 2006-07	SERVICE CHANGES FOR 2007-08
COMMUNITY ENRICHMENT		
PARKS AND RECREATION		
Swimming Pools: In 1996-97, the city of Phoenix had 28 public swimming pools.	In 1996-97, the Paradise Valley pool was added, resulting in 28 total swimming pools. In 2000-01, staffing was added to provide year-round operation for the Paradise Valley Diving Well. In 2003-04, Pecos Pool was opened, increasing the number of pools to 29. No changes were included in the 2006-07 budget.	No changes are included in the 2007-08 budget.
Swimming Pool Season: In 1996-97, swimming pools were open for 12 weeks during the summer months.	In 1996-97, eight lifeguards were added to maintain health and safety standards. In 2003-04, budget considerations forced the city to reduce the swim season to 10 weeks. All pools closed in mid-August to coincide with the beginning of the school year. The 2005-06 budget reduced the swim season by closing pools one week earlier, resulting in a nine-week season. No changes were included in the 2006-07 budget.	Changes included in the 2007-08 budget would add funding to increase the pool season at all 29 pools by adding weekend hours beginning in August and continuing through Labor Day.
Children's Summer Recreation Programs: In 1996-97, the city of Phoenix provided recreation programs at 121 schools for 24-30 hours of programming for 6-8 weeks during the summer months.	Six sites were added in 1999-00 for a total of 127 program sites. No changes were included in the 2006-07 budget.	No changes are included in the 2007-08 budget.
School Recreation Program During School Year: In 1996-97, funding provided for a total of 72 sites.	In 1996-97, 11 new sites were added citywide for a total of 72 sites. In 1998-99, four new sites were added for a total of 76 sites. Also at these four sites, Saturday programming was provided from 10 a.m. to 4 p.m. In 1999-00, 25 new sites were added for a total of 101. The 2000-01 budget added 32 new sites, for a total of 133. The 2001-02 budget added another 33 sites, raising the total to 166. No changes were included in the 2006-07 budget.	Funding is added in the 2007-08 budget to improve after-school programming.





PROGRAM SERVICE LEVEL IN 1996-97	SERVICE CHANGES THROUGH 2006-07	SERVICE CHANGES FOR 2007-08
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COMMUNITY ENRICHMENT

LIBRARY

Central Library:

The new Burton Barr Central Library opened in May 1995, with 67 hours of operation per week.

The 1998-99 budget added Thursday evening hours increasing total weekly hours back to 70. The 2000-01 budget extended service hours to 9 p.m. on school nights. As a result, the Central Library provided service 75 hours per week. In April 2003, Central Library hours were reduced to 66 hours per week as a result of citywide budget reductions.

The 2007-08 budget includes opening the Central Library at 9 a.m. Monday through Saturday, increasing hours of service from 66 hours per week to 72 hours per week.

No changes included in the 2006-07 budget.

Branch Libraries:

In 1996-97, the city had 11 branch libraries with a total of 681 hours of weekly library service.

Desert Sage Library opened in July 1997 for 70 service hours per week, increasing the number of branch libraries to 12 and the total hours of service to 751 during the school year. Beginning in 1998-99, five branches increased hours to 9 a.m. to 9 p.m. Monday through Thursday and 9 a.m. to 6 p.m. Fridays.

The 2007-08 budget includes opening all branch libraries at 9 a.m. Monday through Saturday, increasing total branch library service hours to 1,008 per week.

Beginning in 1999-00, seven branches that were only open on Sundays during the school year received funding to open on Sundays all year.

In 2000-01, all branch library hours were extended to 9 p.m. on school nights. As a result, every branch library was open 75 hours per week or 900 hours per week total for 12 branches.

In April 2003, branch library hours were reduced to 66 hours per week (792 total) as a result of budget reductions.

The new 15,000-square-foot Desert Broom Library serving the Desert View Village area opened in February 2005 for 66 hours per week, increasing total branch library service hours to 858 per week.

The new Palo Verde Library opened in January 2006. This 16,000-square-foot branch library replaced the existing 10,000-square-foot Palo Verde Library, which opened in 1966.

The new 25,000-square-foot Cesar Chavez Library, serving the western South Mountain Village, opened in January 2007 for 66 hours per week, increasing total branch library service hours to 924 per week.





PROGRAM SERVICE LEVEL IN 1996-97	SERVICE CHANGES THROUGH 2006-07	SERVICE CHANGES FOR 2007-08
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COMMUNITY ENRICHMENT

LIBRARY

**Comparisons with
Other Library Systems:**

This is a new measure.

Based on 2005 ICMA data, the Phoenix library system compared very favorably to other benchmark cities as noted below:

This trend is expected to continue during the 2007-08 budget.

Cost per Item Circulated:

PHOENIX – \$2.12

Austin – \$4.10

Tucson - \$4.10

San Antonio – not available

ENVIRONMENTAL SERVICES

WATER SERVICES

**Water Bill Comparison for
Single-Family Homes**

This is a new measure.

In a March 2007 survey, Phoenix's average monthly water bill compared favorably to the following benchmark cities

It is anticipated Phoenix water rates will continue this trend during 2007-08.

San Jose – \$45.73

Kansas City – \$34.21

Austin – \$34.03

Dallas – \$33.35

Albuquerque – \$28.84

Tucson – \$28.53

PHOENIX – \$25.35

San Antonio – \$19.16

**Wastewater Bill Comparison
for Single-Family Homes**

This is a new measure.

In a March 2007 survey, Phoenix's average monthly wastewater bill compared favorably to the following benchmark cities:

It is anticipated Phoenix wastewater rates will continue this trend during 2007-08.

Austin – \$50.87

Dallas – \$33.40

Kansas City – \$25.53

San Jose – \$21.63

San Antonio – \$20.78

Tucson – \$20.30

PHOENIX – \$19.06

Albuquerque – \$15.96

