Community Visioning Results for the East Asset Management Plan (East AMP) Community

Architectural Renderings by Biltform Architecture

Prepared for City of Phoenix Housing Department
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Submitted by LEGACY Training and Consulting
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The purpose of the East Asset Management Plan (East AMP) Community Visioning Process is to gain input on the revitalization of the East AMP public housing sites in the context of the broader community. This executive summary highlights the vision established for public housing within the larger East AMP Community, located from 7th Street east to the I-10, and I-10 south to Jackson Street. The vision was crafted through a series of community focus groups and public meetings held August through November 2010. Public housing and area residents, business owners, service providers, neighborhoods, and civic organizations were invited to participate in this collaborative endeavor.

Background

The City has embarked on a long-term effort to update its public housing. Using federal, state and local resources, the Matthew Henson site was redeveloped into a mix of public housing and affordable and market-rate rental housing. Redevelopment of Krohn West is underway. Revitalization is desired in the East AMP as well. Efforts are underway to revitalize the Frank Luke Addition. St. Luke’s Hospital is interested in expanding its health care campus and has proposed a land trade for the Frank Luke Homes site. Since grant funding for redevelopment of additional public housing sites in the East AMP is not currently anticipated, ongoing high quality property management and maintenance at these sites is critical. Community input was gathered on these topics, and on quality of life priorities.

Visioning Objectives

The following objectives were established for the project:

- To engage community stakeholders in the redevelopment of the Frank Luke Addition.
- To obtain community input on the site plans, building designs, unit floor plans, and amenities that would contribute to the quality of life in the community.
- To solicit input on the desired amenities at alternate housing properties identified through the proposed Frank Luke Homes land trade that would be desirable to relocatees.
- To develop property management and maintenance strategies that will sustain or improve the quality of life at Sidney P. Osborn and A.L. Krohn Homes on Monroe Street and on Villa Street.
- To define priorities for education and training, economic development/business/employment, health care, housing, public safety, and community support services that will support and enhance the redevelopment effort.

Community Outreach Strategy

A variety of planning, outreach and input methodologies were used in implementing the Community Visioning Project. First, the proposed Community Visioning approach was vetted with key stakeholders in a focus group setting. Outreach activities included recruiting residents to serve as Community Helpers throughout the process, partnering with the Phoenix Boys and Girls Club to involve youth, communicating with stakeholders via email, distributed fliers door-to-door about the public meetings, and sharing information with local schools, churches and service providers. Community members offered input by participating in the public meetings, or submitting comments by phone, e-mail, or through the Community Helpers. A public comment period will be offered on the draft report, and a final report that addresses the comments received will be made available to the public.
Stakeholder Focus Groups

Focus groups were convened with stakeholders including public housing residents; neighborhood leaders and community service providers; educators; and businesses. The purpose of the focus groups was to gain feedback on the proposed approach for the Community Visioning Project, and obtain insight into the priorities of community stakeholders related to the public housing in the area. The feedback obtained from the focus groups provided a basis for the public meetings phase of the project.

Public Meetings

Five public meetings were held to gain community input on community strengths, guiding principles for revitalization, and on the Community Visioning Objectives defined above.

Community Strengths and Guiding Principles

The East AMP community has many strengths. It is a good place to live, work and raise family. Its neighborhoods have rich history, interesting architecture, and active neighborhood associations. The community is near downtown, arts, culture and sports venues. In addition, the East AMP is close to the light rail/bus service, good jobs, education, medical care, parks, and restaurants. Building on these strengths is the focus of this community vision. To guide this endeavor, the community recommended these principles:

- Create a walkable community.
- Preserve and improve community safety.
- Preserve affordable housing and attract mixed incomes.
- Preserve open space.
- Private investment in surrounding properties.
- Preserve and improve connections with and access to area businesses, parks, schools, churches, services and transportation.
- Utilize appropriate architecture, safe/energy efficient building materials, and modern amenities.
- Revitalization efforts should be respectful of existing neighborhood priorities.

Frank Luke Addition Revitalization/Housing Redevelopment and Architectural Design

The City of Phoenix is pursuing the revitalization of the Frank Luke Addition. The overall objective is to demolish existing units, rebuild mixed income rental, and preserve an existing building for a parenting and early childhood education center.

Phase I of the project will redevelop 60 units of public housing for seniors and adults living with disabilities. In future phases, the City of Phoenix would like to develop mixed income family housing. To that end, the City submitted an application for HOPE VI funding through the U.S. Department of Housing and Urban Development (HUD). Grant awards should be announced in spring 2011. The City utilized the Community Visioning process, and other venues as required by HUD, to obtain community input on site planning, design, exterior elevations, and interior and exterior amenities.

Proposed Land Trade and Health Care Campus Expansion

St. Luke’s Hospital would like to expand its medical campus and is interested in a land trade with City of Phoenix for the Frank Luke Homes site. Community Visioning participants were asked about desired amenities that St. Luke’s should be looking for in alternate housing sites. Participants recommended
that alternate sites be located in the central city and near public transportation, employment, good K-12 schools, and medical care. Visioning participants were also asked to provide feedback on the possible expansion of St. Luke’s Hospital. The priorities identified included attending to community health care needs; communicating regularly with the surrounding community; addressing related traffic and parking; utilizing architecture and building heights appropriate for the neighborhood; and pursuing additional retail, restaurants, a hotel, and another grocery store.

Housing Management
In keeping with the focus on quality of life, the Community Visioning process also defined priorities for the management and maintenance of the East AMP public housing sites not currently slated for redevelopment. Participants suggested ideas for site maintenance and to strengthen communication with property managers. Residents valued the services provided by on-site staff, which have been reduced or eliminated due to budget cuts in these difficult economic times. While the budget situation is not likely to improve in the near term, the City requested input on this topic so it could prioritize its scarce resources, and deploy any newly identified resources in accordance with community input.

Quality of Life Priorities
Community Visioning participants were asked about priorities for several factors that contribute to quality of life. Overall, the input centered around quality programming for children and youth, health education and affordable medical services, partnering to address crime and blight, tools for building self-sufficiency, safe and educational opportunities for seniors, and economic growth and diversity.

Recommendations
Revitalization of public housing in the East AMP can be a catalyst for a larger community endeavor that is respectful of existing neighborhood association priorities and encourages private sector participation and investment. The visioning report (page 16) outlines specific roles community members could play in pursuing revitalization including but not limited to:

- Supporting tenant efforts to re-establish tenant councils at public housing sites, establishing and strengthening Block Watches, and connecting them both with existing community organizations
- Pursuing resources for private housing rehabilitation.

The City of Phoenix should pursue the following, as resources permit:

- Explore options for improving lighting and pedestrian walkways
- Pursue housing rehabilitation resources for public housing in the community
- Support community efforts to address crime and blight
- Collaborate with service providers to raise awareness of/participation in existing services

To facilitate meaningful coordination, a community visioning collaborative should be established. Participants should represent all East AMP stakeholder groups.

The success of community revitalization efforts will depend on the willingness of the community and residents as a whole to collaborate, partner and leverage resources for the realization of their common vision.
The purpose of this report is to present the vision established for the East Asset Management Plan (East AMP) Community, located from 7th Street east to the I-10, and I-10 south to Jackson Street. The vision was crafted through a series of community focus groups and public meetings held August through November 2010. Residents, business owners, service providers, neighborhood and civic organizations including the Garfield Organization, the Eastlake Park Neighborhood Association, and the Van Buren Civic Association, were invited to participate in this collaborative endeavor. This report identifies the major themes, priorities and recommendations emerging from these sessions.

**Purpose**

The purpose of the East AMP Community Visioning Process is to gain input on the revitalization of the East AMP public housing sites in the context of the broader community.

**Background**

The City of Phoenix Housing Department (the City) owns and operates the City’s public housing. Five of these sites are located in an area the Housing Department refers to as the East AMP near 16th Street and Van Buren. These sites include:

- Frank Luke Addition on 16th Street, north of Villa Street
- A.L. Krohn Homes on 18th Street, north of Villa Street
- Frank Luke Homes on 20th Street, south of Villa Street
- Sidney P. Osborn on 17th Street and Adams Street
- A.L. Krohn Homes (Krohn East) on 14th Street and Monroe Street
The City has embarked on a long-term effort to update its public housing. Using federal, state and local resources, the Matthew Henson site at 7th Street and Buckeye was redeveloped into a mix of public housing and affordable and market-rate rental housing. The City is in the process of redeveloping Krohn West, located at 18th and Villa streets in a similar mixed income fashion. Revitalization is desired in the East AMP as well, but resources for redevelopment are scarce and competitive.

Recently, however, the City was awarded Low Income Housing Tax Credits from the State of Arizona to demolish the Frank Luke Addition and rebuild new housing for seniors and persons living with disabilities. This is the first step in the revitalization of the East AMP, and came about through a public input process that preceded the Community Visioning Process.

In addition to the seniors and disabled housing component, the City is pursuing a HOPE VI grant through the U.S. Department of Housing and Urban Development (HUD) for the revitalization of the rest of the Frank Luke Addition site. These grant funds, if awarded, would result in the development of mixed
income family housing, a community center, and an early childhood and parenting resource center. The application was submitted November 22, 2010. HUD will review applications from across the country, and decide which ones to award grant funding. Their decision is anticipated by Spring 2011. The input received through the Community Visioning Project has helped shape the City’s HOPE VI proposal.

With regard to the Frank Luke Homes site on 20th Street south of Villa Street, St. Luke’s Hospital has requested the City consider a possible land trade. In exchange for this site in as-is condition, St. Luke’s would purchase alternative rental properties that could be used to replace the units (unit for unit) at Frank Luke Homes site. The Community Visioning Process provided an opportunity for the community to identify desired characteristics in alternate housing sites, and provide input to St. Luke’s on the types of medical services and economic development desired in the community.

The City also requested community input on the property management and maintenance strategies that can be continued or added to sustain or improve the quality of life at the remaining sites in the East AMP. These sites include Sidney P. Osborn Homes, A. L. Krohn Homes on Villa Street and A.L. Krohn Homes on Monroe Street. While the City would like to redevelop these sites as well, funding is not currently anticipated for this purpose. As such, quality property management and maintenance practices are paramount for the continued health and vitality of these sites.

With so much happening in the East AMP, and with St. Luke’s interest in expanding its health care campus in the area, the City enlisted the help of Legacy Training and Consulting and Biltform Architecture to design and implement the Community Visioning Process in a way that considered the future of public housing as part of a larger community endeavor.

Visioning Objectives

The following objectives were established for the process:

- To engage community stakeholders in the possible redevelopment of the Frank Luke Addition.
- To obtain community input on the site plans, building designs, unit floor plans, and amenities that would contribute to the quality of life in the community.
- To solicit input on the desired amenities at alternate housing properties identified through the proposed Frank Luke Homes land trade that would be desirable to relocatees.
- To develop property management and maintenance strategies that will sustain or improve the quality of life at Sidney P. Osborn and A.L. Krohn Homes on Monroe Street and on Villa Street.
- To define priorities for education and training, economic development/business/employment, health care, housing, public safety, and community support services that will support and enhance the redevelopment effort.

Community Outreach Strategy

A variety of planning, outreach and input methodologies were used in implementing the Community Visioning Process. A community outreach strategy was developed with recommendations for the City’s consideration. (See Appendix A). This strategy called for:

- Vetting the proposed Community Visioning approach and process with key stakeholders in a focus group setting, and with other City departments active in the East AMP area.
Engaging in a variety of outreach activities, including:
- recruiting residents from the community to serve as Community Helpers in the process
- partnering with the Phoenix Boys and Girls Club to involve the youth of the community
- personally communicating with stakeholders about their opportunities to participate
- sharing information with local schools, churches and service providers and requesting their assistance in providing meeting space and spreading the word about the process
- issuing flyers door-to-door in the community to advertise the public meetings and the public comment period on the draft report

Offering the community a variety of ways to participate, including:
- Attending the public meetings
  - Participating in small group discussions
  - Providing oral or written comments in their language of choice
  - Viewing architectural drawings and casting their “vote” for preferred designs
  - Providing Spanish language translation, and sign language interpretive services
- Calling or emailing ideas and questions
- Sharing their ideas with the Community Helpers

Preparing a report of the Community Visioning results
- Making the draft report available in English and Spanish for public comment on the city’s website, and in hard copy at designated sites throughout the community
- Notifying stakeholders via email and door-to-door flyers about the public comment period and ways to access the draft report
- Incorporating public comments, as appropriate and feasible
- Making the final report available to the public

Stakeholder Focus Groups

Focus groups were convened with stakeholders including:
- public housing residents
- neighborhood leaders and community service providers
- educators
- businesses

The purpose of the focus groups was to gain feedback on the proposed approach for the Community Visioning Process, and obtain insight into the priorities of community stakeholders related to the public housing in the area. A Focus Group Summary report, including the presentation and notes, the list of invitees and a sample letter of invitation are included in Appendix B.

The key themes emerging from the focus groups include:
- The East AMP community has many strengths to build upon and opportunities to pursue.
- Engaging the full community and including all five public housing sites is valuable.
- Incorporating additional grassroots outreach efforts will improve the visioning process.
- Assuring the requests for community input are genuine, specific, and understandable will foster credibility and facilitate desired outcomes
- Following up on the input received, and continuing to engage and involve the community in implementation efforts is essential to success.
This and the more detailed feedback obtained from the focus groups provided a basis for the public meetings phase of the process.

Public Meetings

Five public meetings were held to gain community input regarding housing revitalization efforts and quality of life services that contribute to community health. Residents from all East AMP neighborhoods, the business community, educational and community service providers, and other interested parties were encouraged to participate.

The following outlines the schedule of public meetings:

- #1 – September 2, 2010: Community Strengths and Guiding Principles
- #2 – September 16, 2010: Quality of Life Priorities
- #3 – September 30, 2010: Housing Redevelopment
- #4 – October 14, 2010: Property Management and Maintenance
- #5 – November 4, 2010: Draft Visioning Results

We would like to offer a special thanks to the Phoenix Elementary School District #1 for the use of Edison Elementary School for meetings 1, 2, 4, and 5; and Shaw Elementary School for meeting #4. These schools are an important part of the community and conveniently located for meeting participants.

The public meetings were designed around the Community Visioning Objectives identified above. The public meeting materials, including the flyers, agendas, presentations and meeting notes from each session are included in Appendix C.

Each meeting opened with a presentation on specified topics, followed by small discussion groups led by facilitators. Each of four small groups discussed a predetermined set of questions for each meeting. Participants’ responses were noted by each facilitator, and included in the meeting notes from each session. The small group setting helped put participants at ease, and gave each person plenty of time to share their thoughts and ideas.

The small groups also helped to meet the more specific needs of various participants. For instance, the Orange Group included those who needed Spanish language translation. The Red Group was devoted exclusively to the community’s youth, giving them an opportunity to explore the concepts presented, and gain experience in sharing their ideas for their community. The Blue Group was open to all participants, and included sign language interpretation as needed for the hearing impaired. The Green Group was also open to all participants, and was facilitated by an architect. This group tended to draw participants who were most interested in the visioning process from a design and construction perspective, although their discussions were broader than these topics. Overall, this method of gathering community input was well received and gave each person the opportunity to be heard.

Community Strengths and Guiding Principles

The focus of the first public meeting was to provide an overview of the Community Visioning Process and its objectives. In addition, participants were informed of the many ways in which they could
participate in the process. The small discussion groups defined the community’s strengths, thus establishing the foundation for the Community Vision.

Community Strengths

- The East AMP is a good place to live, work and raise family
- Its neighborhoods have rich history, architecture, and active neighborhood associations
- The community is near downtown, arts, culture and sports venues
- The East AMP is close to the light rail/bus service, good jobs, education, medical care, parks, and restaurants.

In addition to articulating these strengths, participants recommended guiding principles for community revitalization efforts. These principles are to serve as a litmus test for a proposed effort’s consistency with the community’s vision.

Guiding Principles

- The community should be “walkable,” meaning people of all abilities should be able to move through the community with ease on convenient routes, with quality sidewalks, safe crosswalks and plenty of lighting.
- The community should be safe. Consider and incorporate measures to improve the safety of existing sites, and address the safety needs at future developments.
- Preserve affordable housing and attract mixed incomes. People who want to remain in the community should be able to do so affordably. In addition, attracting new residents with a variety of incomes will contribute to long-term community health and sustainability.
- Preserve open space. Do not allow construction to take over outdoor spaces. Preserving and improving recreational and natural spaces is valuable to the community.
- Private investment in surrounding properties. In addition to public housing revitalization efforts, private sector entities should explore options for making appropriate improvements to their properties in the community. Combining public and private sector investment in the area creates stronger and more sustainable community momentum.
- Make it easy and convenient for community members to connect with area businesses, parks, schools, churches, services and transportation.
- As new construction comes to the East AMP, assure it incorporates appropriate architecture, safe/energy efficient building materials, and modern amenities.
- Revitalization efforts should be respectful of existing neighborhood priorities. It should be considered in the context of its impact on individuals, families, neighborhoods and the community.

Having defined the community’s strengths, and the guiding principles for revitalization, public meetings focused on the specific visioning objectives.

Frank Luke Addition Revitalization/Housing Redevelopment and Architectural Design

**OBJECTIVE**: To engage community stakeholders in the redevelopment of the Frank Luke Addition.

**OBJECTIVE**: To obtain community input on the site plans, building designs, unit floor plans, and amenities that would contribute to the quality of life in the community.
The City of Phoenix is pursuing the revitalization of the Frank Luke Addition. The overall objective at the site is to demolish existing units, rebuild mixed income rental housing, and preserve an existing building for a parenting and early childhood education center.

Phase I – Housing for Seniors and Adults Living with Disabilities

Phase I will redevelop 60 units of public housing for seniors and persons living with disabilities. This phase is funded through the State of Arizona Low Income Housing Tax Credit program, and the City of Phoenix General Obligation Bond Program and is currently subject to a HOPE VI application. Largely, the community input process for this portion of the Frank Luke Revitalization occurred prior to the Community Visioning process. As such, the public meetings served as a forum to provide updates on this process, and gather any last minute input on amenities.

Phase I Exterior Elevation

The building will be developed in the Craftsman style using safe, energy efficient and green building materials. The site will include one and two bedroom units, private balconies, elevators, and common laundry facilities. In addition, the property will include secured common courtyards, a fenced pet run area, and a social/card playing room and kitchen. It will be a non-smoking facility.
The seniors/disabled housing community will be located on the northeast corner of 16th Street and Villa Street. As the site plan for the property demonstrates, vehicular access to the site will be on 16th Street and at the eastern end of the site on Villa. In addition, the building itself will be the prominent view from the major thoroughfares, and the parking will be located along the north and east sides of the property.
Relocation of tenants at the site is underway. Construction should begin in the summer of 2011. Construction should be completed, and the new site leased up by December 2012.

Future Conceptual Phases – Family Housing

In future phases, the City of Phoenix would like to develop mixed income family rental housing on the remainder of the FLA site. However, funding for these phases has not been secured to date. As such, these phases remain conceptual.
In an effort to obtain funding for a portion of the family housing phases, the City of Phoenix submitted an application for HOPE VI funding through the United States Department of Housing and Urban Development (HUD). Grant awards should be announced in spring 2011.

In preparation for submitting this proposal, the City utilized the Community Visioning process, and other venues as required by HUD, to obtain community input on site planning and design.

Community Visioning participants offered input on exterior elevations for the family housing. A Revitalization Design Gallery Walk was used to obtain this input. Four exterior elevation options were presented. Participants were asked to review the options and “vote” for their favorite designs. Interestingly, in the Community Visioning meetings, the votes were relatively even across the design options. However, in meetings with FLA residents, the preferred option was the cottage style. As such, the predominant style will be cottage, with the other elevations incorporated into the site to retain an urban feel and mix of interesting elevations.
In addition to input on exterior elevations, participants also identified interior and exterior amenities. The interior amenities suggested through the process that have been incorporated into the designs include but may not be limited to:

- Air conditioning, minimizing sound between units, secure exterior doors with peepholes
- More windows, larger kitchens and master bedrooms, separate dining area, and storage space
- Laundry facilities, ceiling fans, phone/internet/cable

The exterior amenities identified as important include, but may not be limited to:

- Open space, community gardens, fenced pet areas, benches and bike racks
- Community pool, ramada, and playground
- Fitness center, social room, community kitchen, vending machines, on-site parking

Based on the input received from the community, the vision for the future of Villa Street looks something like this:
Proposed Land Trade and Health Care Campus Expansion

OBJECTIVE: To solicit input on the desired amenities at alternate housing properties identified through the proposed Frank Luke Homes land trade that would be desirable to relocatees.

St. Luke’s Hospital would like to expand its medical services in the East AMP area. In doing so, they would like to utilize the Frank Luke Homes site to the east of the hospital as an expansion area. They approached the City to express their interest in a possible land trade for the Frank Luke Homes site.

After a community meeting to discuss St. Luke’s proposal, the Phoenix City Council authorized staff to enter into a development agreement for the area surrounding St. Luke’s Hospital, including the Frank Luke Homes site. However, this authority does not guarantee the trade will occur. To consider this option, the City of Phoenix must submit a demolition/disposition application to HUD for the Frank Luke Homes site. If an agreement can be reached, and HUD and City Council approve, St. Luke’s would secure newer alternate housing site(s) with market-rate amenities in exchange for the FLH site in “as is” condition. If this were to occur, FLH residents would be offered several relocation options, including but not limited to the alternate housing sites obtained in the trade.

Community Visioning participants were asked for their insights on the desired amenities St. Luke’s should be looking for in alternate housing sites. Participants recommended that alternate sites be located in the central city, near public transportation, employment, good K-12 schools, and medical care. The desired amenities at these sites were similar to those identified for the FLA on page 12 of this report, and added comments particularly on single story options and properties built in a fashion that minimizes noise between units.

In addition to these insights, Community Visioning participants were asked to provide feedback on the possible expansion of St. Luke’s Hospital. They voiced the following priorities:

- Attend to community health care needs
- Communicate regularly with the surrounding community
- Address related traffic and parking. Build parking structures if necessary.
- Consider architecture and building heights appropriate for the neighborhood
- Pursue additional services including retail, restaurants, a hotel, and another grocery store

In addition to these suggestions, participants also identified quality of life priorities that St. Luke’s should consider as it moves forward.

Housing Management

OBJECTIVE: To develop property management and maintenance strategies that will sustain or improve the quality of life at Sidney P. Osborn and A.L. Krohn Homes on Monroe Street and on Villa Street.

In keeping with the focus on quality of life, the Community Visioning process also defined priorities for the management and maintenance of the East AMP public housing sites not currently slated for redevelopment. The property maintenance priorities include:
More lighting  
Nice landscaping/flowers  
Maintain playgrounds and open space  
Graffiti removal  
Better quality replacement materials  
Exterminator services and pigeon control  
Better cooling  
Solutions for stagnant water on site

With regard to property management, participants expressed appreciation for the property management staff, and suggested that communications between residents and staff should continue and be strengthened. Residents valued the services provided by on-site staff, which have been reduced or eliminated due to budget cuts in these difficult economic times. City staff and the Community Visioning facilitator explained to participants that the budget situation is not likely to improve in the near term. Therefore, resources for addressing some of the priorities identified may not be forthcoming. That said, the City requested input on this topic so it could prioritize its scarce resources, and deploy any newly identified resources in accordance with community input.

In that context, the community indicated the following priorities for property management:

- Restore on-site staff as the budget permits
- Enhance security/more police presence
- Offer tenant education on proper disposal of trash
- Provide larger trash containers that residents can’t move
- Hire Spanish-speaking staff to assist residents
- Conduct more timely review and approval of work orders

**Quality of Life Priorities**

*OBJECTIVE: To define priorities for education and training, economic development/business/employment, health care, housing, public safety, and community support services that will support and enhance the redevelopment effort.*

Community Visioning participants were asked about priorities for several factors that contribute to quality of life. While a wide variety of ideas were discussed for each factor, the following summarizes the key themes.

*Education and Training:* The community expressed interest in a wide variety of education and training services for the East AMP community. These ideas ranged from wanting more technology in the neighborhood schools, to a variety of recreational classes such as crafts and athletics, to learning a trade. Two key priorities arose from the discussion. First, more early childhood education and parenting services, such as Head Start, are needed in the community. The City’s HOPE VI grant application prioritizes early childhood education in response to this community request.
Another priority focuses on building workplace and communication skills. There was a keen interest expressed for job training in specific trades. In addition, residents requested help developing strategies and skills for obtaining higher paying, steady jobs, perhaps in government offices. The overarching education and training need, however, was for assistance learning to read, write and speak English and to acquire and improve essential computer skills. Participants viewed these two classes as most important for advancing resident self-sufficiency.

Economic Development/Business/Employment: From an economic development perspective, community input focused on attracting various business services to the area, and making productive use of the vacant land in the neighborhood. In addition to the health care needs identified in the section below, input centered around attracting retail services, particularly clothing, housewares, laundry and mail services. In addition, the community expressed interest in places they can take their families for entertainment, and a place to go dancing for the adults in the community. Banking and financial services were also identified as a need, giving residents and local businesses access to capital and/or access to legitimate basic financial services. Finally, participants indicated an interest in circulator buses within the community that connect residents with the light rail.

Health Care: Participants identified a need for more accessible, proximate and affordable health care services they can access. Specific services include eye doctors, dentists, urgent care, laboratory and x-ray services, and a pharmacy. Some participants indicated they cannot utilize services at facilities in the community and are referred for services at more distant locations. In addition, concern was expressed for the uninsured and underinsured in the community. Finally, the community has an interest in various health and nutrition classes, particularly those pertaining to heart health, diabetes prevention or management and asthma. Participants felt these classes would help the community improve or manage their health more independently, thereby reducing the need for expensive medical services.

Housing: Housing priorities included property maintenance and homeownership. Regarding property maintenance, participants praised the property maintenance and enforcement services provided by the City of Phoenix and indicated a desire for more of those services to address community blight. In addition, some homeowners in the community would like to make improvements to their homes and address outdated electrical or plumbing systems, but they do not have the resources to do so. As such, interest was expressed in any City of Phoenix housing rehabilitation grant or loan programs that could help current homeowners maintain their homes. Finally, more homeownership is desired in the community, and was proposed as a possible productive use of some of the vacant land in the area.

Public Safety: The public safety priorities identified included more lighting on streets, sidewalks, public and private properties; crime prevention efforts focused on speeding, gangs and theft; more police patrols; and community education on the connection between blight and crime. In addition, residents mentioned the importance of strengthening and expanding Block Watches in the area, and coordinating efforts with the Van Buren Civic Association’s Crime Committee. Participants reported a positive relationship with the Phoenix Police Department.
Community Support Services: In addition to the priorities defined above, the community indicated a need for child care services, marriage counseling, community and senior centers, youth programs for early childhood through high school, and improvements at Edison Park that would make that space more inviting, useful, and beautiful in the community.

Given that many of the community priorities focus on community education, City staff requested input on ways to assure and/or improve resident participation in services provided. In some instances, services currently offered that address some of the priorities identified are underutilized. Community Visioning participants indicated that participation may be low because no child care is available, people may be unaware of the services or unable to attend due to work or family commitments, or they are afraid to attend because they fear their legal status in the United States will be questioned. To address these possibilities, participants suggested putting a newsletter in public housing rent notices, offering children’s programming at the same time as adult programming so child care is not an issue, offering community service credit for attending, and clarifying that identification is not required if applicable.

Recommendations

Revitalization of public housing in the East AMP can be a catalyst for a larger community endeavor that is respectful of existing neighborhood association priorities and plans, and encourages private sector participation and investment. All stakeholders can play important roles in community revitalization:

- Residents and local business owners can...
  - Get to know their neighbors, maintain their properties, and report crime
  - Utilize the community services currently available
  - Lead and participate in civic or neighborhood associations, Block Watches and/or tenant councils and increase the connections and collaborations among these organizations
  - Pursue education and employment opportunities necessary for self-sufficiency
  - Pursue resources for private housing and other funding opportunities.

- The business community (for-profit and non-profit) can...
  - Invest in the economic development priorities of the community
  - Communicate with neighborhoods and regard them as partners in revitalization
  - Collaborate to deliver community services efficiently and effectively
  - To the extent possible, hire and train local residents

- The public sector can...
  - Maintain or improve publicly owned sites in the community
  - Collaborate to deliver community services efficiently and effectively
  - Explore and continue public-private partnerships in the community
  - Assure proposed redevelopment is in keeping with the community vision

Specifically, the City of Phoenix should pursue the following priorities, as resources permit:
- Explore options for improving lighting and pedestrian walkways
- Pursue housing rehabilitation resources for public housing in the community
- Support community efforts to address crime and blight
- Collaborate with community service providers to raise awareness of and participation in existing community services

To facilitate meaningful coordination, a community visioning collaborative should be established. Participants should represent all East AMP stakeholder groups.

The success of community revitalization efforts will depend on the willingness of the community and residents as a whole to collaborate, partner and leverage resources for the realization of their common vision.
The purpose of this report is to outline a proposed Community Outreach Strategy for the East Asset Management Plan (East AMP) Community Visioning Project. This project will gather community input on the future of the public housing properties in the area. The strategies proposed are grounded in a strengths-based approach designed to engage participants in a process that builds on the positive attributes of the community, rather than dwells exclusively on overcoming its challenges.

Background

The East AMP includes five public housing sites near 16th Street and Van Buren. The City has indicated a desire to pursue funding for the demolition and redevelopment of the Frank Luke Addition (FLA) site on Villa Street, and to pursue a planning grant to explore options for demolishing and redeveloping the A.L. Krohn Homes Site on Villa Street. If funding is obtained, both sites would be redeveloped as mixed income housing, including public housing.

St. Luke’s Hospital has requested and the City is exploring a possible land trade at the Frank Luke Homes (FLH) site on 20th Street east of the hospital. In exchange for this site in as-is condition, St. Luke’s would purchase alternative multi-family sites that could be used to replace the units at the Frank Luke site.

In addition, the City would like community input on the property management and maintenance strategies that can be continued or added to sustain or improve the quality of life at the two remaining sites in the East AMP, Sidney P. Osborn Homes and A.L. Krohn Homes on Monroe Street.

Proposed Visioning Objectives

The following objectives are proposed for the project:

- To engage community stakeholders in the planning process for the possible redevelopment of the Frank Luke Addition and A.L. Krohn Homes sites on the north side of Villa Street.
- To obtain community input on the site plans, building designs, unit floor plans, and amenities that would contribute to the quality of life in the community.
- To define priorities for community support services, economic development, public safety, and education that will support and enhance the redevelopment effort.
- To solicit input on the desired amenities at alternate housing properties identified through the proposed trade that would be desirable to relocatees.
- To develop property management and maintenance strategies that will sustain or improve the quality of life at Sidney P. Osborn and A.L. Krohn Homes on Monroe Street.
- To fulfill community involvement requirements for multiple federal and local funding sources in a coordinated fashion.

Approach

The key to a successful community visioning project is excellent planning, clarity of purpose, well thought out community engagement strategies, effective grassroots outreach and follow-up, and ongoing internal and external coordination and communication throughout the process. A variety of
planning, outreach and input methodologies will be used in implementing the Community Visioning Project. Instead of limiting public participation to speaking in a large group setting, participants will be offered a variety of ways to provide input, including:

- Small Group Discussions
- Oral or Written Comments in a language of choice
- Non-Verbal Communication (see public meeting agendas below)
- Informal Discussions with Community Helpers - The City should consider engaging community members to be available during the public meetings for stakeholders to speak with on an informal, 1-1 basis to share their insights and ideas.

Translation services will be available, and opportunities to conduct proceedings in a community’s first language will be explored, to the extent necessary and feasible.

The project will also employ a “Buddy System” where East AMP team members will be assigned to communicate regularly with key stakeholders to keep them informed on the project and follow-up on issues that arise during the process. Team members will keep each other informed on issues raised. The TPF will ask the East AMP team to determine buddy assignments in their August 10 team meeting.

Project Planning Methods

1. East AMP Strategic Planning Session and Ongoing Team Meetings: The TPF shall convene and facilitate a Strategic Planning Session with the Housing Department East AMP Team. The purpose of this session is to:

   - Clarify the City’s vision for the East AMP community visioning project
   - Identify community outreach/involvement/training requirements for HOPE VI, Choice Neighborhoods Initiative Planning Grant, and the Land Trade, etc.
   - Develop strategies for fulfilling these requirements in a coordinated, effective manner
   - Review and refine if necessary the community visioning objectives
   - Define the message
   - Outline roles and responsibilities for the team

   The Strategic Planning Session will assure that all project team members are on the same page with a shared vision of how the project will roll out. Standing team meetings will be scheduled on an ongoing basis to assure continued coordination throughout project implementation.

   The City has tentatively scheduled separate HOPE VI community meetings and resident trainings in accordance with anticipated grant application requirements. The TPF proposes setting an overall East AMP community meeting schedule and coordinating meeting agendas to avoid duplication of effort or repetitive content, and minimize confusion in the community.

2. Interdepartmental Planning and Coordination: To assure information sharing among City departments that are active in the project area, the TPF shall plan and facilitate a follow-up session with Police, Parks and Recreation, Planning, Neighborhood Services, Community and Economic Development. This session will accomplish the following:
• Share this proposed strategy for the East AMP Community Visioning Project and obtain input on the proposed methodology.
• Obtain updates on what other City departments are doing in the area and discuss ways for the Project to complement, leverage or enhance existing area plans.
• Clarify what the City sees happening in this area in the short and long-term.
• Request input on stakeholders identified and methods for enlisting their participation.
• Facilitate ongoing interdepartmental communication and coordination.

In pursuing these discussions, the City will live up to the community expectation that “the right hand knows what the left hand is doing.”

A meeting with city departments was held on July 13, 2010, which preceded this strategy and the updated project timeline. The TPF recommends scheduling another session in the near term to present this strategy, provide an updated schedule, discuss the proposed HOPE VI meetings, and obtain any additional feedback.

Outreach Methodology

The proposed methods of community outreach are outlined below. Specific plans and agendas for the focus groups and public meetings are included in the sections that follow.

• Preliminary Outreach - Consider whether contacting the following to provide a “heads up” about the project is necessary before beginning the Community Visioning Process.
  o Phoenix Elementary School District
  o Key community service providers and businesses
  o Public housing Resident Advisory Council and any Site Councils
  o St. Luke’s Hospital
  o Neighborhood association leaders
    NOTE: The City indicated these players are aware of the East AMP projects, and therefore determined that additional preliminary outreach would not be pursued.

• Focus Groups
  o Issue an official invitation to the appropriate focus group session.
  o Send email reminders (or phone calls if necessary) of the upcoming focus group.
  o Send thank you notes via email (or hard copy if necessary) to the participants, encourage their participation in the upcoming public meetings, and enlist their support in encouraging others to attend and participate.

• Public Meetings
  o Prepare a flyer introducing the project. Email it to the stakeholders list, and have it hand-delivered to area residents and businesses.
  o Post flyers at public housing sites, schools, churches and other recommended sites.
  o Issue and post flyers in the same fashion in advance of each public meeting.
  o Use the buddy system to advise key stakeholders of upcoming meetings, and follow-up with them afterwards. Communicate timely with East AMP team any concerns raised.
• Draft and Final Report
  o Prepare a flyer and email advising that a draft plan is available for review and comment. Distribute the flyers in the same fashion outlined above.
  o Use the buddy system to follow-up with key stakeholders about the draft report.
  o Distribute a flyer and e-mail notice about the availability of the final plan.

Stakeholder Focus Groups

Focus groups will be convened with stakeholders including public housing residents, neighborhood leaders and community service providers, school leaders, and the local business community. The purpose of the focus groups will be to share information about the Community Visioning Project, gain feedback on the proposed approach, and obtain insight into the priorities of community stakeholders related to the public housing in the area. Information gained thru the focus groups will guide the public meeting planning and implementation process. Translation services will be available if necessary. The focus group agenda will be:

• East AMP Community Visioning Project Overview, Objectives and Approach
• Facilitated Discussions
  o Feedback on Visioning Project Objectives and Approach
    ▪ What do you see as the strengths of the proposed objectives and approach?
    ▪ Are there other objectives or approaches that should be considered?
  o Community Strengths, Guiding Principles and Priorities
    ▪ What do you see as the strengths of the East AMP community?
    ▪ What principles should guide prospective housing revitalization efforts?
    ▪ What key priorities in each of the following service areas will support and enhance the prospective housing revitalization effort?
      ● Community Support Services
      ● Economic Development
      ● Education
      ● Housing
      ● Public Safety
  o Wrap-Up and Next Steps

Notes will be taken at each of these sessions and a Focus Group report will be developed that captures all the comments provided and identifies the key themes emerging from each group, and overall. The Focus Group report will be used to guide the public meeting planning and implementation efforts.

Public Meetings

Five public meetings are proposed to gain community input into housing revitalization efforts and into the quality of life services that contribute to community health. Residents from all East AMP neighborhoods, the business community, educational and community service providers, and others interested in participating will be welcome. Translation services will be available at all meetings.

The proposed public meeting agendas are as follows:
Meeting #1 – Community Visioning Project Overview

- Project Overview, Objectives and Methods
- Ways to Provide Input
- Focus Group Results
- Break-Out Sessions – Participants will attend break-out sessions. Participants will discuss and the group leader will report out on the following topics:
  - Community Strengths and Priorities
  - Guiding Principles for Prospective Revitalization
- Wrap-Up and Next Steps

Meeting #2 – Housing Redevelopment

- Updates on Efforts to Revitalize the Frank Luke Addition and A.L. Krohn sites on Villa St.
- Update on Possible Frank Luke Homes (20th St) Trade and bioscience opportunities
- Break-Out Sessions – Participants will rotate thru sessions on the following topics:
  - Public Housing Revitalization: Site Planning/Unit Design/Amenities
  - Public Housing Revitalization: Safety and Security
  - Land Trade: Desired Amenities
  - Health Care Campus Expansion: Ideas and Options
- Wrap-Up and Next Steps (Instructions will be provided for the following at this time)
- Revitalization Design Gallery Walk – Renderings of each of the proposed exterior design styles included in the previous HOPE VI application will be posted around the room, plus a rendering showing how these styles might be combined in the area. Participants will be asked to view the existing design styles and “vote” for their favorite designs by placing a sticky dot on the sign posted next to each design. A board will also be available for “Other Design Ideas” so that participants may suggest alternative design styles if desired.

Meeting #3 – Housing Management

- Update on Public Housing Management and Maintenance Efforts
- Break-Out Sessions – Participants will define priorities for:
  - Exterior Maintenance
  - Interior Maintenance
  - Site and Amenities Maintenance
  - Safety and Security
- Property Maintenance Gallery Walk – The City could post before and after pictures of various property improvements made at other sites.
- Wrap-Up and Next Steps
Meeting #4 – Quality of Life Priorities

- Quality of Life Elements and how they relate to housing revitalization
  - Community Support Services
  - Economic Development
  - Education
  - Public Safety
- Available Funding for Additional Services: Clarify whether/what grant funds can be used to assist with quality of life services. If no funding is available for these elements, help participants understand how their feedback in this session will be used.
- Break-Out Sessions:
  - Community Support Services
    - What are the strengths of the community support services offered in the community?
    - What can be done to build on these strengths?
  - Economic Development
    - What are the strengths of the current business/retail services offered in the community?
    - What can be done to build on these strengths?
  - Education
    - What are the strengths of education services offered in the community?
    - How can we build on these strengths?
  - Public Safety
    - What public safety services are working effectively in the community?
    - How can we build on the strengths of these services?
- Wrap-Up and Next Steps

Meeting #5 – Present the Draft Plan

- Presentation of the Draft Plan
  - Community Strengths and Priorities
  - The Future of Public Housing in the East AMP
    - Revitalization Plans
    - Frank Luke Homes Trade
    - Management and Maintenance Strategies
    - Community Services and Early Childhood Education Strategies
- Opportunities for Public Comment (Approach should be defined closer to this meeting)
- Wrap-Up and Information on Accessing the Final Plan

Public Comment Period and Final Report

A public comment period should be established to allow the community time to digest the draft plan and offer comments. Copies of the draft plan could be made available electronically, and in hard copy at designated sites. Comments could be taken by email, in writing or by phone, if desired.
Once comments obtained on the draft plan have been incorporated, as appropriate and feasible, the final plan would be made available electronically, and in hard copy at designated sites.
**FOCUS GROUP INVITEE LIST**

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<thead>
<tr>
<th>Resident</th>
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<tr>
<td>Michael Davis</td>
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<td>East AMP Resident Council</td>
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<td>Ebony Scott</td>
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<td>Luke Krohn</td>
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<td>Rosa Palacios</td>
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<td>Amador Lopez</td>
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<td>Asia Harris</td>
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<td>CEO</td>
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<td>George Dean</td>
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<td>Greater Phx Urban League</td>
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<td>Todd Sanders</td>
<td>President/CEO</td>
<td>Greater Phx Chamber of Commerce</td>
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<td><strong>Neighborhood Leaders and Community Service Providers</strong></td>
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<td>Josh Watts</td>
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<td>Jeri Kendle</td>
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<td>Southwest Autism Research and Resource Center (SAARC)</td>
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<td>Darlene Newsom</td>
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<td>Karen Schmidts</td>
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<td>Sia Dixon</td>
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<td>Ken Vonderscher</td>
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<td>Phoenix Parks and Recreation Department</td>
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<td>Miram Zamora</td>
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<tr>
<td>Celeste Enochs</td>
<td>Principal</td>
<td>University Public School Phoenix</td>
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FOCUS GROUP SAMPLE INVITATION LETTER

July 30, 2010

Addressee

Dear Addressee,

The City of Phoenix Housing Department invites you to participate in a community visioning process that will guide the future revitalization and maintenance of five public housing sites near 16th Street and Van Buren. These sites, as shown on the attached map, comprise the Housing Department’s East Asset Management Project area (East AMP). The City is seeking funding from a variety of sources to improve these sites, and enhance their contribution to the surrounding residential and business community.

To begin the community visioning process, the City has hired Sarah Armistead, a facilitator experienced in neighborhood revitalization, to convene community focus groups. These focus groups will provide insight into community strengths and priorities and identify ways public housing can enhance these strengths and priorities. A focus group will be held with each of the following:

- Current public housing residents
- Local community service providers and neighborhood leaders
- Area business and economic development organizations
- Education providers

I would like to personally invite you to participate in the Neighborhood and Community Services focus group, scheduled for Thursday, August 12, 2010 from 5:30 – 7:00 p.m. at Luke Krohn Community Center, 1940 1/2 E. Villa. Your insights as a resident are essential to the success of our efforts to sustain and improve the quality of the public housing in the East AMP community. Please RSVP to Sarah Armistead, Legacy Training and Consulting, at 602.882.0670 or sarmistead1@cox.net by August 9, 2010.

Sincerely,

Dee Wheeler-Cronin
Assistant Housing Director

Enclosure

cc: Kim Dorney, Housing Director
FOCUS GROUP SUMMARY REPORT

The City of Phoenix Housing Department commissioned Legacy Training and Consulting to facilitate four community focus groups to gain input on a proposed East Asset Management Project (East AMP) Community Visioning Process. The Visioning Process is intended to engage community stakeholders in developing a vision for the future of five public housing sites near 16th Street and Van Buren Street.

BACKGROUND

The City of Phoenix provided a list of stakeholders to be invited to the focus groups, requesting that each group include approximately 4-8 participants. These groups included:

- Public housing residents
- Neighborhood leaders and community services providers
- Business and economic development organizations
- Educators

A total of 23 stakeholders participated in the focus groups and/or submitted comments in writing. These stakeholders represented the following organizations:

- East AMP public housing communities
- Eastlake Neighborhood Association
- Garfield Organization
- Phoenix Elementary School District #1
- Phoenix Revitalization Corporation
- United Methodist Outreach Ministries
- St. Vincent de Paul
- Greater Phoenix Urban League
- Van Buren Civic Association
- Chicanos Por La Causa
- Local Initiatives Support Corporation
- Phoenix Boys and Girls Club
- St. Luke’s Hospital

Attendees represented a good cross-section of the East AMP community and provided valuable insights into the visioning process. Additional community stakeholders were invited to the focus groups, but were unable to attend.

FOCUS GROUP RESULTS

Each focus group utilized the same agenda which included an overview of the proposed Community Visioning Process, requested feedback on the proposed process, and asked a series of questions about
community priorities. The presentation used in the focus groups is included as Attachment A to this report.

The following outlines the questions asked of focus group participants and summarizes the responses received. A detailed listing of comments from each session is included as Attachment B, including the written comments submitted by one of the participants.

**Feedback on the Proposed Approach**

Overall, the focus group participants identified the following as strengths of the proposed Community Visioning Process.

- Includes and addresses all five public housing sites
- Engages the larger surrounding community
- Takes a comprehensive approach to community visioning
- Meeting notices delivered door-to-door includes every residence and business in the area
- Offers a wide variety of ways for people to participate in the meetings, including the use of small group discussions and translation services

The following suggestions were made to strengthen the approach:

- Incorporate more ways to educate residents and business owners on why their participation is important and how it can impact their community.
- Add more grassroots approaches including:
  - Engaging faith-based organizations
  - Enlisting the support of established community based organizations to help spread the word, build trust and encourage participation
  - Encouraging youth to get involved
- Be very clear about the scope of the project, the specific input the City is requesting, and how the input will be used.
- In addition to flyers, consider putting notice of the visioning meetings in with rent notices and/or the City's water bill.
- Consider varying the meeting times.

**Strengths of the East AMP Community**

Participants identified the following strengths of the East AMP community:

- Public housing residents appreciated the following related to their housing:
  - Police are doing a good job of helping the community stay safe.
  - Housing Department staff is open and willing to discuss and help residents with issues of concern to them. The maintenance staff is also helpful.
  - Community centers, computer labs and playgrounds are really valued.
• Convenient to downtown, the airport, medical services, employment, and transportation
• The people
• Rich in cultural, historic, and architectural diversity
• Amenities within walking distance and/or nearby including restaurants, grocery store, schools, recreation, downtown arts and cultural events
• Partnerships within the community demonstrate commitment to revitalization efforts

Guiding Principles for Revitalization

The facilitator asked each of the focus groups to provide input on guiding principles the City should consider when evaluating various housing revitalization opportunities. The following highlights their responses.

• Think big...be comprehensive
• Transparency
• Shaped by significant and meaningful community involvement
• Public housing residents should have a variety of good housing choices. Mixed income approach is good as long as it includes adequate affordable housing as the community defines affordable, and also protects the current community demographic
• Consider the impact of any decision at the family level, the neighborhood level, the school level (particularly as it pertains to student enrollment), and the community level
• Safety, accessibility, and quality design

Key Priorities for the Community

Members of the focus groups were asked to articulate key priorities for the community in the following five areas:

• Community Support Services
  o Community centers and recreation spaces open to the entire community that provide adult education opportunities, and safe, supervised activities for seniors and youth
  o Support for neighborhood organizations and assistance with programs such as DARE, Block Watch, and other community-based public safety initiatives
  o Access to amenities such as medical care, public transportation, technology
  o Shade
  o Community gardens. Assure development plans preserve open space.

• Education
  o Continuum of quality education services from early childhood, elementary, middle-school, high-school, college, trade and adult education options.
  o After-school programming for youth, including mentoring, tutoring & reading programs
  o Consideration of school enrollment. Proactive marketing to draw new students and families to the area.
○ Quality, affordable childcare
○ Classroom space for early childhood education opportunities. Close geographic gaps where Head Start is not available.
○ Build new and strengthen existing relationships between schools and parents, businesses and service-providers

• Housing
○ Quality design that contemplates safety, parking, open space and lighting
○ Variety of affordable housing opportunities
○ Ongoing code enforcement efforts to improve property maintenance
○ Housing rehabilitation services for single-family homes and rental properties in the neighborhood that could address safety issues, energy-efficiency & curb appeal
○ Consider housing development on vacant land in the area
○ Effective property management at public housing sites to assure occupancy standards are upheld, and “rowdy” neighbors and their friends are addressed timely.

• Economic Development
○ Engage the larger business community in the revitalization efforts. Identify “value for value” partnerships that promote investment in the community.
○ Attract and retain mostly “mom and pop” businesses to provide key services that are currently lacking, including clothing stores, a pharmacy, household goods, laundromat.
○ Make Van Buren more accessible and walkable. Extend the downtown overlay guidelines and include live/work space.
○ Attract financial services for residents such as legitimate banking, mortgage, insurance, and financial education/coaching services.
○ Offer more “short-haul” transportation services in the community.
○ Write into grant applications a request to fund a position dedicated to resource development for the broader revitalization efforts.
○ Identify a private sector “lead” to pursue additional economic development opportunities and resources that are not available to thru the City

• Public Safety
○ Support for bike patrols, Block Watch, and other public safety programs.
○ Police collaboration with code enforcement efforts
○ Regulate liquor licenses, and close adult video stores
○ Evaluate/improve infrastructure such as roads, sidewalks, lighting and landscaping. Consider the flow of pedestrian traffic in the area, particularly crossing 16th Street.
○ Ongoing commitment from the police to build trust in the community with cultural sensitivity and community-based policing.
○ Address the impact of homelessness and jail releases in the community.
CONCLUSION

The key themes emerging from the focus groups include:

- The East AMP community has many strengths to build upon and opportunities to pursue.
- Engaging the full community, and including all five public housing sites is valuable.
- Incorporating additional grassroots outreach efforts will improve the visioning process.
- Assuring the requests for community input are genuine, specific, and understandable will foster credibility and facilitate desired outcomes.
- Following up on the input received, and continuing to engage and involve the community in implementation efforts is essential to success.

The feedback obtained from the focus groups provides a basis for the City to advance its efforts in the community. The City also recognizes that, while the feedback noted here is representative of the people in attendance at the focus groups, other members of the community may have additional or significantly different ideas. The Public Meeting process will assure that additional voices will be heard and also have the opportunity to shape the Community Visioning process and its outcomes.
Today’s Agenda

- East AMP Community Visioning Project Overview
- Feedback on proposed approach
- Community strengths, guiding principles and priorities
- Wrap-up
Community Visioning Process Overview

Proposed CVP Objectives

- To engage community stakeholders in the planning process for the possible redevelopment of the Frank Luke Addition and A.L. Krohn on Villa Street.

- To obtain community input on the site plans, building designs, unit floor plans, and amenities that would contribute to the quality of life in the community.

- To define priorities for community support services, economic development, public safety, and education that support/enhance redevelopment efforts.

- To solicit input on the desired amenities at alternate housing properties identified through the proposed trade that would be desirable to relocatees.

- To develop property management and maintenance strategies that will sustain or improve the quality of life at Sidney P. Osborn, and A.L. Krohn Homes on Monroe Street.
## Community Visioning Process

### Focus Groups – August 2010
- Residents
- Neighborhood Leaders & Community Service Providers
- Business and Economic Development Organizations
- Educators

- Feedback will guide CVP implementation

### Public Meetings – September and October 2010
- #1 – CVP Overview and Community Priorities
- #2 – Housing Redevelopment
- #3 – Housing Management
- #4 – Quality of Life Services
- #5 – Presentation of Draft Report

- Public Comment Period – Early November

- Final Report – Mid-December
Approach

☑ Ways stakeholders can provide input
  - Small Group Discussions
  - Oral or Written Comments in a language of choice
  - Non-Verbal Communication
  - Translation services

Outreach Methods

☑ Public Meetings
  - Prepare a flyer introducing the project. Email and hand-deliver door-to-door to stakeholders.
  - Post flyers at public housing sites, schools, churches and other recommended sites.
  - Issue and post flyers in the same fashion in advance of each public meeting.

☑ Draft and Final Report
  - Prepare, distribute and post a flyer/email advising:
    - draft plan is available for review/comment and where
    - when final plan will be made available and how
What are the strengths of the community visioning plan?
Are there other things we can do to encourage people to participate?
What do you like most about the East AMP community?

What principles should guide revitalization efforts?
What services are most important for the East AMP community?

- Community Support Services
- Economic Development
- Education
- Housing
- Public Safety

THANK YOU FOR YOUR INPUT!
What are the strengths of the community visioning plan?

Neighborhood Leaders and Community Service Providers:
- Includes large area around the public housing sites, including Garfield and Eastlake
- Use of different modes for response/feedback
- Traditional approach

Residents:
- including the whole area important because it affects all areas
- Many ways to participate besides speaking in a large group

Education:
- Bilingual communication availability
- Door to door outreach
- Feedback on architecture
- Small groups good

Business:
- All encompassing
- Considering all housing properties
Are there other things we can do to encourage people to participate?

Neighborhood Leaders and Community Service Providers:
• Provide more detailed information about the process
• Provide parameters about what options can be considered
• Define “revitalization” – is it just for the housing or the larger area
• Outreach- identify the providers, leaders to have direct conversations – who connects with the residents best? How does it impact them – to get them to come out for meetings?
• Take a more grassroots approach

Residents:
• Include outreach specific to youth
• Cambodian language – reading class
• Include notice in water, gas or rent notices
• Need resident participation

Education:
• Work with faith based orgs (before/after services for meetings)
• Possibly use schools as meeting location
• Expand times, other than evening/weekday
• Contact ASU Downtown
• Message – be a part, make a difference, give back to community, include potential benefits (safety)

Business:
• More meetings
• Faith based organizations
• Educate residents on why their involvement is important (jobs, education, larger redevelopment issues, value)
• Build trust to encourage participation (overcome possible fear to come to meetings, SB1070)
• Engage help of community organizations that already have trusting relationship
What do you like most about the East AMP community?

Neighborhood Leaders and Community Service Providers:
- Location, light rail, hospital
- People
- Accessibility
- History, structures and people
- Educational institutions (Gateway, County)
- Downtown arts/entertainment culture
- Organizations have history

Residents:
- School
- Police/safety
- Maintenance staff is helpful
- Staff is open/willing to discuss and help with issues
- Senior centers/services (re-open/new)
- The more involved neighbors are, the more open they are to help
- Computer labs
- Playgrounds

Education:
- Children
- Families
- Culture/history of the community
- Light rail
- Business partners
- The community appreciates their school’s efforts and outreach
- Restaurants
- Amenities within walking distance
- Dedication to the revitalization efforts underway

Business:
- Transportation access
- Location (downtown, jobs)
- Significant investment already underway
- People that care
- Key leaders in the area (Garfield, Eastlake)
- Historic community
- Large faith based organizations
What principles should guide revitalization efforts?

Neighborhood Leaders and Community Service Providers:
- Choice for residents
- Safety
- Affordability, what do people say is affordable
- Resident driven, development of choices
- Preserve current resident demographic
- Opportunities need to be beneficial to community (what comes as part of revitalization)
- Look at impact at all levels of scale (i.e., family versus neighborhood, versus larger community)

Residents:
- Safety
- Design
- Community involvement
- Elderly, disabled (accessibility and safety)
- Schools
- Markets, stores

Education:
- Enrollment at schools
- Incentives for attracting police, PESD teachers and St. Luke’s employees to the mixed income housing to be developed
- Marketing to hospital employees to bring their kids to school in the East AMP community.
- Safe open spaces – parks
- All relocatees should have the same variety of housing choices in relocation
- Use land in the neighborhood (County)
- Create environment for greater community participation

Business:
- Hand up not hand out
- Transparency
- Comprehensive neighborhood revitalization (look at all options, non-traditional)
- Mixed income approach
- Think big
What Community Support Services are most important for the East AMP community?

Neighborhood Leaders and Community Service Providers:
- Community Center (adult education, language, tutoring, computer lab, job training) open to larger community, not just the public housing sites
- Support for neighborhood efforts/training
- Public transportation
- Medical care
- Recreation facilities
- Shade

Residents:
- Community center, Senior center
- Organizations that cater to youth, at-risk, etc (like UMOM)
- Programs like DARE, Block Watch

Education:
- Health services (satellite clinics in housing facilities, schools)
- Technology (internet availability)
- Crossing guard assistance
- Parent education (parenting, adult education, language, job/career)

Business:
- Employment and training (fiscal literacy)
- Education (youth and adult)
- Dedicated commitment to include residents
- All types of jobs should be included/promoted
- Health services linked to community
- Value to value commitments with partners
What Economic Development services are most important for the East AMP community?

Neighborhood Leaders and Community Service Providers:
- Community gardens (need to preserve open space in general and land for gardens in particular)
- Mom & Pop operated businesses
- Van Buren more accessible/walkable
- Downtown overlay guidelines extended
- Live/work space
- Laundromat

Residents:
- Clothing
- Household items
- Pharmacy

Education:
- Laundromat
- Clothing (uniforms)
- Retain/support small business
- Community van for transportation around the area

Business:
- Engage larger business community (extension of downtown business district)
- Identify potential private sector partners that could invest in the community tapping into resources that may not be available to the City of Phoenix.
- Identify investment opportunities for prospective value to value partnerships
- Business loan funds to support ideas, small businesses
- Identify someone outside the City (private sector) to lead the economic development effort
- Write into grants funding for a position dedicated to resource development to research and cultivate partnerships (ie Blue Cross/Blue Shield idea)
- Financial services for residents (availability of legitimate banking, mortgage, insurance, financial education/coaching)
What Education services are most important for the East AMP community?

Neighborhood Leaders and Community Service Providers:
- Communication about what is available
- Daycare
- Schools – all levels (public, trade, etc)
- Enrollment issues and impact on schools/neighborhood

Residents:
- Tutoring, reading
- Afterschool programs
- Community center activities/tutoring
- Activities available at various times to accommodate different parent work schedules
- Adult resources (education, language tutoring)

Education:
- Daycare
- Early childhood classroom space
- Head start facilities (geographic gaps?)
- After school activities (parks and rec, boxing)
- Transportation to afterschool services (Boys and Girls, YMCA)

Business:
- Scholarships – all grades
- Mentorship programs
- Tools for schools – special programs
- Local businesses involved in local schools
- Parent/school relationships
What Housing services are most important for the East AMP community?

Neighborhood Leaders and Community Service Providers:
- Affordability
- Code enforcement (NPO/Blight)
- Code enforcement on city properties – maintenance
- Opportunities for building pride in community
- Police collaboration with code enforcement
- Regulation of liquor licenses

Residents:
- Closely monitor and address number of occupants per unit
- Variety of housing (rental, ownership)
- Design
- Lighting
- Parking, safe
- Appropriate design for the community

Education:
- Assuring affordability to current residents
- Safety (electrical, housing systems)
- Energy efficiency, LEED certified
- Community garden

Business:
- Homeownership rehabilitation (private rental)
- Affordable housing options
- Code enforcement
- Look beyond public housing to all housing types in the area (single family, rental, etc)
What Public Safety services are most important for the East AMP community?

Neighborhood Leaders and Community Service Providers:
- Redevelop with safety in building design
- Communication system to guide efforts in smaller neighborhoods to address community –coalition idea
- Community centers for children (use schools – shared sites)

Residents:
- Neighbors need to get to know neighbors so they can watch out for each other and tell who is around – who lives in the community and who doesn’t
- Active Police presence
- “Rowdy” neighbors
- Lighting

Education:
- Officers on bicycles
- Outreach from PD
- Neighborhood watch/Block watch
- Crossing 16th St, visibility
- Lighting
- Landscaping, street design (traffic calming)
- Positive inviting place for children to go

Business:
- Police commitment to establishing trust, short of response times
- Traffic flow, conditions of infrastructure – roads, sidewalks, lighting
- Police training – cultural sensitivity, community based
- Make better use of the Fire Department in the community
- Commitment to addressing impact of homeless, jail releases
- Get rid of adult video store(s) in the area
Phoenix Public Housing Department Community Visioning Focus Group – Community Strengths and Priorities and Ways Public Housing Can Enhance Them

Submitted by:
Mike Bell, Director
Ozanam Manor
Society of St. Vincent de Paul
1730 E. Monroe Phoenix, AZ 85034
August 12, 2010

Community Strengths

1. Good mass transit service; bus and light rail
2. Close to Downtown Phoenix, the Phoenix Gateway and Tempe, employment and community services
3. Close to educational institutions, including ASU and GateWay Community College
4. St. Luke’s Medical Center and medical complex
5. Hispanic and African American business/cultural/community resources including Ranch Market, Mrs. White’s, La Tolteca, Pilgrim’s Rest Baptist Church
6. Plentyful potentially affordable single family housing
7. Social services that serve needs of the local and larger communities and do not concentrate transient or homeless people. Through the Van Buren Civic Association, the following local agencies have played a role in reduction of prostitution and related crime along the East Van Buren corridor:
   - Catholic Charities Dignity Diversion 1234 E. Washington
   - Community Housing Partnership 609 N. 9th St.
   - Ozanan Manor/St Vincent de Paul 1730 E. Monroe
   - Goodwill Industries of Central Arizona 417 N. 16th St.
   - Phoenix Youth at Risk 1001 E. Pierce
   - Maggie’s Place (located in the study area)

Community Priorities

The following priorities have been developed by members of the Van Buren Civic Association (VBCA) over the past decade and a half. The VBCA, representing the area from 7th St. to the Tempe border and from the 10/202 freeways south to the airport and railroad tracks, provides a forum and opportunity for collaboration among leaders of local businesses, neighborhood associations, social service agencies, educational institutions, healthcare providers and law enforcement and regulatory agencies, such as the Phoenix Police, the City Prosecutor’s Office and the Arizona State Liquor Board.

1. Reduce crime in the area, including prostitution, human trafficking, drop houses and related crime, burglary, theft and violent crime including domestic violence
2. Regulate and reduce licensing for liquor stores, liquor establishments and dancehalls, especially those that sell to inebriates or youths or whose principals
have criminal backgrounds – regulate and reduce liquor licensing for sexually oriented businesses

3. Increase economic and housing development that increases mixed income presence without displacing low-income population – Escalet Central City Apartments at 3606 E. Van Buren is good example of low income housing with excellent maintenance and implementation of crime-free multihousing - sensitive use of transit oriented development opportunities (12th and 24th St light rail stops) to increase density and vitality

4. Develop public amenities, such as East Lake Park, and reduce blight and graffiti – improve Van Buren and other streets through planting trees and other shading, making streetside more pedestrian and business friendly by calming traffic, allowing on-street parking, etc.

How Public Housing can Enhance Local Community Strengths and Priorities

1. Facilitate public housing tenants’ role as community asset; support local business, make public transit more economically viable, block watch and other tenant organization to deter and report crime

2. Housing management should continue to back up tenant anti-crime efforts by not tolerating criminal activity and gang intimidation among tenants

3. Tenant population should become more mixed in income, background and education level to increase density and provide for better leadership for tenant organizations

4. Public Housing management should maintain facility repair and cleanliness, while delegating as much responsibility as is feasible to tenants

5. Public Housing should engage in creative collaboration with businesses, public services, educational institutions and social services, like Ozanam Manor, to bring services to tenants and strengthen the surrounding community. These collaborations may include providing space in public housing properties for these services to maximize accessibility to tenants and provide for other synergies with the outside community.

Mike Bell’s Bio

Richard “Mike” Bell is St. Vincent de Paul’s Director of Shelter Services and has been responsible for the Society’s Ozanam Manor transitional housing program for elderly and disabled homeless adults since 1987. He is a graduate of the University of Minnesota and has a M.A. in Psychology from Michigan State University. He has also studied environmental psychology and social work at Arizona State University. In 2005, Mike was awarded a Virginia G. Piper fellowship that included site visits to research best practices in services to homeless people. He has been co-chairman of the Van Buren Civic Association’s Crime Prevention and Reduction Committee from 1999 until the present. Between 2002 and 2005, Mike served on the City of Phoenix’s Central City Village Planning Committee. From 1975 to 1978, Mike was a Peace Corps volunteer in Kuala Lumpur, Malaysia, where he taught psychology at the National University in the Malay language.
Ozanam Manor at a Glance
- Temporary Transitional Housing
- Homeless Disabled Adults or Adults age 50 and above
- 40 Beds
- Separate Men’s and Women’s Dorms
- Three Daily Meals plus Snacks
- Free Laundry
- Individual Case Management
- Mentoring
- Group Activities and outings
- Sliding Scale Fees for Residents

Ongoing Needs
- Twin-size Bed Sheets, Pillows and Towels
- Books
- Games
- Tickets to Movies, Sporting and other Events
- Personal Hygiene Items
- Donations
- Ask About Our Current Capital Improvement Projects

BECOME A PART OF THE OZANAM MANOR COMMUNITY

Ozanam Manor is named in honor of Frederic Ozanam, who founded the Society of St. Vincent de Paul in Paris in 1833. The Society of St. Vincent de Paul is an international organization with more than 120,000 members in the United States, and 650,000 members in 135 countries. It is dedicated to serving the poor and providing others with the opportunity to serve.

St. Vincent de Paul has more than 3,000 members in 84 parish-based chapters, called Conferences of Charity, located throughout central and northern Arizona.

Other Programs and Services offered at the Society of St. Vincent de Paul include:
- HOME VISITS: St. Vincent de Paul volunteers make home visits – a cornerstone of the Society since it was founded. These personal home visits provide more effective assistance to those in need. Food boxes, limited financial assistance with rent or utilities, referrals and encouragement are offered.
- FEEDING THE HUNGRY: Hot meals are prepared and served to the homeless and working poor in five dining rooms and at 18 non-profit agencies throughout the Phoenix area. Hundreds of thousands of pounds of food are processed for distribution to the needy in the form of food boxes.
- HELPING THE HOMELESS: Homeless individuals are assisted with showers, haircuts, hygiene products, clothing and job referrals.
- MEDICAL AND DENTAL CARE: The Virginia G. Piper Medical & Dental Clinic provides medical and dental care to families without health insurance. Portable medical equipment is loaned to the elderly and disabled.
- THRIFT STORES: A number of thrift stores are operated in the Phoenix area as well as central and northern Arizona. They are a place where people in need — and the general public — can shop for low-cost clothing, furniture, and household items.

SOCIETY OF ST. VINCENT DE PAUL
OZANAM MANOR TRANSITIONAL HOUSING

LEGACY Training and Consulting
A Step Toward Independent Living

Operated by the Society of St. Vincent de Paul, Ozanam Manor serves a vulnerable segment of the homeless population—adults, 18 and above, who are physically or mentally disabled and those aged 50 and over—by helping them move from homelessness onto the path to independence. Nurtured by caring professional case managers, housing staff, volunteers and each other, Ozanam Manor residents work toward the goal of moving to permanent housing with independent living skills and the resources needed to succeed. Residents develop a comprehensive written plan to achieve this and meet regularly with case managers to monitor progress as they carry it out.

Volunteer mentors, who have had successful business or professional careers, are available to help residents in specific areas, such as literacy, interpersonal relations, job-seeking skills or computer skills.

The environment at Ozanam Manor is loving and supportive. Group activities are designed to help residents rebuild the skills they need to live successfully in mainstream society. By helping in the dining room, with housekeeping and groundskeeping tasks, and other community duties, residents develop a sense of belonging, responsibility, and pride in Ozanam Manor. They also earn credit that can be used at St. Vincent de Paul Thrift Stores for furniture and housewares when they move into their own apartments. Staff support and crisis response are available around the clock for the well-being and safety of all residents.

Ozanam Manor staff follow up with residents who have moved to independent housing for three months to ensure they receive the support needed to maintain housing and overcome challenges during this critical time.

Mentor Jerry Burdick talks with Mike, one of the Ozanam Manor residents.

A Simple Referral Process

If you know a homeless adult who is 50 or over, or disabled and needs transitional housing, call Ozanam Manor during business hours for a preliminary screening. If it appears that your friend may be eligible, we will schedule an interview with the person at Ozanam Manor.

Referral Number: (602) 495-3050 Ext. 10
Business Week: Open Monday - Friday
Hours: 8 a.m. - Noon; 1 p.m. - 9 p.m.

Ozanam Manor does not discriminate on the basis of race, origin, religion, or gender.

Reasonable accommodation and alternative format available upon request.

How You Can Help Reduce Homelessness

VOLUNTEER

We cannot provide this crucial program without volunteers! The Ozanam Manor staff welcomes you to tour our facility, meet some of the residents and learn more about how to help.

If you are interested in volunteering or taking a tour, please call Mike Bell, Director of Shelter Services at (602) 495-3051 Ext. 15.

CONTRIBUTE

Help support Ozanam Manor financially or with in-kind donations. Your donation helps house and feed homeless people who are working hard to overcome adversity and regain their independence, where true living and their God-given potential begin to grow.

Ozanam Manor depends on your generous contributions to survive. We also receive assistance from the Arizona Department of Economic Security Office of Community Partnerships and Innovative Practices Social Service Block Grants; The City of Phoenix Emergency Shelter Grants; The Federal Emergency Management Agency; the United Way; corporate and foundation grants; St. Vincent de Paul; and whatever fees clients are able to pay. Public funding sources vary from year to year.

St. Vincent de Paul/Ozanam Manor does not receive funding from the Annual Catholic Diocesan CDA Appeal.

Please make checks payable to St. Vincent de Paul.
October 21, 2010

Ms. Dee Wheeler-Cronin  
Deputy Director  
City of Phoenix Housing Department  
251 West Washington, Fourth Floor  
Phoenix, AZ  85003

Subject: Community Visioning Project for the East AMP  
St. Luke’s Neighborhood

Dear Dee:

Per our earlier meeting and discussions regarding the Community Visioning Project program for the East AMP, we’ve reviewed the CVP Objectives defined in the Focus Group Presentation and offer the following commentary.

The first defined Objective of the CVP is “to engage community stakeholders in the planning process for the possible redevelopment of Frank Luke Addition and A.L Krohn on Villa Street”.

Bioscience Development Partners, as you know, was the first “stakeholder” and promoter of the concept of a collaborative effort between the City, BDP and IASIS to engage in a comprehensive renewal program for the neighborhood, focused on, concurrently, 1) revitalization of the aged residential communities and 2) the development of the vacant land around St. Luke’s Hospital. The envisioned revitalization program targeted both a significant increase in the number of total housing units in the neighborhood AND the creation of a healthcare and translational research campus and employment center immediately adjacent to the Hospital.

As such, we see the current Community Visioning Project as a key step in the ongoing collaboration between the City, BDP, IASIS and other stakeholders to reinvigorate the eastern edge of Downtown. We’re happy to offer our perspectives, and our thoughts and opinions, as the CVP evolves. We have been, and will continue to be, fully engaged in this effort.

The second defined Objective of the CVP is “to obtain community input on the site plans, building designs, unit floor plans, and amenities that would contribute to the quality of life in the community”.

We have carefully reviewed the original site plans, building designs and unit plans created for the Hope VI application effort on the Frank Luke Addition (FLA) community site, as well as recent updates to those plans, and have several comments:

- **Planning Context.** The Site Plan for FLA included in the Hope VI application is generally well conceived, and, in keeping with our early discussions with you, Bilofilm, and IASIS, uses the successful plans and unit mixes for the City’s Matthew Hanson community as a design platform. As you well know, we have been, and are, strong
supporters of the inclusion of senior housing in the revitalization of the larger neighborhood, and are happy to see that element in this plan.

- **Site Planning Matters.** We have reviewed several evolutionary arrangements of the various building types which comprise the FLA community, and several matters are worthy of mention.

  First, the location of the community’s only traffic entry from Villa Street is very close to the intersection of Villa and 16th Street. That intersection will become a key egress point for traffic from both the FLA community and from the planned Research Campus, and BDP has long supported the concept of an additional lane on the north side of Villa to allow a steady flow of traffic onto northbound 16th Street. The FLA entry at its current location will undoubtedly create traffic conflicts, and we look forward to our scheduled meeting next week to discuss the prospect that this entry point can be moved to the east along Villa.

  Second, we infer from the Site Plan that parking for the FLA community will be contained within the community itself, and support that approach. However, in the most recent rendition of the FLA Site Plan, we have estimated that there are 351 on-site parking spaces. Given the mixed-income community approach for FLA, we’re concerned that the current number of on-site spaces will be insufficient to meet both resident and visitor needs, and that streetside parking along Villa is being considered as an option to meet FLA needs.

  Both BDP and IASIS are concerned that allowing on-street parking on Villa between 16th Street and 18th Street for FLA residents or visitors will create a significant traffic safety problem. Over the past three years, we have traversed Villa hundreds of times between 20th Street and 18th Street, and have yet to feel safe in driving along that street section at any time of day or night, given the number of automobiles parked along that street and the number of school-aged children who occupy the adjacent communities. Expanding that current problem to include the length of Villa between 16th Street and 18th Street, particularly given the plans BDP has presented to the City regarding the scope of the development program for the new Research Campus, would seem counterproductive to a CVP goal of increasing public safety in the neighborhood.

  We note that there are four building types utilized in the program for FLA, including three different three-story structures, each with a unique composition of units and seemingly different facades. We’re not certain about the reasoning for four façade treatments (perhaps they were conceptual only), but feel strongly that a consistent design theme should be maintained. We could easily envision several façade variations in the community, but not the entire range.

  Generally, we prefer the Cottage style elevations but admit that the Craftsman style is attractive and perhaps “connects” architecturally with some of the bungalow executions in the Garfield neighborhood.

  We particularly favor the Site Plan’s interior open spaces, and the City’s commitment to these spaces in both establishing the “community” feel and as areas for play for the kids.

  We were originally pleased that the Community Resource Building was located at the 18th Street and Villa intersection, which BDP feels will be an important “control point” for kids traveling to and from Edison School from Sidney P. Osborn. We felt that low rise Community Building would have helped define the both the importance of the building as a “community center” and the importance of the building as a de facto “safety regulator” at the pedestrian intersection. The newly planned shift of the Community Building to the
SWC corner of 18th and McKinley is understandable, but it changes the “sense of place” created when the building was sited at 18th Street and Villa. That notwithstanding, we agree that a traffic entry to FLA along 18th Street (in the original plan) would have created even greater traffic/pedestrian problems, and, for that reason, the community’s entry along McKinley is a better solution from a traffic perspective.

- Unit Plans. The variety of unit plans for FLA is particularly attractive in establishing an easily marketable workforce housing community, and we were particularly enamored with the three- and four-bedroom townhome units. We certainly expect that the FLA community will be attractive to families, given its location adjacent to Edison School, and we think that these larger units are very appropriate as the “neighborhood” begins to redevelop.

We are also certain, as we continue to promote the Research Campus at St. Luke’s to prospective new healthcare and bioscience tenants, that the availability of this new housing, with so many plan alternates in close proximity to the Campus and to Edison School, will be a strong selling point for both the Campus and the new FLA workforce housing community.

The third defined Objective to the CVP is “to define priorities for community support services, economic development, public safety, and education that support/encourage re-development efforts”.

BDP would prioritize the following items in support of the neighborhood revitalization effort:

Planning Coverage. BDP would suggest an expansion of the “study area” for the CVP to specifically include Edison Park as well as County and State land between the Park and Edison School. We feel strongly that the effort to create a new sense of “community” in the St. Luke’s neighborhood, which is one of the core elements of the CVP, will be enhanced by the inclusion of these areas in the planning effort.

Ongoing Community Outreach Programs by St. Luke’s. We have long been supporters of St. Luke’s efforts in drawing the neighborhood toward its care facilities, and continue to believe that the strength of St. Luke’s is integral to the strength of the neighborhood. Moreover, IASIS’ ongoing commitment to improving its facilities, and its neighborhood, makes the Hospital a key element in the future success of the new research campus.

Neighborhood Safety and Security. Notwithstanding the improvements in the neighborhood over the past three years, there seems to be a perception that the neighborhood remains unsafe. We have long discussed with IASIS the concept for a “prevention-focused” policing program to increase the sense of safety in the neighborhood, and have agreed that walking or bike- or horse-mounted patrols could be one way to change local attitudes. The presence of those patrols, which we see being established with officers familiar with, or from, the neighborhood, who would interface directly with residents and kids, could markedly change the perception of the area.

As an adjunct to that approach, we have also discussed with St. Luke’s the prospect of adding wattage to the existing street lights near the Hospital as a crime deterrent, an issue that they have pursued for some time without success. We would certainly encourage an open discussion and assessment of this approach.

Economic Development Matters. BDP fully understands the City’s commitment to revitalization of the neighborhood housing communities around St. Luke’s and we recognize the CVP program as an ongoing affirmation of the City’s housing redevelopment initiative. As a part of our efforts to “seed” the new Research Campus,
we have used the City's CVP effort to validate that initiative to prospective users and tenants.

As a result, our numerous conversations with prospective healthcare tenants have begun to translate to alternate issues, specifically 1) the business tax advantages of a relocation to Arizona, and 2) the prospects for forging enterprise relationships with the University of Arizona, TGen and others.

These messages have been discussed informally with GPEC representatives, who are excited about promoting the entire concept of "revitalization" of the St. Luke's neighborhood, particularly given the benefits that the neighborhood holds because of its location, vacant developable land, low costs and short time frames for facilities delivery, and the availability of workforce housing.

BDP also believes that there are a number of community services elements that are integral to the ultimate success of the neighborhood revitalization effort.

Education, Job Training and Skills-Building. BDP is an active supporter of educational opportunities within the neighborhood for residents of the neighborhood. Our tax dollars, both now and in the future, will provide significant financial support for local public schools at both the elementary and high-school level. We are quite well aware of, and support, the programs at eAcadémie for at-risk students, and believe that the eAcadémie program is one of the most significant "educational positives" in the neighborhood (and perhaps Downtown Phoenix).

It is a core element of BDP's development program for the Research Campus to embed job-training and skills-building programs for neighborhood residents not otherwise focused on higher-education pursuits, and as such, we are committed to both organizing and providing facilities for these programs on the Research Campus. One such program already located on the Campus is Fortis College, with whom we will continue to work to expand the range and depth of its training programs. We are actively pursuing other skills-building program purveyors to complement the training that Fortis provides.

We are further organizing a BDP-related "community development" non-profit program to fund educational scholarships specifically for residents of the neighborhood, and expect the program to be completed and funded as development commences on the Research Campus. Our program will interface with all of the current providers of schooling and training to place and financially support qualified local residents, and is intended to support and complement the existing St. Luke's programs.

We believe, however, that local employers should gather to organize a more comprehensive effort for defining and facilitating job training and skills-focused-educational opportunities. We would be happy to participate in a such a program.

Child Care. With an increased local neighborhood population, it will be imperative to identify a logical location for, and facilities for a third party provider of child care, and believe that, as the economy rebounds and development on the Research Campus and at FLA is underway, we will be able to identify and secure a program for kid care on or near the St. Luke's campus.
The fourth Objective of the CVP is “to solicit input on the desired amenities at alternate housing properties identified through the proposed trade that would be desirable to relocate”.

Upon completion of the Property Exchange Agreement with the City, BDP will re-initiate its prior program of targeting exchange properties for acquisition, and will focus specifically on the acquisition of communities which provide market-rate amenities for future residents.

It would be certainly be appropriate to revisit prior City/BDP discussions about targeted project amenities, however, to ensure that amenities which are of greatest current importance in successfully leasing market-rate rental housing in Phoenix are included.

The fifth Objective of the CVP is "to develop property management and maintenance strategies that will sustain or improve the quality of life at Sidney P. Osborn and A.L. Krohn Homes on Monroe Street".

While we have not been directly involved in the creation of property management and maintenance strategies for Sidney P. Osborn or AL Krohn on Monroe which would "sustain or improve the quality of life" at those communities, we would be happy to participate in additional discussions with the City, and the communities, on those specific matters.

We share the feelings of IASIS about reaching out to local residents who are interested, as we are, and proactive, as we have tried to be, in creating a neighborhood that is friendly, safe and secure. We are absolutely committed to an ongoing effort to improve the quality of life for everyone in the neighborhood by ensuring that we all take pride in what can, and will, be accomplished in this important revitalization effort.

Dee, please let us know if there is additional input or clarification needed on any of our comments.

Sincerely,

BIOSCIENCE DEVELOPMENT PARTNERS LLC

[Signature]

Paul B. Dumond
Managing Member

Cc:  Paul Jenson
     Ed Myers
October 26, 2010

Ms. Kim Dorney, Director  
City of Phoenix Housing Department  
251 West Washington, Fourth Floor  
Phoenix, AZ  85003

Subject:  East AMP Community Visioning Project Overview  
St. Luke’s Hospital Neighborhood

Dear Ms. Dorney:

We welcome the opportunity to participate in the Community Visioning Project program for the East AMP and herewith offer our formal comments on the various Objectives addressed in the Focus Group Presentation, as follows:

• To engage community stakeholders in the planning process for the possible redevelopment of Frank Luke Addition and A.L. Krohn on Villa Street.

St. Luke’s Medical Center, as you are well aware, has been a significant “stakeholder” in the East AMP area for more than 100 years. St. Luke’s Hospital and its Behavioral Health Center comprise more than 350 inpatient beds and employ more than 1,100 healthcare professionals and service staff. We are proud that our core facilities, together with the more than 30 acres of vacant land surrounding those facilities, are an important centerpiece for neighborhood revitalization.

We have been committed, since the early days of our ownership of SLMC, to redevelopment of our vacant land as a means to further both our healthcare initiative and the revitalization of the neighborhood, but have been even more aggressive supporters, with and through our partner Bioscience Development Partners, in promoting housing redevelopment as the core component of a much broader economic revitalization program in the neighborhood around St. Luke’s.

We will continue to be active participants in a proactive, comprehensive program to improve our neighborhood.

• To obtain community input on the site plans, building designs, unit floor plans, and amenities that would contribute to the quality of life in the community.

Our early comments to Housing during the Hope VI application effort were in support of a redevelopment program for the St. Luke’s neighborhood, particularly north of Villa Street, that parallels the design and diversity of housing types, unit types and amenities, for both seniors and non-seniors, that exists at Matthew Henson. We absolutely believe that a mix of senior and non-senior housing is important as the area north of Villa is revitalized, and the current plans we have seen for Frank Luke Addition reflect that approach.
Our detailed review of the Site and Unit plans for FLA has been limited to those plans provided for FLA and submitted by the City in its earlier Hope VI application. Our comments are as follows:

**Site Plans.** We note that there are four different building types utilized in the program for FLA, three of which are three-story structures, and that each building is comprised of a different mix of units. Perhaps we have misunderstood the drawings in the original presentation, but it seems that each of the three three-story structures has a different façade. We’re not at all certain that this is necessary in a development program that comprises 20 buildings, and would suggest that two façade variations might be more appropriate to deliver a cohesive overall theme. Our first preference would be the “Cottage” style and our second the “Craftsman” style. The “Territorial” style seems quite “style-less” and the “Spanish Colonial” somewhat out of character for the bungalow style of the Garfield neighborhood to the west of 16th Street.

The orientation of buildings along Villa Street is necessary, given the constraints of the site, and the arrangement of the interior community open spaces internal to the site seems to embrace the “community” approach, with open space easily accessible to and for all residents.

We are uncertain about the arrangement of the sidewalks (leading to unit entries) along the Villa Street frontage, however. It was our understanding that the FLA community would be fenced along Villa, with only a few access points (logically at defined pedestrian crossings of Villa). We are terribly concerned that future development on our healthcare campus, and the increase in traffic along Villa generated by those new tenants and visitors, will create a huge safety problem. Since it is likely that the revitalized FLA community will likely be home to large numbers of children, it would not seem appropriate to create additional risk for these resident families by allowing the children, or adults for that matter, direct access to Villa Street.

Additionally, we believe that parking for FLA residents along Villa should be prohibited. If allowed, it will cause a substantial and ongoing public safety and security problem as traffic flows increase along the street.

**Unit Plans.** We note on the Hope VI plans that the new non-senior community will contain a total of 236 units, with 60 one-bedroom one-bath units, 60 two-bedroom two-bath units, 80 two-bedroom two-and-one-half-bath units, 28 three-bedroom two-bath units, and 2 four-bedroom two-and-one-half-bath units.

We applaud the diversity of unit types, which define for us the “family” nature of the new community and a wide range of housing opportunities for potential residents, which we wholeheartedly support. The variations in unit types, particularly the townhome units, would seem conducive to attracting residents of all types, including, potentially, a number of our own employees. We will make every effort to make our entire staff fully aware of these opportunities once development is begun.

We are quite concerned, however, that a recent conceptual revision of the site plan for FLA defines an entry/exit location less than 200 feet east of 16th Street. Given the likely increase in traffic flow from the expanded employment and research center at SLMC, that this entry and exit location will certainly serve to impede traffic flow, and increase traffic safety concerns, along Villa. We would strongly suggest a collaborative meeting to identify a more appropriate Villa Street access drive further to the east along the Villa Street frontage.
• To define priorities for community support services, economic development, public safety, and education that support/enhance redevelopment efforts.

We believe it important to create an “integrated use” model of the future neighborhood as the planning tool for the present revitalization. We think of a “neighborhood”, in simple terms, should provide a secure place for people to work, gather, relax, play, eat, shop, worship and go to school without having to utilize an automobile.

The current neighborhood around St. Luke’s has a number of these attributes already, and it is important to itemize them: 1) St. Luke’s employs more than 1,100 people in a variety of professional and non-professional positions, 2) Edison School, Garfield School, eCademie and Fortis College are within walking distance of, or are on, our campus, 3) several churches are within walking distance of the campus, 4) Edison Park provides an outdoor gathering place for families already living in the neighborhood, and 5) the area is very well served by both east-west and north-south bus routes allowing for easy connection to Downtown, to other medical centers, to Gateway Community College and ASU, as well as to other destinations.

By contrast, however, there are a number of specific, ongoing “needs” that we see as integral to a successful neighborhood revitalization effort:

Community Outreach by the Hospital. There has been a misconception among many neighborhood residents that St. Luke’s Hospital was not a place they could go, or should go, for healthcare assistance. More than a year ago we began a formal, focused program of community outreach with residents in Garfield and to the east of our Hospital, to inform our neighbors of both our services and our commitment to serve them. We have significantly expanded that program recently to include our neighbors in Eastlake and those as far south as South Mountain, and have received VERY positive responses. We look forward to being viewed as THE place where people in our neighborhood will come for health services, whether as well patients seeking preventative care, ill patients needing advice and service, or critically ill patients needing immediate assistance in our emergency room. Our mantra is, and has always been, about the delivery of high-quality patient care at reasonable cost and without fanfare.

Child Care. Additionally, however, we sense that there are a number of “community support services” that are not now available in the neighborhood, particularly child care for working adults. We see an opportunity, as the economy strengthens, to support a program for child care on or near the St. Luke’s campus.

Job Training. We see job training as an integral element of our business, and have long supported programs to train students for careers in healthcare. Volunteers who participate in the St. Luke’s outreach program currently fund up to 10 scholarships annually for local students to attend Fortis College or other training programs, and we anticipate that this program will continue and steadily grow. We also offer a variety of internships that are focused on exposure to specific health programs (as opposed to administrative functions), and will continue those efforts.

We believe that it is incumbent to extend the Community Visioning Project to include a specific, and perhaps separate, effort focused on job training and skills-focused educational opportunities, tapping existing stakeholders from the neighborhood in a program, with the City, to define a variety of programs and approaches that would benefit both local residents and employers.

Safety and Security. There remains a nagging concern that the neighborhood remains unsafe for residents, employers, employees, patients and visitors. Advancing the concept of “community support services” in two areas could alleviate or moderate this
issue: First, “prevention-focused” walking or bike- or horse-mounted police patrols could be an answer. We would actively participate in a carefully crafted and organized program of formally embedding a neighborhood-friendly police presence on our campus. These LOCAL officers’ direct interface with LOCAL residents, particularly when kids are going to school, and the officers’ continued visibility in and around the neighborhood, we believe, would go a long way in creating a positive sense of “public safety”. Second, City support of our requested program for increasing the lighting output for ALL street lights on our campus and in the surrounding neighborhood might go a long way in deterring criminals looking to prey on our facilities, our residents and our employees.

Edison Park. From our perspective, Edison Park needs to be specifically included in the scope of the planning work for a comprehensive neighborhood revitalization, and funds for the Park’s improvement should be targeted in concert with the pursuit of housing redevelopment funds. Coupled with a proactive policing program, a more well-developed Park can become a safer, more attractive gathering place for neighbors of all ages.

Economic Development Opportunities. Aside from St. Luke’s Hospital and Ranch Market, there are few other large employers in the neighborhood. We see a collaborative effort in BOTH housing redevelopment and healthcare campus expansion as integral to the success of the Community Visioning Project, which will, in turn, generate a variety of opportunities to “grow” the neighborhood.

We know already that users from beyond our state are seeking to secure the business tax advantages (in relation to their current situations) in Arizona, and to create enterprise relationships with existing engines for bioscience and healthcare advances like the University of Arizona and TGen. As the first users for our new campus are identified and construction begins on both new residential units AND new healthcare and science facilities, local and regionally-based economic development professionals will seek information about, and pursue opportunities resulting from the benefits of 1) our location, 2) the availability of vacant land and 3) substantial new workforce housing so close to Downtown and Sky Harbor.

Education and Skills-Building. Of specific importance to the neighborhood are opportunities for students of all ages to participate in knowledge- and skill-building that will allow for employment and career advancement.

Our property tax payments in support of the Phoenix Elementary and Phoenix High School Districts exceed $900,000 annually. Although we do not have a role in decisions about the disposition of these funds, we assume that they provide benefits for local residents.

Additionally, we currently house Fortis College, which now trains more than 400 students annually in healthcare careers ranging from nursing assistance, emergency medical technician (EMT) training and support, as well as medical records processing, on our campus. We remain committed to the delivery of high-quality educational opportunities for neighborhood residents.

Neighborhood Services. The area around St. Luke’s is well-benefited and seemingly well-served by the location of Ranch Market and Tradiciones, which provide large scale grocery and restaurant services to the neighborhood. It is unlikely in the near term, however, that significant additional retail and restaurant users will locate to the neighborhood, and while we have specifically programmed for new retail space as a part of our campus development, we are convinced that economic factors (like the delivery of new housing and new employers) and not planning factors will drive future decisions by retailers.
• To solicit input on the desired amenities at alternate housing properties identified through the proposed trade that would be desirable to relocates.

Quite simply, we feel that targeted trade properties for the FLH site should provide logical market-rate standards and amenities for all prospective tenants, regardless of income level.

• To develop property management and maintenance strategies that will sustain or improve the quality of life at Sidney P. Osborn and A.L Krohn Homes on Monroe Street.

It is our impression that a coat of paint on aged facilities will not sustain or improve the “quality of life” in any housing community. We believe that improvements in residents’ quality of life are based on those residents’ hope about a brighter future, and that such hope is often derived from small advances in attitude made by each individual resident in the community.

Attitude advances can be stimulated by a number of things, the most important of which is visible, positive, personal change. We suggest that matters we've earlier discussed about community-based policing and “brighter” more well-lit surroundings would help residents become comfortable in their homes.

We also think that programs targeting out-of-work residents with opportunities for work maintaining or improving each community property would be beneficial in changing individual attitudes in these trying economic times. We're certain that bringing 1) job opportunities to the under-employed, 2) additional income to resident families and 3) a pride in the community as a result of the resident's “hands-on” effort in making the community cleaner and safer.

We are absolutely willing to become directly and actively involved in proactive programs of this type, which we believe, breed the type of individual and local neighborhood pride that is necessary to affect positive change on a larger scale.

As always, we look forward to offering our assistance in this process. Please let us know how we might do more to facilitate the revitalization of our neighborhood.

Sincerely,

Ed Myers, FACHE
Chief Executive Officer
St. Luke's Medical Center, LP
Please come to the East AMP/HOPE VI

Community Visioning Sessions

Your input will:

- help your family or business
- improve your neighborhood
- strengthen your community

Residents, business owners, and service providers from 7th Street east to I-10, and I-10 south to Jackson Street are invited to participate in developing a vision for their community that will guide City of Phoenix public housing revitalization efforts in the area. If you are unable to attend but would like to offer input, call 602-382-0670.

- **Session 1**: Community Visioning - September 2 @ 6 pm, Edison Elementary School Cafeteria, 804 N. 18th Street
- **Session 2**: Community Priorities—September 16 @ 6 pm, Edison School
- **Session 3**: Housing Redevelopment—Sept. 30 @ 6 pm, Edison School
- **Session 4**: Housing Management—October 14 @ 6 pm, SHAW SCHOOL Cafeteria, 123 N. 13th Street
- **Session 5**: Draft Community Vision—Nov. 4 @ 6 pm, Edison School

For special accommodations, or a copy of this publication in an alternate format, contact 602-252-6794 Voice 602-534-5500 TTY.
Asista al Proyecto de Gerencia de BIenes [AMP] Este/HOPE VI

Sesiones para definir la visión de la comunidad

Sus comentarios:

- Ayudarán a su familia o comercio
- Mejorarán su vecindario
- Fortalecerán su comunidad

Se invita a los residentes, propietarios de comercios y proveedores de servicios desde 7th Street en dirección este hasta la I-10, y desde la I-10 en dirección sur hasta Jackson Street, a participar en sesiones para definir la visión de su comunidad. Esta visión guiará los trabajos de revitalización de viviendas públicas que la Municipalidad de Phoenix realizará en el área. Si no puede asistir y quiere opinar al respecto, llame al 602.882.0670.

- **Sesión 1**: Visión para la comunidad – 2 de septiembre a las 6 pm. Cafetería de la Escuela Elemental Edison, 504 N. 18th Street
- **Sesión 2**: Prioridades de la comunidad – 16 de septiembre a las 6 pm, Escuela Edison
- **Sesión 3**: Nuevo desarrollo de viviendas – 30 de septiembre a las 6 pm, Escuela Edison
- **Sesión 4**: Gerencia de viviendas – 14 de octubre a las 6 pm, Cafetería de la Escuela SHAW, 123 N. 17th Street
- **Sesión 5**: Esbozo de la visión de la comunidad – 4 de noviembre a las 6 pm, Escuela Edison

Para adaptaciones especiales, o una copia de esta publicación en un formato alternativo, póngase en contacto con voz de 602-262-6784, 602-534-5500 TTY.
AGENDA

East AMP/HOPE VI

Community Visioning Session #1

Community Strengths

Thursday, September 2 – 6:00-7:30 pm
Edison School Cafeteria, 804 N. 18th Street

- (6:05) Welcome and Introductions  
  Dee Wheeler-Cronin, Assistant Housing Director
- (6:10) Proposed Projects in the Area  
  Rebecca Velarde, Housing  
  Zona Pacheco, Housing
- (6:20) Community Visioning Overview  
  Sarah Armistead, Legacy Training and Consulting
- (6:35) Ways to Participate  
  Sarah Armistead
- (6:40) Break-Out Sessions  
  All  
  o Community Strengths and Guiding Principles for Prospective Revitalization
  o Relocation Questions and Answers
  o Youth Session
- (7:20) Wrap-Up and Next Steps  
  Sarah Armistead  
  Zona Pacheco, Housing
EAST AMP / HOPE VI COMMUNITY VISIONING PROJECT

Public Meeting #1 – Community Strengths

Welcome and Introductions
Today’s Agenda

- Welcome and Introductions
- Prospective East AMP Projects, including HOPE VI
- East AMP Community Visioning Project Overview
- Small Group Discussions
  - Community Strengths
  - Guiding Principles
- Wrap-up

East AMP Projects
East AMP Area

- **Boundaries**
  - 7th Street to the west, I-10 to the east
  - I-10 to the north, Jackson Street to the south

- **Public Housing Sites**
  - Frank Luke Addition
  - A.L. Krohn Homes on Villa Street
  - Frank Luke Homes
  - Sydney P. Osborn
  - A.L. Krohn Homes East on Monroe

- **Neighborhood and Civic Organizations**
  - Eastlake Park Neighborhood Association
  - Garfield Organization
  - Van Buren Civic Association

Frank Luke Addition Revitalization

- State of Arizona awarded Low Income Housing Tax Credits to the first phase of the Frank Luke Addition Revitalization.
- City of Phoenix Housing Department will contribute GO Bond funds to the first phase.
- Funds will be used to demolish existing units at Frank Luke Addition and build 60 units for seniors and persons with disabilities on the same site (later phases are planned for 190 units of family housing).

- **Anticipated Project Timeline**
  - Funds awarded in July 2010
  - Relocation underway and to be completed by January 2011
  - Construction begins Summer of 2011
  - Anticipated completion Summer/Fall of 2012
HOPE VI Application

- City plans to apply for 2010 HOPE VI grant
- Purpose:
  - Redevelop Frank Luke Addition on Villa Street into mixed income housing
  - Provide community and supportive services
- Separate public meetings & resident training sessions being held
- Projected Timing
  - Community input and resident training: September-November
  - Application due to HUD: November 22, 2010
  - Awards anticipated: Spring 2011

Land Trade

- St. Luke’s would like to expand its medical services and approached the City about using the Frank Luke Homes site to do so

- City Council authorized staff to
  - Enter into a development agreement for the area surrounding St. Luke’s Hospital, including the Frank Luke Homes site
  - Submit a demolition/disposition application to HUD

- If an agreement can be reached:
  - St. Luke’s would secure newer alternate housing site(s) with market-rate amenities
  - City would trade FLH site “as is” for new sites
  - FLH residents would have several relocation options

- HUD and Phoenix City Council must approve the alternate housing site(s)
Objectives

- To engage community stakeholders in the planning process for the possible redevelopment of the Frank Luke Addition and A.L. Krohn on Villa Street.

- To obtain community input on the site plans, building designs, unit floor plans, and amenities that would contribute to the quality of life in the community.

- To define priorities for community support services, economic development, public safety, housing and education that support/enhance redevelopment efforts.

- To solicit input on the desired amenities at alternate housing properties identified through the proposed trade that would be desirable to relocatees.

- To develop property management and maintenance strategies that will sustain or improve the quality of life at Sidney P. Osborn, and A.L. Krohn Homes on Monroe Street.
Community Visioning Process

- Focus Groups
- Outreach
- Public Meetings
- Draft Plan
- Public Comment
- Final Report

Focus Groups

- Focus Groups – August 2010
  - Residents
  - Neighborhood Leaders & Community Service Providers
  - Business and Economic Development Organizations
  - Educators

- The Focus Groups were asked to provide input on
  - The proposed community visioning process
  - Community strengths
  - Guiding principles
  - Community priorities

- Input from focus groups and public meetings will be used to shape a community visioning plan
Focus Groups

24 participants representing 13 entities including:

- East AMP public housing communities
- Eastlake Neighborhood Association
- Garfield Organization
- Phoenix Elementary School District #1
- Phoenix Revitalization Corporation
- United Methodist Outreach Ministries
- St. Vincent de Paul
- Greater Phoenix Urban League
- Van Buren Civic Association
- Chicanos Por La Causa
- Local Initiatives Support Corporation
- Phoenix Boys and Girls Club
- St. Luke’s Hospital

The key themes emerging from the focus groups include:

- The East AMP community has many strengths to build upon and opportunities to pursue.
- Engaging the full community, and including all five public housing sites is valuable.
- Incorporating additional grassroots outreach efforts will improve the visioning process.
- Assuring the requests for community input are genuine, specific, and understandable will foster credibility and facilitate desired outcomes.
- Following up on the input received, and continuing to engage and involve the community in implementation efforts is essential to success.
Outreach Methods

- Flyers door-to-door and posted throughout community
- E-mail communications
- Reaching out to
  - Public housing residents
  - Neighborhood Associations
  - Area businesses and service agencies
  - Places of worship
  - Schools
  - Youth
- Public Comment Period
  - Prepare, distribute and post a flyer/email advising:
    - draft plan is available for review/comment and where
    - when final plan will be made available and how

Public Meetings

- Public Meetings
  - #1 – CVP Overview & Community Strengths – TONIGHT
  - #2 – Community Priorities – September 16, 2010 @ Edison, 6 pm
    - Community Support Services
    - Economic Development
    - Education
    - Housing
    - Public Safety
  - #3 - Housing Redevelopment – September 30, 2010 @ Edison, 6 pm
    - Tax Credit Project
    - HOPE VI
    - Choice Neighborhoods
    - Land Trade
  - #4 – Housing Management – October 14, 2010 @ Shaw, 6 pm
    - Sydney P. Osborn
    - A.L. Krohn Homes on Monroe (The “Pickle”)
  - #5 – Presentation of Draft Report – November 4, 2010 @ Edison, 6 pm
  - Public Comment Period – November 4 - __, 2010
  - Final Report – January 2011
Ways to Participate

- Ways stakeholders can provide input
  - Small Group Discussions
  - Oral or Written Comments in a language of choice
  - Non-Verbal Communication
  - Translation services
  - Community Helpers

If people cannot attend, but would like to offer comments, please call 602.882.0670 or email sarmistead1@cox.net
Discussion Questions

1. What do you like most about the East AMP community?

2. What can each of us do to encourage people to participate?

3. What principles should guide revitalization efforts?

Discussion Groups

- **ORANGE Group** with Sarah (Translation)
  - Northeast Corner

- **BLUE Group** with Lara
  - Northwest Corner

- **GREEN Group** with Vince
  - Southeast Corner

- **RED Group** with Asia and Lou Ann
  - Southwest Corner
Wrap Up

- What we accomplished tonight
- Please spread the word and stay involved

Next CVP Meeting: Sept. 16 @ Edison, 6 pm
  - Topic: Community Priorities for...
    - Community Support Services
    - Economic Development
    - Education
    - Housing
    - Public Safety

- If people cannot attend but they would like to provide input, call Sarah at 602.882.0670.

THANK YOU FOR YOUR INPUT!
MEETING NOTES

Breakout Group Notes

Question #1: What do you like most about the East AMP community?

Blue group
- Access to transportation (bus)
- Easy to get to Wal-Mart, Ranch Market
- Access to other areas is easy
- Access to downtown amenities (captioned movies)
- Senior center is close
- Computer lab
- Community support group meetings (daytime good)

Red group
- History
- Close to hospitals, work, transit, schools, parks
- Close to downtown
- Close to shopping on Jefferson, Washington, Van Buren
- Open view all the way to South Mountain
- Close to culture, sports, restaurants

Orange group
- Quiet
- No violence – safe
- Security patrols, both Police and hospital
- We like it and want to stay
- Schools
- Stores
- Park
- Bus stops
- Hospital
- WIC close
- Green areas, keep trees

Green group
- It is an established neighborhood
- Good place to set roots
- Good place to meet neighbors
- No cookie cutter homes
- Neighborhood stores
- Good place to raise children
Question #2: What can each of us do to encourage people to participate?

Blue group
- Spread word through different languages (deaf)
- Send information to deaf church (DACC 43rd and Bell)
- Use community events
- Rent statements
- Movie ticket drawing

Red group
- Good job done in advising residents/businesses

Orange group
- Speak to neighbors, invite them to come
- Motivate people
- Tell people in rent notices
- Encourage people that it will help their families
- Childcare during meetings
- Worried about moving, especially seniors

Green group
- Flyers are successful
- Find a way to show people they should be interested
- Put it on the rent statement
- Make the flyers more interesting
- Be honest to people that the City may not get the grant, but also the city has a back-up plan

Question #3: What principles should guide revitalization efforts?

(Numbered by priority and/or priorities noted with star)

Blue group
- Walkability (for wheelchairs, strollers, elderly)
- Safety (community monitoring by Police and Blockwatch-type groups)
- Community space – safe place for kids
- PACE (Phoenix Advocacy and Counseling for the Elderly)
- Medical and health resources and services
- WiFi access
- Building design for accommodations
- Lighting for people with migraines, seizures (fluorescent lights bad)

Red group
1. Safety/security
- Keep spaces open
- Recreation for kids
- Stores (i.e. grocery stores, Wal-Mart)
- Rules for keeping units clean presentable to the neighborhood (HOA like)
- Pride (gateway into downtown Phoenix)
- Family oriented activities
- Front and back door
- Community garden
- Spacious rooms
- More openness
  - Porch area – outdoor spaces
- Visually appealing
- Energy efficiency
- Restoring historic looks
- Safe recreational pathway (green trail)
- Enjoy weather

Orange group
- How will they get mail
- Minimize noise between unites
- Noise
  - Quality materials that are safe and healthy
  - Good air conditioning and ventilation
  - Consider expense to residents, make it affordable
- Are there things the architect can do to promote energy efficiency so utilities are less expensive
- Elevators

Green group
(All noted as important)
1- Focused on family – schools, programs
2- Keeping the character of well-established neighborhood
3- Promote home-ownership – programs for homeownership
4- Education – more programs, schools opportunities, it should be about the funding
5- Vacant lots – consider community gardens, produce, redevelopment
6- Places for children to play, baseball fields, parks, swimming pool, library
7- Employ locals for revitalization efforts

Comment Cards and Verbal Comments Received

Comment Cards:
1) El APT # 88 Los vecinos no dejan dormir 11:00 pm - 3:00 am golpean la puerta.

   Translation: Apt. #88 The neighbors don't let us sleep 11:00pm 3pm. They pound on the door.

   Response: Public Housing residents may report noisy neighbors to the Police Department at 602-262-6151, the Housing Department Property Management by calling 602-262-6973, or by stopping by the office for their sites.

2) Mi comentario es que si yo puedo trabajar en la construccion quisiera que melo isieran saver por favor.
Baudelio Espino 1716 E. Villa #250

Translation: My comment is if I can work in construction, I would like someone to let me know, please.

Response: Residents seeking employment opportunities may visit the Emmett McLaughlin Community Education and Training Center at 1150 South 7th Avenue, or call Molly Weiss at 602-534-2043. If jobs are available, applicants must be qualified to perform the work required and have legal status to work in the United States. They must fill out a Section 3 Employment Interest Form (attached).

3) Mi pregunta es si alguien me puede ayudar (not sure - aus car, or avus car) trabajo en españoł.
Davdelio Espino 1716 E. Villar #250

Translation: My question is if someone can help me find a job in Spanish.

Response: See #2 above.

Verbal Comments:
1) In response to Breakout Group Questions (noted above):
   (1) Community not too bad overall “wouldn’t give it a 10” — nine okay
   (2) If you want somebody to help you; if you want somebody to care – you also have to be willing to help and care about someone else. Must get together, be compatible with your neighbors.
   (3) Respect

2) How will cats in the area be relocated safely during demolition/construction?

   Response: If the animals belong to residents living at the public housing site and the City of Phoenix relocates the residents according to Uniform Relocation Act, the residents can take their pets with them as long as where they relocate allows pets. The resident may be responsible for a pet deposit at the new location. If the animals are wild and not living with someone, the City of Phoenix would call the Humane Society or Maricopa County Animal Care and Control.

3) Include senior units that are pet friendly and create spaces that are good for pets (walking area).

4) Create single level senior units, seniors don’t want people above them.
Section 3 Employment

Interest Form

Date ________________________________

Name ____________________________________________

Address _______________________________________________________

City ___________________________ ST _______ ZIP ______________

Phone ___________________________ Message _______________________

REQUIREMENTS

____ Are you a City of Phoenix resident in a Conventional or Scattered Housing site?

____ Are you a current graduate of the Youthbuild Program? (within last 2-3 years)

____ Do you reside in the Greater Phoenix metro area and earn less than 80% of the median income?

____ Are you legally eligible to work in the United States?

WORK HISTORY (Construction Trades)

☐ Abatement  ☐ Framing (structural)  ☐ Pipe installation
☐ Asbestos removal  ☐ Hanging wallpaper  ☐ Plumbing
☐ Asphalt  ☐ Heavy equipment  ☐ Power tools
☐ Carpentry  ☐ Heavy labor  ☐ Read blueprints
☐ Carpet/Flooring  ☐ Install fixtures  ☐ Roofing hot tar
☐ Demolition  ☐ Knowledge of building codes  ☐ Welding
☐ Drywall  ☐ Painting  ☐ Wiring

List Construction Certification(s)

________________________________________________________________________

________________________________________________________________________

For more information, contact Molly Weiss or Daniel Adonis.

Molly Weiss
Economic Initiatives Coordinator
One Stop Career Center
1305 South 3rd Avenue
Phoenix, AZ 85003
602-261-8946

Daniel Adonis
Emmett McLaughlin Community Training and Education Center
1150 South 7th Avenue
Monday - Friday, 4pm to 7:30pm
602-534-2043

LEGACY Training and Consulting
Please come to the East AMP/HOPE VI

Community Visioning Sessions

Your input will:

- help your family or business
- improve your neighborhood
- strengthen your community

Residents, business owners, and service providers from 7th Street east to I-10, and I-10 south to Jackson Street are invited to participate in developing a vision for their community that will guide City of Phoenix public housing revitalization efforts in the area. If you are unable to attend but would like to offer input, call 602.862.0670.

Session 2: Community Priorities

September 16, 6:00-7:30 pm
Edison School - 804 N. 18th Street

For special accommodations, or a copy of this publication in an alternate format, contact 602.262.8734 Voice/602.534.8500 TTY.
Asiste al Proyecto de Gerencia de Bienes UAMPI Esta/HOPE VI

Sesiones para definir la visión de la comunidad

Sus comentarios:

- Ayudarán a su familia o comercio
- Mejorarán su vecindario
- Fortalecerán su comunidad

Se invita a los residentes, propietarios de comercios y proveedores de servicios desde 7th Street en dirección este hacia la I-10, y desde la I-10 en dirección sur hasta Jackson Street, a participar en sesiones para definir la visión de su comunidad. Esta visión guiará los trabajos de revitalización de viviendas públicas que la Municipalidad de Phoenix realizará en el área. Si no puede asistir y quiere opinar al respecto, llame al 602-882-0670.

Sesión 2: Prioridades de la comunidad

16 de septiembre a las 6:00-7:30 pm
Escuela Edison – 804 N. 18th Street

Para adaptaciones especiales, o una copia de esta publicación en un formato alternativo, póngase en contacto con voz de 602-252-6794, 802-634-8500 TTY.
AGENDA

East AMP/HOPE VI

Community Visioning Session #2

Community Priorities

Thursday, September 16 – 6:00-7:30 pm
Edison School Cafeteria, 804 N. 18th Street

- Welcome, Brief Overview and Ways to Participate

- Questions and Answers from Session #1

- Purpose and Objectives for Session #2 – Setting Community Priorities
  - Education and Training
  - Economic Development/Business/Employment
  - Housing
  - Health Care
  - Public Safety
  - Community Support Services

- Small Group Discussions:
  - Community Priorities: For each element, participants will be asked, “What existing services do you value? What additional services are a priority? How can we connect residents with the services available?”
Public Meetings

- Public Meetings – September and October 2010
  - #1 – CVP Overview & Community Strengths – September 2, 2010
  - #2 – Community Priorities – September 16, 2010
    - Economic Development/Business/Employment
    - Education and Training
    - Housing
    - Health Care
    - Public Safety
    - Community Support Services
  - #3 – Housing Redevelopment – September 30, 2010 @ Edison, 6 pm
    - Tax Credit Project
    - HOPE VI
    - Land Trade
  - #4 – Housing Management – October 14, 2010 @ Shaw, 6 pm
    - Sydney P. Osborn
    - A.L. Krohn Homes on Monroe (The “Pickle”)
  - #5 – Presentation of Draft Report – November 4, 2010 @ Edison, 6 pm
  - Public Comment Period – November 4 - 12, 2010
  - Final Report – January 2011

Ways to Participate

- Ways stakeholders can provide input
  - Small Group Discussions
  - Oral or Written Comments in a language of choice
  - Translation services
  - Community Helpers
  - If people cannot attend, but would like to offer comments, please call 602.882.0670 or email sarmistead1@cox.net
Today’s Agenda

- Welcome and Ways to Participate
- Questions and Answers from Session #1
- Purpose and Objectives for Session #2
- Small Group Discussions

Purpose and Objectives

- **Purpose:**
  To establish community priorities for the following:
  - Education and Training
  - Economic Development/Business/Employment
  - Health Care
  - Housing
  - Public Safety
  - Community Support Services

- **Objectives:**
  - Find out what current services are valued
  - Prioritize additional services that are needed
  - Identify ways to increase participation in available services
Q and A from Session #1

Q and A

- **How can I find work (in Construction)?**
  - One Stop Career Center – 1150 South 7th Avenue
    - Monday-Friday 4:00-7:30 pm.
    - 602-534-2043
  - Economic Initiatives Coordinator - Dolly Weiss 602-534-2043
  - If jobs are available, applicants must be:
    - qualified to do the work required
    - eligible to work in the United States

- **Noisy neighbors**
  - Public housing residents may report noisy neighbors:
    - to Housing Department Property Management by calling 602-262-6973
    - by stopping by the office for their sites.
    - to the Police Department at 602-262-6151
Q and A

☐ Are pets relocated too?
  ☐ Yes, if they live with a tenant relocated by the City of Phoenix according to the Uniform Relocation Act.
    ☐ If the property the tenant moves to allows pets
    ☐ Tenant may have to pay a pet deposit
  ☐ No, if they do not live with a relocated tenant.
    ☐ The City will contact the Humane Society or Maricopa County Animal Control regarding any stray animals

Small Group Discussions
Discussion Questions

- Answer questions 1 and 2 for each of the following:
  - Education and Training
  - Economic Development/Business/Employment
  - Health Care
  - Housing
  - Public Safety
  - Community Support Services

1. What existing _____ services are valuable to the community?
2. What additional _____ services are a priority?
3. Overall, how can we better connect residents to available services?

Discussion Groups

- ORANGE Group with Sarah (Translation)
  - Northeast Corner
- BLUE Group with Lara
  - Northwest Corner
- GREEN Group with Jim
  - Southeast Corner
- RED Group with Asia and Lou Ann
  - Southwest Corner
Wrap Up

- Please spread the word and stay involved

- Next CVP Meeting:
  Sept. 30 @ Edison, 6 pm
  Topic: Housing Redevelopment

- If people cannot attend but they would like to provide input, call Sarah at 602.882.0670 or email sarmistead1@cox.net.

THANK YOU FOR YOUR INPUT!
MEETING NOTES

Breakout Group Notes

Education and Training
Question #1: What existing services are valuable to the community?
Question #2: What additional services are a priority?

Blue group
#1 – Schools, wide variety – public/charter
- Daycare
- ASU and Medical School
- Gateway
- Skill Center
- AZ Workforce Center
- One Stop Centers
- Women’s Resource Center
- Area on Aging
- Foundation for Senior Living
#2 – Afterschool/Recreations
- Girl/Boy Scouts
- Youth At Risk (extend beyond Garfield)
- YoungLife
- YMCA

Red group (Youth group)
#2 – More working computers at school
- Better lunches (healthy and choices)
- Better air conditioning
- Pool, swim lessons
- More pencils and school supplies

Orange group
#1 – City of Phoenix Reading – Raising a Reader, Rules for a Positive Life
- Learn English
- Computer training
- Good schools would like to keep kids coming here
- Good friends help each other
#2 – Nutrition classes at the school
- Health classes at the school
- English class at the school (for adults)
- Hobby classes (jewelry or flower arranging)
- English – writing, reading, speaking
- Class on Muscular Dystrophy (many kids have this)
- Hair dressing and manicure classes
- How to detect salmonella
Green group

#1 – Schools
- Gateway Community College
- Maricopa Skill Center
- Senior Companion Program

#2 – More Head Start schools

Economic Development/Business/Employment

Question #1: What existing services are valuable to the community?
Question #2: What additional services are a priority?

Blue group

#1 – Computer lab resources (Luke Krohn Community Center)
- Resume service
- Too many Dollar Stores/Auto repair

#2 – Wal-Mart type store (all in one)
- Ross for clothing/other
- Bilingual opportunities
- Mixed-use opportunities, like Art (explore with consideration to overlay/residential)
- Bookstores
- Traffic/parking (curb cuts throughout for disabled, parking restrictions, VanBuren traffic changes to reduce speed, improve movement, parking security)

Red group (Youth group)

#2 – Better shopping
- Wal Mart
- Grocery stores
- Need more jobs

Orange group

#1 – Computer program that helps locate jobs
- Ranch Market is great

#2 – Would like help locating better jobs, like government jobs
- Not enough services
- Need clothing store
- Need trade skills training (sewing, clothes, handywork, EMT and recreation)
- Laundromat (Ranch Market to open one soon)
- Post office, mailing service

- Amusement center for families
- Day care
- Gym
- Police station
- Dance hall for adults
- McDonalds with play area
Green group
#1 – Light Rail
- Goodwill
- Ranch Market
- Small businesses
- Churches
- St Luke’s
- County Health Department

Health Care
Question #1: What existing services are valuable to the community?
Question #2: What additional services are a priority?

Blue group
#1 – Hospitals
- Medical school
- Nursing school (ASU & Skill Center)
- Urgent care
- Clinics at schools (partnership with nursing)
- Heart center?
- DES

#2 – More urgent care centers
- Dental
- Sick child daycare
- Lots of services, need more linkage (resource center)

Red group (Youth group)
(No response)

Orange group
#1 – Medicare
- AHCSS
- CIGNA
- Too expensive to get sick

#2 – Concerned about those with no medical insurance
- Health Care Clinics (limited access due to status & overcharged, taken advantage of)
- Eye doctors
- Dentists
- Chiropractors
- Comprehensive health services
- Need x-ray services, affordable and close
- Community health classes (diabetes, heart health, obesity, nutrition)
Green group  
#1 – St. Luke’s

Housing  
Question #1: What existing services are valuable to the community?  
Question #2: What additional services are a priority?

Blue group  
#1 – NHS – all services  
- NSD (extend more services east, like Emergency Home Repair)  
- FSL for seniors  
- Historic Housing Restoration  
#2 – NSD – more NPO inspectors, more proactive  
- Pest elimination – for animals in common areas

Red group (Youth group)  
#2 – sidewalks  
- Bigger park  
- Pool  
- Things for older kids, swings

Orange group  
#1 – Like landscaping they have now  
- City workers to do repairs  
- Mail delivery is good  
#2 - Make it so they can pay rent on-site instead of downtown  
- Would like to pay rent in cash  
- More police patrols and security  
- Need to address strays, pound doesn’t show up when they call  
- Better air conditioning

Green group  
#1 – Low Rent  
- Location

Public Safety  
Question #1: What existing services are valuable to the community?  
Question #2: What additional services are a priority?

Blue group  
#1 – Phoenix Police Department  
- Block Watch  
#2 – More Phoenix Police Department  
- More Block Watch  
- Teen Center  
- Lighting, building lights  
- Connecting blight at a crime issue (broken windows, poorly maintained houses)

Red group (Youth group)
#1 – Have gotten to know Police Officers
- Nice Block Watch person
- Knows lots of their neighbors

#2 – Get rid of gangs

Orange group
#1 – Hospital and City provide good patrol services
- Police patrol the alleys
- Helps address problem with lots of kids roaming streets
#2 – Need more police surveillance
- Theft and how to prevent it (residents’ license plates stolen)
Lighting
- Need more lighting for streets and sidewalks
- Outside lighting at public housing runs 24 hours (should turn off during the day)
- Some outside lighting at some apartments not working
Public telephones

Green group
#2 – Children cross streets
- Lighting
- More police services
- Street layouts
- Car speed on Van Buren and other Streets (16th)
- Crime
- More participation in Block Watch

Community Support Services
Question #1: What existing services are valuable to the community?
Question #2: What additional services are a priority?

Blue group
#1 – (see Education/Training question, many support services there too)
- Community Information and Referral number
- Senior help line
- Crisis line
- Churches
#2 – Pedestrian/Bike friendly community with paths/lanes (BikeWays map)
- Traffic (use cross walks, traffic flow)
- Parks underutilized
- Pet park
- Skating park

Red group (Youth group)
(No response)
Orange group
- Need tax services
- Taxis are needed
- Need senior centers
- Need English classes
- Computer lab and classes
- Air Conditioning
- Pharmacy – only one at 7th Street and McDowell
- Hair salon
- Need another K-Mart/Mall/Shopping Center
- Need laboratory services
- Movies
- Social worker/One stop center
- Marriage counseling
- School for nursing or first aid
- Pizza restaurant
- Community center with kitchen for community parties
- Social opportunities
- Recreation programs (all ages)
- Wider sidewalks

Green group
(Captured in each area)

Question #3: Overall, how can we better connect residents to available services?

Blue group
- Invite people to meetings
- Hand out information
- Newsletters
- Media

Red group (Youth group)
(No response)

Orange group
Flyers to houses, distribute thru schools and churches
Green group
(No response)
Comment Cards and Verbal Comments Received

Comment Cards:

1) Need porch light on (have reported, not been fixed)
   Response: Residents should call in a work order to 602.256.3289. If they don't have a phone, there's a phone in the office used solely for residents who need to call in work orders.

2) Fences around apartment of tenant so their pets will be nearby

3) Apartments not too close to other tenants

4) Need to improve maintenance issues with local Housing residents to fix security issues (ie Lights out could cause dangerous situations)
   Response: Residents should call in a work order to 602.256.3289. If they don't have a phone, there's a phone in the office used solely for residents who need to call in work orders.

Verbal Comments:

1) In response to Breakout Group Questions:
   What services are valuable:
   - Neighbors
   - Connectivity to transportation
   - I hate “St. Luke’s”
   - Computer lab

   What additional services are a priority:
   - Tenant council
   - Need classes regarding health issues

   How can we connect with residents:
   - Better communication
   - Be sure flyers are handed out correctly
   - When having meetings for adults, don’t have kids

2) Want new apartments, but don’t want to move away from friends and change schools
Please come to the East AMP/HOPE VI

Community Visioning Sessions

Your input will:

- help your family or business
- improve your neighborhood
- strengthen your community

Residents, business owners, and service providers from 7th Street east to I-10, and I-10 south to Jackson Street are invited to participate in developing a vision for their community that will guide City of Phoenix public housing revitalization efforts in the area. If you are unable to attend but would like to offer input call 602.382.0670.

Session 3: Housing Redevelopment

September 30, 6:00-7:30 pm
Edison School - 804 N. 18th Street

For special accommodations, or a copy of this publication in an alternate format, contact 602.262.6794 Voice 602.534.5500 TTY.
Asista al Proyecto de Gerencia de Planes (AMP) Este/HOPE VI

Sesiones para definir la visión de la comunidad

Sus comentarios:

- Ayudarán a su familia o comercio
- Mejorarán su vecindario
- Fortalecerán su comunidad

Se invita a los residentes, propietarios de comercios y proveedores de servicios desde 7th Street en dirección este hasta I-10, y desde la I-10 en dirección sur hasta Jackson Street, a participar en sesiones para definir la visión de su comunidad. Esta visión guiará los trabajos de revitalización de viviendas públicas que la Municipalidad de Phoenix realizará en el área. Si no puede asistir y quiere opinar al respecto, llame al 602.682.0670.

Sesión 3: Nuevo Desarrollo de Viviendas

30 de septiembre a las 6:00-7:30 pm
Escuela Edison – 804 N. 18th Street

Para adaptaciones especiales o una copia de esta publicación en un formato alternativo, póngase en contacto con voz de 602-262-6784, 602-634-5500 TTY.
AGENDA

East AMP/HOPE VI

Community Visioning Session #3

Housing Redevelopment

Thursday, September 30 – 6:00-7:30 pm
Edison School Cafeteria, 804 N. 18th Street

- Welcome and Ways to Participate
  Legacy
  Sarah Armistead,
  Training and Consulting

- HOPE VI Architectural Design Options
  Vince Scarano, Biltform

- Health Care Campus Update and
  Phoenix
  Possible Frank Luke Homes Trade
  Phoenix
  Jason Harris, City of
  Kim Dorney, City of

- Break-Out Sessions
  All
  - Community Input on HOPE VI Architectural Design
    o Site Planning/Unit Design/Amenities
    o Options to Promote Safety, Affordability, and Energy Efficiency
  - Health Care Campus Ideas and Options
  - Desired Amenities in Alternative Housing Sites

- HOPE VI Exterior Façade Design Options Gallery Walk
  All
East AMP Area

- **Boundaries**
  - 7th Street to the west, I-10 to the east
  - I-10 to the north, Jackson Street to the south

- **Public Housing Sites**
  - Frank Luke Addition
  - A.L. Krohn Homes on Villa Street
  - Frank Luke Homes
  - Sydney P. Osborn
  - A.L. Krohn Homes on Monroe

- **Neighborhood and Civic Organizations**
  - Eastlake Park Neighborhood Association
  - Garfield Organization
  - Van Buren Civic Association

Public Meetings

- **Public Meetings – September and October 2010**
  - #1 – CVP Overview & Community Strengths – September 2, 2010 @ Edison
  - #2 – Community Priorities – September 16, 2010 @ Edison, 6 pm
    - Community Support Services
    - Economic Development/Business/Employment
    - Education and Training
    - Housing
    - Health Care
    - Public Safety
  - #3 – Housing Redevelopment – September 30, 2010 @ Edison, 6 pm
    - HOPE VI
    - Land Trade
  - #4 – Housing Management – October 14, 2010 @ Shaw, 6 pm
    - Sydney P. Osborn
    - A.L. Krohn Homes on Monroe (The “Pickle”)
  - #5 – Presentation of Draft Report – November 4, 2010 @ Edison, 6 pm
  - Public Comment Period – November 4 - 12, 2010
  - Final Report – January 2011
Previous Meetings Q and A

- Questions and Answers from previous meetings posted.
- Additional questions? Please fill out a comment card and place in brown bag.
- Responses will be posted at the next meeting.

Today’s Agenda

- Overview and Ways to Participate
- HOPE VI Architectural Design Options
- Health Care Campus update and the possible Frank Luke Homes Land Trade
- Small Group Discussions
- Revitalization Design Gallery Walk
Ways to Participate

- Ways stakeholders can provide input
  - Small Group Discussions
  - Comment Cards (in a language of choice)
  - Non-Verbal Communication
  - Translation services
  - Community Helpers
  - If people cannot attend, but would like to offer comments, please call 602.882.0670 or email sarmistead1@cox.net

Housing Redevelopment

Vince Scarano, Biltform Architecture
Part One:
Tax Credit Senior & Disabled Housing
at Frank Luke Addition
FLA

FLA Redevelopment: Part One

- The City of Phoenix received an Arizona Department of Housing Low Income Housing Tax Credit Award (LIHTC) this year.

- The LIHTC Award applies to the Seniors & Disabled Housing building, designed during last year’s HOPE VI Grant Application process.

- It will be located on the west side of the FLA site along 16th Street.

- This building will have (60) 1 and 2 bedroom apartment units, with an amenity area to include a social room, small kitchen, card playing room and leasing facilities. Outdoor features include private unit balconies, secured common courtyards and a fenced pet run area. There is also a long wide porch at the building’s entry.

- With the tight timeline associated with the LIHTC Award, design work and drawings have already been produced to construct the building.
FLA Redevelopment: *Part One*

- The building will incorporate the latest green building technology and construction. This includes low VOC materials and finishes, low water use plumbing fixtures, light reflective roof/attic materials and solar panels on the roof.

- The construction and design features will assure a safe environment, with non-asbestos building materials, good ventilation and minimized sound transmission between both the apartment units and common use areas. This will be a non-smoking facility.

- This 3-story building will be serviced by (3) elevators distributed to minimize walking distances to apartments and amenity areas.

- Refuse collection will utilize chutes located on each floor for convenience, with trash rooms at the ground level. There will be no need to deposit refuse in outdoor dumpsters.
FLA Redevelopment: *Part One*

Ground Floor Plan

FLA Redevelopment: *Part One*

Building Elevations
FLA Redevelopment: Part One

- The architecture is influenced by the CRAFTSMAN BUNGALOWS in the adjacent Garfield Historic District. This style is known for its wood detailing and its distinctive use of color and materials, conveying warmth and a home-like appeal.

- Although the building will have secured entry and exit points, it will have walkable links to the future green spaces and amenities in the Part Two Redevelopment. This will allow residents access across the redeveloped site.

- The building’s design was influenced by ideas and feedback received in last year’s Community Input Meetings.

- We are in the process of finalizing the design and still need your input. Please give us your thoughts and ideas in the Small Discussion Groups during the Break-Out Sessions this evening.

---

Part Two: Family Housing

at Frank Luke Addition FLA
FLA Redevelopment: *Part Two*

- The City of Phoenix was not awarded a HOPE VI Grant from last year’s application. The team will be reapplying for funding in November.
- This year’s application will still include the Seniors / Disabled Housing, Family Housing and a Community Resource Center (CRC) on the same site.
- New to this application will be a restored existing FLA building that will house early childhood education facilities. This building will be linked to the CRC.
- As with last year’s application, proposed are (190) 1, 2, 3 and 4-bedroom units in (20) two and three-story buildings.
- The residences are a combination of single-floor apartments and 2-story townhomes.

---

**FLA Redevelopment: *Part Two***

- There will be ground level single-story 1, 2 and 3-bedroom apartments.
- The redevelopment as a whole will be seeking certification through the National Association of Homebuilders Green Building Program. This certification has stringent requirements for air quality, energy efficiency, minimized construction waste, renewable and recycled materials.
- All the apartments will be air-conditioned, asbestos-free, and designed to minimize sound transmission between units and from the outside.
- The Part Two Redevelopment will have 1.6 parking spaces per unit on-site. Parking spaces are located and assigned to assure a short walking distance to apartments.
The parking and community greens are secured with fencing and gates, limiting access to residents and their guests. These common areas are mostly surrounded by the resident’s homes, assuring there are eyes on the activity.

Some of the proposed amenities include tot lots with shade structures, barbecues, community gardens, and fenced pet areas. We want to hear your ideas too.

Existing trees on site have been inventoried. An emphasis will be placed on salvaging trees, and designing around the larger ones that cannot be moved.

The Community Resource Center (CRC) is planned for the northeast corner of the site. It will house the leasing facilities, and resident amenities such as a social room, small kitchen, and fitness center.
FLA Redevelopment: *Part Two*

- Educational and vocational training functions are planned in the CRC, as well as a meeting room for community events. This will be a smoke-free facility.

- A pool and shaded ramada area are near the CRC for resident use only.

- New to the redevelopment proposal is an early childhood education facility that will be housed in one of the existing FLA buildings. These services will be adjacent to the new CRC building. This building will be restored with input from the City of Phoenix Historic Preservation Department.

- Your input is important! Please share your thoughts in this evening’s Breakout Sessions, and give us your building elevation vote in the Gallery Walk.

---

FLA Redevelopment: *Parts One & Two*

**Questions?**
Frank Luke Addition Gallery Walk

- HOPE VI exterior design options posted
- Get sticky dots from your small group leader
- Review the exterior design options
- Cast your vote! Place sticky dots next to the design(s) you like

Health Care Campus and Land Trade Update

Kim Dorney, Director
City of Phoenix
Housing Department

Jason Harris, Deputy Director
City of Phoenix
Community & Economic Development Department
25 Small Group Discussions

Discussion Groups

- ORANGE Group with Sarah (Translation)
- BLUE Group with Lara (Sign Language)
- GREEN Group with Vince
- RED Group with Lou Ann (Youth)
Discussion Questions

- FLA Revitalization
  - Site Planning, Unit Design, Amenities
  - Safety, Affordability, Energy Efficiency

- Health Care Campus
  - What ideas or suggestions would you like St. Luke’s and the City to consider about the Health Care Campus?

- Desired Amenities at Alternate Sites
  - What amenities or features make a housing site desirable?

Frank Luke Addition Gallery Walk

- Get sticky dots from your group leader
- Review HOPE VI exterior design options
- Cast your vote!
  - Place sticky dots next to the design(s) you like
    - If you only like one design, put all your dots on that design
    - If you like multiple designs, put a dot or two on the designs you like best
    - If you don’t like any of the designs, please offer suggestions about other design options or improvements
- Blue and Red groups go before small groups
- Orange and Green go after small groups
Wrap Up

- Please spread the word and stay involved

- Next CVP Meeting: October 14 @ SHAW School, 6 pm
  - Topic: Housing Management Strategies for
    - Sydney P. Osborn
    - A. L. Krohn Homes on Monroe Street (the “Pickle”)

- If people cannot attend but they would like to provide input, contact Sarah at 602.882.0670 or email sarmistead1@cox.net

THANK YOU FOR YOUR INPUT!
MEETING NOTES

Breakout Group Notes

What other amenities would you like to see?

Blue group
- Hot tub
- Fountain in the green areas (maybe wall fountain)
- Benches throughout
- Ramadas/tables
- Accessibility for all amenities
- Community gardens
- Pet areas/runs
- Large room for parties/get-togethers
  (100+ capacity with tables, chairs, stage area, kitchenette)

Red group (Youth group)
- Swimming area and playground for small children (not close together)
- A school for artists, school with specialized classes
- Break dancing area
- Center for kids
- Bumper pod
- Fields for sports
- Skate park
- Work out area
- Special activities area for seniors and disabled
- Garden for the homeless
- Stores for supplies like canes and wheelchairs
- Computer room
- Bike rack throughout and at community center
- Fireplaces in common areas inside/outside
- BBQ grills with tables nearby
- Green space/park area
- Drinking fountains
- Pond area with fish
- Play area with equipment for kids
- Front and back doors for access
- Mail delivery at each unit
- Braille in and out units
- Helpful and friendly manager to explain things
- Bank
- Boxing area
- Computers – teaching games (typing)
- Laser room
- Computer games
- Game room
- More teachers in school – have less teachers every year
- Play equipment for disabled
- BBQ area by playground
- Candy and soda machines
- Snack area

Orange group
- Crafting area
- Security
- Gardens
- Computer/English
- Pets area
- Community center
- Outgoing mail boxes on-site
**East AMP Community Visioning Results**  
**Public Meeting Materials**

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**Green group**  
- Indoor pool – underwater  
- Treadmill  
- Spa  
- Water aerobics  

**Which of these are best for Seniors/Disabled Housing?**  

**Blue group**  
- Hot tub  
- Benches throughout  
- Accessibility for all amenities  

**Red group (Youth group)**  
- Special activities area for seniors and disabled  
- Stores for supplies like canes and wheelchairs  

**Orange group**  
- Security  
- Gardens  
- Computer/English  
- Pets area  
- Outgoing mail boxes on-site  

**Green group**  
- Indoor pool – underwater  
- Treadmill  
- Spa  
- Water aerobics  

**Site Plan – Parking:**  

**Blue group**  
- Covered is good/important (maybe 25%)  
- Bike racks, secure space  
- Designated guest parking (uncovered)  
- Well lit  

**Red group (Youth group)**  
(nospecific response)  

**Orange group**  
- Street parking on Villa is safe because of high visibility  
- Concern that interior parking might be less safe  
- Want parking on Villa still  
- Currently need 0-2 spaces per unit  

**Green group**  
- Grab bars in units for ADA  
- Computer lab  
- Cooking classes/community kitchen  
- Ramp into pool for seniors  

---

**LEGACY Training and Consulting**
- Parking not a huge problem
- Covered parking important

**Trash Collection:**

**Blue group**
- Current is good
- No large community dumpsters
- Add recycling dumpsters/pick-up

**Red group (Youth group)**
- Trash not too close
- Recycling

**Orange group**
- Distance
- Need to assure proper water drainage on the site.
  - Currently standing water creates more odor problems than garbage

**Green group**
- Bins ok for trash, but ventilation important

**Location of Amenities:**

**Blue group**
- Community gardens
- Front and back doors for access

**Red group (Youth group)**
(no specific response)

**Orange group**
- Social gathering related uses away from units
- Daily use amenities closer to units

**Green group**
- Playgrounds, b-ball courts further from units

**Unit Design – Living Room:**

**Blue group**
- Ceiling fans
- Windows for natural light
- Wall shelving
- Wood/laminate/tile

**Red group (Youth group)**
(no specific response)

**Orange group**
- Big windows (one big, not 2 small)
- Maybe living/dining area
- Phone outlet
  - Need peep-holes in all exterior doors (lower than normal)

**Green group**
(no specific response)
Unit Design – Dining Room:

Blue group
- Wood/laminate/tile
- Lighting/chandelier
- Space for table

Red group (Youth group)
(no specific response)

Orange group
- Room for table outside of kitchen

Green group
- Hard flooring

Unit Design – Kitchen:

Blue group
- Wood/laminate/tile
- Cabinets upper and lower (adjusted for accessibility)
- Knobs on cabinets
- Dishwashers
- Plenty of outlets

Red group (Youth group)
- Safety cooking features on stove
- Dishwasher
- Dryer

Orange group
- Large enough for 2-3 people
- Currently, cabinet drawers block stove when open.
  Need better design in new units
- Pony wall or pass through counter that could serve as dining table too

Green group
- Easy to reach pantries
- Place to store mops/brooms or utility closet
- Garbage disposals

Unit Design – Master Bedroom:

Blue group
- Ceiling fans
- Office type carpet
- Door for toilet area in bathroom (for privacy and others can use sink/shower/tub)
- Accessible showers with handle bars/low toilets or special seats

Red group (Youth group)
- Carpet in bedrooms

Orange group
- Closets like they are now big and roomy
- Large walk-in closet with shelving (closet proportioned to room size)
- Sliding doors
- Window
- Phone outlet

**Green group**
- Split bedroom plan
- Bedroom large enough for king-sized bed
- Walking room between bed and dresser
- Large closet with high storage and multiple bars

**Unit Design – Bedroom:**

**Blue group**
- Ceiling fans
- Office type carpet
- (closet proportioned to room size)

**Red group (Youth group)**
- Carpet in bedrooms

**Orange group**
- Phone line/internet

**Green group**
- Split bedroom plan
- Walking room between bed and dresser
- Large closet with high storage and multiple bars

**Unit Design – Bath:**

**Blue group**
- Wood/laminate/tile
- Door for toilet area in bathroom (for privacy and others can use sink/shower/tub)
- Accessible showers with handle bars/low toilets or special seats

**Red group (Youth group)**
(no specific response)

**Orange group**
- Two bath with three bedroom unit
- Small window

**Green group**
- Seniors need bathtubs with grab bars
- Hand-held shower heads
- Texture/non-slip tub bottoms

**Unit Design – General**

**Blue group**
- Storage space with interior access
- Linen closet
- Coat closet
Red group (Youth group)  
- Pick colors in units  
- Very safe outside doors  
- Safety windows  
- Safe grounds

Orange group  
- No carpet throughout

Green group  
- Carpet that is easier to clean  
- Grey/silver carpet  
- No white walls  
- Allow residents to choose colors

- Soft closing door  
- Safety lights  
- Security and fire alarms  
- Braille in and out units

What ideas or suggestions do you have to make the new FLA a safer place?  

Blue group  
- Carded access (or punch code)  
- Security patrol/block watch  
- Perimeter cameras, cameras in parking areas  
- Deadbolts, peep-holes that can see through exterior screen doors

Red group (Youth group)  
- Security guards  
- Call system  
- Security cameras  
- Fingerprint security system

Orange group  
- Fire protection  
- Smoke detectors/sprinklers  
- No pets inside (kennel, pick up waste)  
- Extinguishers

Green group  
- Working gates  
- Outdoor lighting  
- Walking patrol

- Very safe outside doors  
- Safety windows  
- Rules/Enforce rules  
- Safe areas

- No smoking enforcement  
- Fire alarms – LOUD  
- Fire drills

Are there features or amenities that would make FLA a more affordable and energy efficient community?  

Blue group  
- Solar panels  
- Low flow faucets, toilets  
- Insulation

Red group (Youth group)  
(no specific response)

- Dual paned windows with low-e  
- Trees farther from buildings  
- Electric heat, gas too expensive

LEGACY Training and Consulting
Orange group
(no specific response)

Green group
- On demand water
- Shading for south/west windows
- LED

What ideas or suggestions would you like St. Luke’s and the City to consider about the Health Care Campus?

Blue group
- Update equipment before expanding (x-ray equipment very old)
- Restaurants, 24 hour type
- Lab resources on-site
- Pharmacy
- Specialized clinics (women, children, dental)

Red group (Youth group)
- Place to train assist dogs
- Machines/activities for disabled
- Pharmacy

Orange group
- 24 hour security
- Blood lab, x-rays
- Need pharmacy
- Hospital bus service/area shuttle
- Post office/Mail boxes

Green group
- Child care center
- Restaurants for more people
- Retail
- Pharmacy
- Hotel
- Grocery store (quality)
- Traffic planning/parking
- Sensitivity w/ height of building
- Structured parking

What amenities or features make a housing site desirable?

Blue group
- All discussed earlier
- Accessibility to transportation
- Same demographic in the new community

Red group (Youth group)
(no specific response)

Orange group
- In this area
- Schools – PreK-12 in the area
- Open space/play space
- New units/modern
- Near friends and family
- Speed limits and enforcement
Green group
- Bus/light rail access
- Playground
- All previous amenities discussed earlier

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Comment Cards and Verbal Comments Received

**Comment Cards:**
No comment cards were received.

**Verbal Comments:**
Where will the mailboxes be (if HOPE VI is awarded and FLA is redeveloped)?
Response: This has not been finalized and will be determined in accordance with the US Postal Service requirements. The number and location of mailboxes will be determined by the number of street addresses assigned to the buildings.

Can I get a 3 bedroom unit?
Response: There are several factors that will be considered in determining if a resident can have a three bedroom unit. These include the number of people in a family, the gender of the family members and any medical conditions that must be considered.

I want to stay in this area, what are my options?
Response: Residents have several options including: the two story units at Luke Krohn, Sidney P. Osborn, Luke Krohn on Monroe or locating an apartment complex or home in the area that will pass Housing Quality Standards inspection, is the appropriate size, and that the landlord will accept a Section 8 Voucher.
Please come to the East AMP/HOPE VI
Community Visioning Sessions

Your input will:

- help your family or business
- improve your neighborhood
- strengthen your community

Residents, business owners, and service providers from 7th Street east to I-10, and I-10 south to Jackson Street are invited to participate in developing a vision for their community that will guide City of Phoenix public housing revitalization efforts in the area. If you are unable to attend but would like to offer input call 602.872.0670.

Session 4: Housing Management

October 14 @ 6-7:30 pm
SHAW SCHOOL Cafeteria
123 N. 13th Street

For special accommodations, or a copy of this publication in an alternate format, contact 602-252-6794 Voice: 602-254-9500 TTY.
Asista al Proyecto de Gerencia de Bienes (AMP) Este/HOPE VI

Sesiones para definir la visión de la comunidad

Sus comentarios:

- Ayudarán a su familia o comercio
- Mejorarán su vecindario
- Fortalecerán su comunidad

Se invita a los residentes, propietarios de comercios y proveedores de servicios desde 7th Street en dirección este hacia la I-10, y desde la I-10 en dirección sur hasta Jackson Street, a participar en sesiones para definir la visión de su comunidad. Esta visión guiará los trabajos de revitalización de viviendas públicas que la Municipalidad de Phoenix realizará en el área. Si no puede asistir y quiere opinar al respecto, llame al 602.682.0670.

Sesión 4: Gerencia de viviendas

14 de octubre a las 6-7:30 pm
Cafetería de la Escuela SHAW
123 N. 13th Street

Para adaptaciones especiales, o una copia de esta publicación en un formato alternativo, póngase en contacto con voz de 802-262-6794, 802-534-5500 TTY.
AGENDA

East AMP/HOPE VI
Community Visioning Session #4
Housing Management

Thursday, October 14 – 6:00-7:30 pm
Shaw School Cafeteria, 123 N. 13th Street (13th St/Washington)

• Welcome and Ways to Participate Sarah Armistead, Legacy Training and Consulting
  
• Public Housing Management John Workley and Alice Hart
  Maintenance Efforts City of Phoenix Housing
  
• Resident Services Julie Bosshart and Diana Summers
  City of Phoenix Housing
  
• Community Services Zona Pacheco
  City of Phoenix Housing
  
• Break-Out Sessions All
  Groups will provide input on the following topics as they pertain to Sidney P. Osborn, AL Krohn on Monroe and AL Krohn on Villa
  ▪ Property Management/Maintenance
  ▪ Resident Services Priorities
  ▪ Community Engagement Strategies
Welcome
Public Meetings

- Public Meetings – September and October 2010
  - #1 – CVP Overview & Community Strengths – September 2, 2010
  - #2 – Community Priorities – September 16, 2010
    - Economic Development/Business/Employment
    - Education and Training
    - Housing
    - Health Care
    - Public Safety
    - Community Support Services
  - #3 – Housing Redevelopment – September 30, 2010 @ Edison, 6 pm
    - Tax Credit Project
    - HOPE VI
    - Land Trade
  - #4 – Housing Management – October 14, 2010 @ Shaw, 6 pm
    - Sydney P. Osborn
    - A.L. Krohn Homes on Monroe (The “Pickle”)
  - #5 – Presentation of Draft Report – November 4, 2010 @ Edison, 6 pm
    - Public Comment Period – November 4 - 12, 2010
    - Final Report – January 2011

Ways to Participate

- Ways stakeholders can provide input
  - Small Group Discussions
  - Oral or Written Comments in a language of choice
  - Translation services
  - Community Helpers
  - If people cannot attend, but would like to offer comments, please call 602.882.0670 or email sarmistead1@cox.net
Today’s Agenda

- Welcome and Ways to Participate
- Updates and Information on:
  - Public Housing Management and Maintenance
  - Resident Services
  - Community Services and Resident Engagement
- Small Group Discussions

Property Management and Maintenance
Property Management

- Interpret & Apply Rules/Regulations
  - Department
  - State & Local Laws
  - HUD
- Budget Preparation and Tracking
- Personnel Management

Property Management

- Lease/Occupancy
  - Preparation of lease
  - Annual & interim re-certifications
  - Rent Collection
  - Vacancy Reporting
- Lease Enforcement
  - Investigate/resolve complaints
    - Housing Investigator
    - Law Enforcement
  - Tenant Council
  - Block Watch
Property Management

- Maintenance
  - Routine or emergency work orders
  - Annual Inspections (buildings & units)
    - Housing Quality Standards
  - Other inspections
  - Renovation & Modernization Plans

- Terminations/Vacancies
  - Dwelling Lease Termination and/or Evictions
    - Non-payment
    - Criminal Activity
    - Lease violations
    - Grievance Hearings
Sidewalks were removed - ground down or repaired for safety reasons.

Playgrounds were repaired.
2 new canopies and 7 new play panel areas were installed.
Brand new landscaping package at Krohn East.

Painted the exterior of the buildings.
Foaming the roofs on all of the buildings at A.L. Krohn.

**Future Projects**

- All parking lots and drives are to be repaired, resurfaced and painted.
- We are going to HYDRO-VAC all external sewer lines.
- New kitchen cabinets, more back doors are to be replaced, interior doors are to be installed in some locations and new building signage will be put up.
What Are Resident Services?

- Various programs we provide to help residents become more self-sufficient and that improve quality of life for individuals and families.

Core Programs

- Economic Initiatives
- Family Self-Sufficiency (FSS)
- Homeownership Opportunities
- Neighborhood Network Centers
- Teen Program
- Education & Training
- Volunteer Income Tax Assistance (VITA)
Economic Impact

- Program funding
- Priorities in Washington

Current Focus

- Core Programs
- Community priorities – “What matters most to residents?”
- Partnerships and collaborations
Discussion Questions

- **PROPERTY MAINTENANCE AND MANAGEMENT Questions**
  - What current property management services are most helpful to you?
  - What are your priorities for property maintenance at SPO, the Pickle and AL Krohn?
  - Is there anything else the property manager can do at these sites to improve the quality of life?

- **RESIDENT SERVICES Questions**
  - What resident services are most helpful to you?
  - When the economy improves or if funding should become available, what additional services would you prioritize?

- **RESIDENT ENGAGEMENT Questions**
  - Why do you think residents are not taking advantage of available services?
  - What can be done to overcome these reasons?
  - What can residents do to improve their community and quality of life?

- **OVERALL:**
  - Is there anything else you would like to recommend that would help SPO, Pickle and AL Krohn continue to contribute positively to the East AMP community?

Discussion Groups

- **ORANGE Group** with Sarah (Translation)
  - Northeast Corner

- **BLUE Group** with Lara
  - Northwest Corner

- **GREEN Group** with Vince
  - Southeast Corner

- **RED Group** with Lou Ann
  - Southwest Corner
Wrap Up

☐ Please spread the word and stay involved

☐ Next CVP Meeting: Presentation of Draft Plan

    November 4\textsuperscript{th} from 6:00-7:30 pm
    Edison School 804 N. 18\textsuperscript{th} Street

☐ If people cannot attend but they would like to provide input, call Sarah at 602.882.0670 or email sarmistead1@cox.net.

THANK YOU FOR YOUR INPUT!
MEETING NOTES

Breakout Group Notes

1) What current property management services are most helpful to you?

Blue group
- Workers on site
- Doing good updating (foam roof, paint, etc)

Red group (Youth group)
- Fix broken things
- Beautiful flowers
- Play grounds
- Clean up tagging

Orange group
- Maintenance workers
  - Most of the time, maintenance workers do good work
  - Sometimes projects left unfinished
  - Sometimes hear no money to fix
  - Sometimes need parts and don’t have them, may be 3-4 days or week later
  - Don’t use edgers or pick up the grass off the sidewalks

Green group
- Improvements to properties such as playground equipment

2) What are your priorities for property maintenance at Sidney P. Osborn, AL Krohn on Monroe Street and AL Krohn on Villa Street?

Blue group
- Need higher quality/better quality materials (faucets as example)
- Need more timely response

Red group (Youth group)
- Basketball court
- Swings
- Monkey bars
- Slides
- Volleyball court
- Team sports (basketball, soccer)
- Swimming pool

Orange group
- Kitchens and baths have roaches
- Cooling – sometimes it works, sometimes it doesn’t
- Drainage outside, stagnant water

Green group
- Maintain properties not being rehabbed
- Control pigeon population
- More lighting
3) Is there anything else the property manager can do at these sites to improve quality of life?

Blue group
- Improve communication between management and residents

Red group (Youth group)

Orange group
- Speedy approval of work orders
- Need Spanish speakers to help them with work orders
- Trash pickup, need tenant education on bagging trash and placing in cans
- Bigger containers for trash so kids can’t move them

Green group
- Increase police presence
- Continue maintenance of properties not to be rehabbed
- Control pigeon population

4) What residence services are most helpful to you?

Blue group
- VITA
- Computer labs
- Senior programs
- Organized sports

Red group (Youth group)
- Boys and Girls Club
- Computer lab

Orange group
- Training and education
- Would like to have on the job training

Green group
- Computer labs
- Adult activities like pool

5) When the economy improves or if funding should become available, what additional services would you prioritize?

Blue group
- Programs for 16-18 year olds (ball games, sports, work programs, training, music)
- Block Watch participation
- Small child (toddler) program like Parks & Rec programs

Red group (Youth group)
(no specific response)

Orange group
- Enhanced security, especially on-site
- More flowers and trees
- Sand on the playgrounds
- Need our workers back on-site (all services)
- Maintenance of common areas, polish/wax hallways isn’t done anymore

Green group
- On the job training

6) Why do you think residents are not taking advantage of available services?

Blue group
- Weather – too hot to come out during the summer
- Childcare during parent activities

Red group (Youth group)
- Too busy
- Boring
- Something else to do

Orange group
- May perceive classes about kids are for women only
- Announcements in rent notices but not many come
- Fear about legal status, should clarify no i.d. required then people will come

Green group
- May not know they are available
- Do not read flyers – put information on the rent bill

7) What can be done to overcome these reasons?

Blue group
- Children programs at the same time (resident council meetings)
- Child watch

Red group (Youth group)

Orange group
- May be classes specifically for men
- Put information in the notices that says classes count for community service
- Neighbors invite neighbors

Green group
- Put information on rent bill
- Tenant council will help communication

8) What can residents do to improve their community and quality of life?

Blue group
(no specific response)

Red group (Youth group)

Orange group
(no specific response)

Green group
- Reporting crime
- Take the initiative to form a tenant council
- Organize community yard sales

9) Is there anything else you would like to recommend that would help public housing sites continue to contribute positively to the East AMP community?

Blue group
- Publicize how it affects them
- Resident participation
- Distance
- Involve the larger community, hand deliver flyers

Red group (Youth group)
(no specific response)

Orange group
- Go to meetings, find out what is going on
- Speak up
- Get to know neighbors

Green group
- Swimming pool
- Work-out facility
- A/C rather than swamp coolers
- Washers and dryers
- Dishwashers
- Garbage disposals
- More closet space

Comment Cards and Verbal Comments Received

Comment Cards:
1) Problema del refrigerador (Refrigerator problem) – Small group leader noted that the comment was discussed in their group with the additional information that the refrigerator had been replaced and the replacement was not working as desired. The tenants wondered if they could bring in their own refrigerator. In addition, other residents noted that they have been told that some repairs may cost them money.

Response: Appliances are typically replaced with a new or fully functional used appliance. Residents can have their own appliances, but are then responsible for maintenance of the appliances and ensuring they are fully functional. Residents are responsible for any repairs that are needed as a result of misuse or are damaged by someone in their unit. Maintenance personnel should not be discussing charges with residents other than to advise them of their findings at the time the work order is completed. Staff will be reminded not to go into detail regarding charges with the residents.
Verbal Comments:

1) In response to staff presentation on the overall vision for the area, a resident invited all interested to a meeting of the Eastlake Park Neighborhood Association regarding their efforts in the area.

2) In response to staff presentation on programming available for residents, a resident reminded staff that Gateway Community College has many services available and those services should not be duplicated.
Please come to the East AMP/HOPE VI
Community Visioning Sessions

Your input will:

• help your family or business
• improve your neighborhood
• strengthen your community

Residents, business owners, and service providers from 7th Street east to I-10, and I-10 south to Jackson Street are invited to participate in developing a vision for their community that will guide City of Phoenix public housing revitalization efforts in the area. If you are unable to attend but would like to offer input, call 602.882.0670.

**Session 5: Draft Community Vision**
Nov. 4 @ 6:00-7:30 pm
Edison School, 1804 N. 18th Street

For special accommodations, or a copy of this publication in an alternate format, contact 602.262.6794 (Voice) 602.634.5508 (TTY).
Asista al Proyecto de Gerenciación de Blanes (AMP) Este/HOPE VI

Sesiones para definir la visión de la comunidad

Sus comentarios:

- Ayudarán a su familia o comercio
- Mejorarán su vecindario
- Fortalecerán su comunidad

Se invita a los residentes, propietarios de comercios y proveedores de servicios desde 7th Street en dirección este hacia la I-10, y desde la I-10 en dirección sur hasta Jackson Street, a participar en sesiones para definir la visión de su comunidad. Esta visión guiará los trabajos de revitalización de viviendas públicas que la Municipalidad de Phoenix realizará en el área. Si no puede asistir y quiere opinar al respecto, llame al 602-882-0670.

Sesión 5: Esbozo de la visión de la comunidad
4 de noviembre a las 6:00-7:30 pm,
Escuela Edison, 804 N. 18th Street

Para adaptaciones especiales, o una copia de esta publicación en un formato alternativo, póngase en contacto con voz de 602-262-6794, 602-634-5500 TTY.
AGENDA

East AMP/HOPE VI Community Visioning Session #5

Community Visioning Draft Results

Thursday, November 4 – 6:00-7:30 pm
Edison School Cafeteria, 804 N. 18th Street

- Welcome
  Rebecca Velarde
  City of Phoenix Housing

- Special Recognition
  Sarah Armistead
  Legacy Training and Consulting

  Lou Ann Smith
  Housing Department

- Frank Luke Addition Community
  Advisory Task Force
  Zona Pacheco
  Housing Department

- Presentation of Community Visioning
  Draft Results
  Vince Scarano
  Biltform Architecture

  Sarah Armistead
  Legacy Training and Consulting

- Small Group Discussions
  - Comments on Draft Visioning
    Results
  All

LEGACY Training and Consulting
Special Recognition

Community Helpers
Phoenix Boys and Girls Club
Community Visioning Support

Request for Assistance

Frank Luke Addition
Community Advisory Task Force
Community Visioning Overview

East AMP

- Boundaries: 7th St to I-10; I-10 to Jackson St
- Eastlake Park and Garfield Neighborhoods
- Van Buren Civic Association
- Public Housing sites
  - Frank Luke Addition
  - Luke Krohn on Villa
  - Frank Luke Homes
  - Sidney P. Osborn
  - Luke Krohn on Monroe
Purpose Statement

- To gain input on the revitalization of public housing sites in the context of the broader community

Community Visioning Meetings

- #1 – CVP Overview & Community Strengths – September 2, 2010
- #2 – Community Priorities – September 16, 2010
  - Economic Development/Business/Employment
  - Education and Training
  - Housing
  - Health Care
  - Public Safety
  - Community Support Services
- #3 - Housing Redevelopment – September 30, 2010
  - Tax Credit Project
  - HOPE VI
  - Land Trade
- #4 – Housing Management – October 14, 2010
  - Sidney P. Osborn
  - A.L. Krohn Homes on Monroe and Villa Streets
- #5 – Presentation of Draft Report – November 4, 2010
- Public Comment Period – December 2010
- Final Report – Early 2011
Public Comment Period

- Draft Report will be written
- Community may review and comment
- Copies will be available at:
  - City's website
  - Luke Krohn Community Center
  - Sidney P. Osborn
  - Eastlake Park
  - Verde Park
- Final report issued in early 2011

Draft Visioning Results

The Community Speaks…
Community Strengths

- Good place to live, work and raise family
- Neighborhoods with rich history, architecture, and active neighborhood associations
- Near downtown arts, culture and sports
- Close to the light rail/bus service, good jobs, education, medical care, parks, restaurants…

Guiding Principles for Revitalization

- Walkable
- Safe
- Preserve affordable housing and attract mixed incomes
- Preserve open space
- Private investment in surrounding properties
- Connect community with area businesses, parks, schools, churches and services
- Appropriate architecture, safe/energy efficient building materials, modern amenities
- Respectful of existing neighborhood priorities
Objectives 1 and 2 – Redevelopment and Architectural Design

To engage community stakeholders in the possible redevelopment of the Frank Luke Addition.

To obtain community input on the site plans, building designs, unit floor plans, and amenities that would contribute to the quality of life in the community.

Frank Luke Addition Revitalization Phase I – Senior/Disabled Housing
Frank Luke Addition Revitalization
Phase I – Senior/Disabled Housing

- First phase of FLA Revitalization
  - This is the only phase that is currently funded
  - Build 60 units for seniors and persons with disabilities
  - Funded with Tax Credits from the State and City bond funds

Frank Luke Addition Revitalization
Phase I – Senior/Disabled Housing

- Planned Amenities
  - Private balconies, secured common courtyards
  - Fenced pet run area
  - Social room, card playing room, small kitchen
  - Common laundry facilities
  - Safe and green/energy efficient materials
Frank Luke Addition Revitalization
Phase I – Senior/Disabled Housing

- Anticipated Project Timeline – First Phase
  - Funds awarded in July 2010
  - Relocation underway
  - Construction to begin approximately Summer 2011
  - Completed and leased up by December 2012
Frank Luke Addition Revitalization
Phase I – Senior/Disabled Housing

Frank Luke Addition Revitalization
Future Phases – Family Housing
Frank Luke Addition Revitalization
Future Phases – Family Housing

- Additional phases are conceptual only
- No funding has been secured for additional phases
- City preparing 2010 HOPE VI grant application
  - Develop approximately 190 units mixed income family housing
  - Approximately 20 buildings overall – 2 and 3 stories each
  - Community Resource Center
  - Restored original FLA building for early childhood/parenting programs
  - Focus on energy efficiency, affordability and safety
  - Application due November 22, 2010

Exterior / Site Amenities
- Social room
- Fitness center
- Community kitchen
- Pool, spa and ramada area
- Playgrounds
- Parking on-site
- Community gardens
- Fenced pet areas
- Open space
- Benches
- Bike racks
- Drinking fountains/vending machines
- Large trash bins and recycling

Interior Amenities
- Air-conditioning
- Secure exterior doors with deadbolts and peepholes
- More windows
- Larger kitchens and masters
- Separate dining areas
- Ceiling fans
- Phone/internet/Cable
- Washer/Dryer hook-ups
- Minimize sound between units
- Storage space

LEGACY Training and Consulting
Frank Luke Addition Revitalization
Future Phases – Family Housing

A New Look for Villa Street
Objective 3 – Amenities at Alternate Housing Sites

To solicit input on the desired amenities at alternate housing properties identified through the proposed trade that would be desirable to relocatees.

Possible Land Trade

- St. Luke’s would like to expand its medical services and approached the City about using the Frank Luke Homes site to do so

- After a community meeting, City Council authorized staff to
  - Enter into a development agreement for the area surrounding St. Luke’s Hospital, including the Frank Luke Homes site
  - However, this authority does not guarantee the trade will occur
  - Submit a demolition/disposition application to HUD

- IF an agreement can be reached, AND HUD and City Council approve:
  - St. Luke’s would secure newer alternate housing site(s) with market-rate amenities
  - City would trade FLH site “as is” for new sites
  - FLH residents would have several relocation options
Desired Amenities in Alternate Housing

- **Locations**
  - Access to public transportation
  - Near employment
  - Good K-12 schools
  - Close to medical care
  - Central City/nearby options
  - Single-story options
  - Measures to minimize noise between units

- Amenities similar to those identified for FLA

Feedback on Possible Health Care Expansion

- Attend to community health care needs
- Communicate regularly with the surrounding community
- Address related traffic, parking (in structures)
- Consider architecture and building heights appropriate for the neighborhood
- Pursue additional services including…
  - Retail
  - Restaurants
  - Hotel
  - Grocery Store
Objective 4 – Property Management and Maintenance

To develop property management and maintenance strategies that will sustain or improve the quality of life at Sidney P. Osborn, A.L. Krohn Homes on Monroe Street and Villa Street.

Property Maintenance

- Property maintenance priorities
  - More lighting
  - Nice landscaping/flowers
  - Maintain playgrounds and open space
  - Graffiti removal
  - Better quality replacement materials
  - Exterminator services and pigeon control
  - Better cooling
  - Solutions for stagnant water on site
Property Management

- Property Management Priorities:
  - Communication between managers and residents
  - Restoring on-site staff
  - Enhanced security/more police presence
  - Tenant education on proper disposal of trash
  - Larger trash containers that residents can’t move
  - Work orders
    - Spanish-speaking staff to assist residents
    - More timely review and approval of work orders

Objective 5 – Quality of Life Priorities

To define priorities for economic development/employment, education and training, health care, housing, public safety and community support services that support and enhance redevelopment efforts.
Quality of Life Priorities

- **Education and Training**
  - More Head Start/early childhood services
  - More job training, trade/skills training
  - Community education classes, particularly English and computers

- **Economic Development**
  - Address vacant land
  - Banking/financial services
  - More employers
  - Clothing stores, housewares
  - Laundromats, mail services
  - Family entertainment venues

Quality of Life Priorities

- **Housing**
  - More City of Phoenix services including…
    - Property maintenance inspectors/enforcement
    - Housing rehabilitation services throughout the area
  - Homeownership

- **Public Safety**
  - More police patrols and Block Watches
  - Lighting – both on streets and private property
  - Training on the connection between blight & crime
  - Focus on speeding, gangs, theft
Quality of Life Priorities

- **Health Care**
  - More accessible, proximate, and affordable services
    - Urgent care
    - Dentists
    - Eye doctor
    - X-rays
    - Laboratories
    - Pharmacy
  - Health and Nutrition Classes
  - Concern for the uninsured/underinsured

Quality of Life Priorities

- **Community Support Services**
  - Child care centers
  - Community and Senior Centers
  - Youth programs for early childhood thru high school
  - Improvements to Edison Park
  - Marriage Counseling
Resident Engagement

- Attendance at the CVP has been strong and steady.
- Attendance at some community classes has been low.
- The City asked the community for ideas.
- Community ideas on why participation may be low
  - No childcare available
  - Unaware services are available
  - Busy, other things to do
  - Hot weather
  - Perception that services are for women/children only
  - Fear that legal status will be checked

Possible solutions suggested by the community

- Offer children’s programming at the same time
- Newsletter or information in rent notices
- Offer community service credit for attending
- Identify who should attend, i.e. parents, families, seniors, kids
- Clarify identification is not required to participate, where applicable
Recommendations

To revitalize the East AMP community, WE must:

- Build on community strengths
- Use the guiding principles for revitalization
- Faithfully incorporate community feedback
- Invest private funding in surrounding properties
- Communicate and stay involved
Recommendations

To revitalize the East AMP community, WE must:

- Maintain properties and report crime
- Re-establish tenant councils and strengthen Block Watches
- Increase connections among area neighborhood/civic associations
- Develop partnerships to make the vision a reality!
Discussion Questions

☐ Are the draft results reflective of the vision you have for your community?

☐ Do you have any additional recommendations?

THANK YOU FOR YOUR INPUT!
MEETING NOTES

Breakout Group Notes

1) Are the draft results reflective of the vision you have for your community?

- **Blue group**
  - Yes
- **Red group (Youth group)**
  - No youth present
- **Orange group**
  - Good
  - Will you let people choose flooring preferences?
- **Green group**
  - Yes

2) Do you have any additional recommendations?

- **Blue group**
  - Be more specific about recommendations, expand, give examples
  - Explain how this process has been different than Mathew T Hansen – for the HOPE VI application (describe how planning process was inclusive)
  - How planning addressed issues of the surrounding area, redevelopment impacts

- **Red group (Youth group)**
  - No youth present

- **Orange group**
  - Gate, fencing
  - Security cameras

- **Green group**
  - Circulator Buses, especially to Light Rail
  - Van Buren Civic Association, Crime Committee
  - Not much representation from Hispanic Residents and Tenant Councils
    - Maybe have translation services available
  - See more growth and businesses
  - Additional constructive things to do for children in FLA
  - Community kitchen
  - Need pizza place nearby
  - Evening walking club
  - For Seniors – walking track, chair aerobics, yoga, flexible fitness space
## Comment Cards and Verbal Comments Received

### Comment Cards:

1) The results are good. When will we see the final results?
   Response: The draft report is scheduled to be available in December for additional comment. A final report will be complete in early 2011.