



Sunnyslope Village Center Neighborhood Initiative Area Good Neighbor Executive Summary
Program Dates: May 26, 2010 – July 14, 2010

The Good Neighbor Program (GNP) has been in existence since 1995. Because of its successful track record in bringing diverse groups together, and developing local leadership, the program is one of the vehicles being used city-wide to help embrace the great diversity of our community and help recent and long-term residents understand and respect each other's differences and foster vibrant neighborhoods.

The Sunnyslope Village Center GNP was a part of the Village Center Neighborhood Initiative Area (NIA) action plan and focused on the boundaries of the NIA. Dunlap Avenue on the North, the Arizona Canal on the south, Central Avenue on the West and 7th Street on the East. There has been more than \$5,000,000 invested in the Village Center Neighborhood to revitalize the housing stock, commercial development, and public right of ways. As a result of the investment and the comprehensive, concentrated, revitalization of the goal moving forward is to build resident capacity to sustain the investment in the area. Hosting the GNP at Sunnyslope Manor a city owned Senior Housing facility has helped in these efforts by drawing over 63 new residents to community meetings and having an average participation rate of 23 residents per class. The end result of the GNP is that it enhances the sustainability of the capacity of the neighborhood residents.

One chief strategy of the Good Neighbor Program is to offer a series of educational/awareness classes on such topics as: Building Leadership in Youth and Adults, Neighborhood Pride and Community Spirit, The Role of the Neighborhood Association, Improving Communication, The Most Common Blight Violations, Landlord/Tenant Counselor Education, Understanding Culture and Diversity in our Neighborhoods, and Improving Communication between Residents and the Police Department. Additionally, the Good Neighbor Program has the flexibility to adjust the workshop topics to accommodate the information requested by the residents attending the workshops.

Discussions during week one and two resulted in changing the fourth, fifth and sixth week workshop topics. The residents determined that week four "Crisis Financial Planning" was not suitable for them since the majority of them are on a fixed income. Week five, "Landlord/Tenant Rights and Foreclosure" was not suitable since most of

them living in subsidized housing or own their homes outright. Week six “Accessing local government, Public Works, and Parks & Recreation” was adjusted a bit.

The topics for week four were the Village Center Development projects and Street Transportation. The workshop included a presentation from Tyrone Hibbs with Neighborhood Services Department, Community Development. He discussed the past, current and future development projects in the Village Center NIA. Kerry Wilcoxon from Street Transportation primary objective was to respond to the multiple questions from the residents. The residents had concerns with the condition of the sidewalk and street on Ruth Ave. Some of their concerns involved the speeding in the neighborhood, bulges in the sidewalk and portions of the sidewalk are incomplete. They also had concerns about the children safety will riding their bikes in the street with the speeding vehicles.

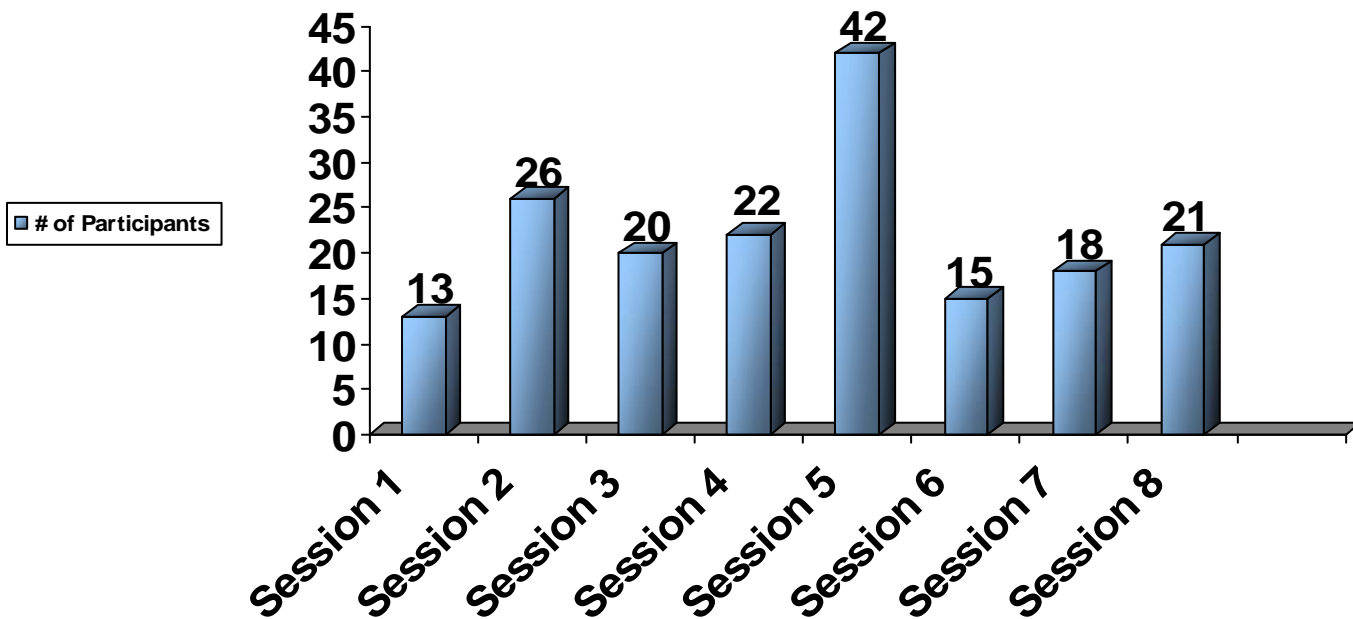
The topics for week five were Planning and Public Transit. The workshop included a presentation from Katherine Coles with Planning. Katherine provided an overview of her duties as a planner and discussed the importance of resident involvement at the community meetings. The other presenters at the workshop were Jorge Luna and Shilpa Panicker from Public Transit and Gabriel Piez from Human Services. The workshop was well attended due to the topic – the Sunnyslope Multi Access Residential Transit (SMART). SMART is the free daily neighborhood circulator service provided by Phoenix Public Transit. Jorge talked about the changes to the riding schedule and he provided background information on how the current stops were selected. Gabriel Piez from Public Transit provided information on various transportation services offered by Human Service such as Dial a Ride and the Senior Cab service.

The topics for week six were Recycling and Senior Programs. Delia Ramirez, Sunnyslope Manor Manager, talked about the facility’s future plans regarding recycling. Mary Middleton with Human Services, the Assistant Manager from the Sunnyslope Senior center cancelled due to a knee injury.

The program is free and open to any Phoenix resident who wishes to participate. Residents who participated walked away with a sense of camaraderie, a renewed spirit of cooperation, and knowledge of city resources. A network of support is developed based upon shared experiences and knowledge of processes to access services. The series provides the city of Phoenix with valuable resident feedback to improve services at all levels, and language barriers are overcome between neighbors, residents, and service providers.

Sunnyslope Village Center NIA Good Neighbor Program

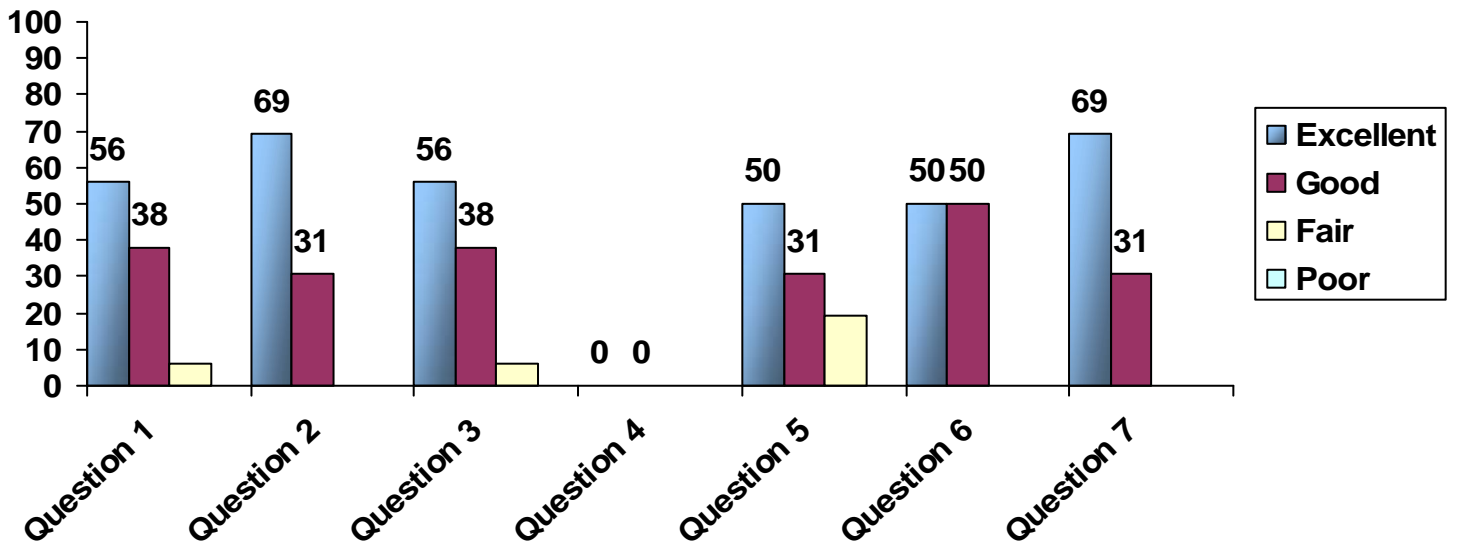
	Session	Attendance	Issues
1.	Neighborhood Pride / Visioning exercise / The role of the neighborhood association	13	
2.	The Most common Blight Violations	26	Diesel parking and vehicles speeding in neighborhood
3.	Human Services / NSD Rehab process	20	Senior Services staff cancelled, but rescheduled;
4.	Village Center Development projects & Street Transportation	22	Speed humps on Ruth Ave, speeding in the neighborhood, kids on bike riding in street with speeding cars, sidewalk incomplete on Ruth Ave near Central Ave/north side of street, bike lanes, street light near bus bay on Central & Ruth
5.	Planning Dept & Transit – Circulator	42	Residents want the S.M.A.R.T. circulator to stop at the front door of the Sunnyslope Manor.
6.	Recycling & Parks & Recreation	15	Residents want recycling program back
7.	Improving communication between residents and the Fire and Police Depts.	18	
8.	Program Graduation/Personal statement/NSD Director/Councilman Gates	21	
	Total:	177	



Customer Service Survey

	Criteria	Excellent	Good	Fair	Poor
1.	Information was clear and useful	56%	38%	6%	
2.	Opportunity for class involvement	69%	31%		
3.	Content and format of program materials	56%	38%	6%	
4.	Program meal and child care	N/A	N/A	N/A	N/A
5.	I know how to get involved in my community	50%	31%	19%	
6.	Overall Presentation and Content	50%	50%		
7.	Training time and location	69%	31%		

Survey results



Next Steps

Goal	Action
Provide residents with an update regarding the Ruth Ave street audit	Audit completed on July 2, 2010. Information provided on August 13, 2010.
Initiate the speed hump petition for Ruth Ave	Petition to be circulated by Aug 16, 2010.
Request placement of a speed trailer near school and on Ruth Ave	Contact made with the principal of Desert View Elementary. The principal will get permission from the District office to place trailer on school property. The Sunnyslope Manor property manager will secure permission from Housing to place speed trailer on the property.
Request the sidewalk on Ruth Ave to be completed	On July 22, 2010, decision to complete sidewalk was confirmed. The sidewalk project will be completed by the end of September 2010.
Request a night audit of the bus bay street light; the bus bay is on Central, south of Ruth Ave	On June 18, 2010, the audit concluded that the dashes will be connected to make a solid strip to offset confusion about the bus bay being a turning lane on to Ruth Ave.
Request a bike rodeo for the students attending Desert View Elementary	Date to be determined by Officer Ehrler and principal of Desert View Elementary.
Plan a "Walk to School Day" event	Date to be determined by Don Cross, street department and principal.
Attend the neighborhood meetings/council meeting.	Neighborhood leaders will contact Barbara Gonzales when next meeting is planned.