

# Public Buildings Element

## EXECUTIVE SUMMARY

The Public Buildings element describes the various types and roles of public and quasi-public buildings.

**Customer service centers:** provide regional customer service centers to minimize travel times.

**Fire stations:** locate fire stations to provide rapid response times.

**Government, administrative and maintenance facilities:** provide adequate and convenient government centers, locating central administrative buildings in the Governmental Mall.

**Libraries:** provide central, regional and branch libraries to serve the changing needs of the growing population.

**Police facilities:** provide facilities to improve police service, accessibility and relationships with the community.

**Schools:** facilitate the provision of a full range of educational facilities within Phoenix through technical assistance and information sharing.

**Social services:** provide social services throughout the city to all eligible residents, and locate to best serve needs and provide transit access.

**Semi-public buildings:** recognize and facilitate the role of semi-public buildings such as cultural facilities, the Phoenix Civic Plaza, churches and hospitals.

**Technology:** use technology to provide seamless service and faster, less expensive access to information and services.

## INTRODUCTION

The city of Phoenix is dedicated to providing city facilities that serve the community's administrative, maintenance, public health and safety, cultural and educational needs. Public buildings belong to the people, and therefore should be readily accessible to the people; carry an identity appropriate to government; offer maximum level of service; be cost effective; and use building materials representative of Arizona (such as sandstone and copper) and solar technologies to make public buildings more cost efficient. Administrative buildings for making broad-based decisions should be centralized. All public buildings will meet and are encouraged to exceed the requirements set forth in the Americans with

Disabilities Act. The city will provide reasonable accommodations for all meetings within public facilities. Governmental facilities such as community centers and libraries should be dispersed throughout the community to better serve the public. While schools are not city-owned facilities, many are public buildings providing recreation programs, classes and meeting room space for more than their student populations.

### Public Notification and Participation

In 1989, the Phoenix City Council approved the Early Citizen Involvement Program to improve citizen notification and involvement in the development of the city's capital projects. The city of Phoenix

Neighborhood Notification Office was established to assist in implementing this program. The site selection phase and design phase for each project include public notification and a public meeting. The construction phase requires no public meeting, but notice of the construction schedule shall be mailed. Major remodeling, renovation or expansion projects will follow the same procedures if the neighborhood is significantly impacted.

The construction of many public buildings is paid for with bond funds. When these funds are used, bond committees are involved in reviewing and recommending projects for the bond program. The public is invited to provide input at these committee meetings and ultimately votes on the bond program.

Public buildings related to growth are funded through impact fees in our growth areas. Replacement and upgrading of existing buildings are funded by current revenues and bonds (secondary property taxes).

**GOAL 1 CUSTOMER SERVICE CENTERS: CITY SERVICES SHOULD BE PROVIDED AT REGIONAL FACILITIES TO MINIMIZE TRAVEL TIME FOR CUSTOMERS.**

Areas of the city that have a combination of large, growing populations and long travel times to the city's downtown campus should have access to city services at more convenient locations. Providing city services at regional facilities could alleviate downtown traffic congestion and parking problems as well as improve air quality. Customers could obtain licenses and permits, file applications, pay bills, gather information and have access to a number of other services.

**Policies:**

1. Decentralize various public contact services to regional facilities.
2. Locate facilities based on geography (travel times) and population.

**Recommendations:**

- A. Provide a customer service center north of Thunderbird Road to serve the Deer Valley, Paradise Valley, North Gateway and Desert View Villages.

- B. Provide a customer service center in west Phoenix to serve the Maryvale, Estrella and Laveen villages.
- C. Provide a customer service center in the Ahwatukee Foothills Village.

3. Offer a mix of services tailored to the needs of the surrounding population.
4. Where possible, locate customer service centers near shopping centers, freeways and other public transportation facilities for ease of use.
5. Consider collocation of customer service centers with buildings for other government agencies.

**GOAL 2 FIRE STATIONS: FIRE STATIONS SHOULD BE PLACED IN GEOGRAPHICALLY STRATEGIC LOCATIONS THROUGHOUT THE CITY TO ALLOW FOR RAPID RESPONSE TO FIRE AND EMERGENCY MEDICAL INCIDENTS. PARAMEDIC LEVEL SERVICE SHOULD BE AVAILABLE FROM AT LEAST ONE OF THE UNITS ASSIGNED TO EACH STATION.**

Phoenix has an operations center complex 46 fire stations (as shown in Figures 1 and 2) and a training academy. The training academy provides initial training for new recruits and continuing education and training sessions for all firefighters. The facility needs renovation, and additional satellite facilities will be required in future years.



**FIGURE 1 - Fire Operations Center, 150 South 12th Street**



The city's rapid growth over the past several years has contributed to longer response times for fire and medical services. Additional stations should be placed to serve newly annexed areas. In addition to annexation, population increases in previously established areas of the city have placed additional service demands on existing fire stations and units. Where warranted, smaller "infill" fire stations and additional units should be placed between existing fire stations to meet increasing service requests.

It is the Fire Department's goal to decentralize some services such as issuing fire permits to the public, providing community services, extending public fire and life safety education, providing support services and continuing staff education and training. Locating district Fire Department offices in or near a village core is the most cost-efficient way to provide these decentralized services.

The Fire Department also provides the city with paramedic services from fire stations. When a fire department unit provides paramedic level services, they are integrated into the normal duties of the unit. Paramedic services can be provided by engine, ladder or rescue units. Fire stations can house any combination of units.

**Policies:**

1. Construct additional fire stations to serve new growth or demand.

**Recommendations:**

- A. Locate and construct fire station(s) in the southeast portion of Phoenix.
- B. Locate and construct fire station(s) in the southwest portion of Phoenix.
- C. Locate and construct fire station(s) in the northern portion of Phoenix.
- D. Locate and construct fire station(s) in the far west portion of Phoenix.
- E. Monitor the changing complexity and demand for fire and Emergency Medical Services (EMS) in established areas of Phoenix to more accurately project the future demand for additional fire stations or the expansion of existing fire stations.

2. Expand existing stations to add units when needed.

**Recommendations:**

- A. Remodel existing fire stations.
- B. Rebuild existing fire stations.

3. Encourage relocating existing administrative services to fire stations in or near village cores.

**Recommendation:**

- A. Explore locating fire stations with other city facilities.

4. Locate new fire administration support services in or near village cores.

5. Locate fire stations near major intersections so vehicles can immediately respond in any direction.

**Recommendation:**

- A. Locate fire stations to provide effective response time to fire and emergency medical incidents.

6. Select 2.5-acre sites as a minimum for fire station sites unless a fire station contains administration services, which requires a minimum 3-acre site.

7. Maintain effective training and support services facilities.

**Recommendations:**

- A. Expand the existing fire training facility.
- B. Build a new satellite fire training facility.
- C. Expand the existing support services facility.

**GOAL 3 GOVERNMENTAL ADMINISTRATIVE AND MAINTENANCE FACILITIES: CONVENIENT, ACCESSIBLE, GOVERNMENTAL ADMINISTRATIVE AND**

**MAINTENANCE FACILITIES WITH ADEQUATE OFF-STREET PARKING SHOULD BE PROVIDED. (See next page.)**

Phoenix, the capital of Arizona, houses four levels of government -- city, county, state, and federal. The original Governmental Mall Plan, adopted in 1969, established the goal of providing centralized administrative buildings for all levels of government in a linear corridor. In 1985, the Arizona Revised Statutes Section 34-225 created the Governmental



**FIGURE 3 - Municipal Court House**

Mall Commission to prepare an updated plan and approve development within the Mall area bounded by Fillmore, Central, Lincoln and I-17. The Commission's plan, adopted in June 1989, established land use, urban design and transportation objectives to be implemented within this area. The area's jurisdiction and plans were later revised to cover a smaller area from the north side of Van Buren to the railroad tracks, 7<sup>th</sup> to 19<sup>th</sup> avenues. Today, this area is known as the Capitol Mall.

In November 1993, the city centralized administrative offices in the Governmental Mall with the opening of Phoenix City Hall, 200 West Washington Street. The new office building provides 600,000 square-feet of office space replacing leased space, centralizing governmental administrative functions and providing enhanced accessibility to the public. A 1,500-space parking garage, located at 305 W. Washington, was constructed adjacent to the building, providing off-street parking for City Hall tenants and customers.

The city opened a new Phoenix Municipal Courthouse, (Figure 3), at 300 West Washington Street, in December 1999. The city municipal courts,

city prosecutor, and public defender functions are located in the 375,000 square-foot office building. A new off-street parking garage (the Adams Street Garage) providing an additional 1,800 spaces for the city fleet vehicles and building tenants, also opened in 1999. The 305 Garage changed to public parking.

The city's Public Works Department operates five service maintenance centers dispersed throughout Phoenix. Service centers offer locations for various city departments to decentralize operations and services. Fuel islands, warehouse functions, fleet maintenance, storage areas and administrative offices are located at the service centers. The Okemah Service Maintenance Center, 3838 East Anne Street, near the intersection of 40th Street and the Maricopa Freeway (I-17), was added as part of the 1988 General Plan to serve the east and central portion of Phoenix.

Two new service maintenance centers are planned for servicing the far north and southwest portions of the city. The far north service maintenance center will be tenant-occupied by the Street Transportation, Water Services, Public Works, and Parks, Recreation and Library departments. The Parks, Recreation, and Library Department also will have a prominent presence at the far north site with a district maintenance center, warehouse, repair shop, and storage. The southwest maintenance center will contain traditional facilities as described above.

The Public Works Department developed a strategic plan to enhance and expand existing service maintenance centers. Land is needed for Glenrosa and Union Hills service center expansions to address service demand and growth issues influencing solid waste, streets and parks programs. This "master plan" approach allows operations to meet future service delivery demands from infill development and possible annexations.

**Policies:**

1. Maximize the use of governmental facilities at the most economical cost.

**Recommendation:**

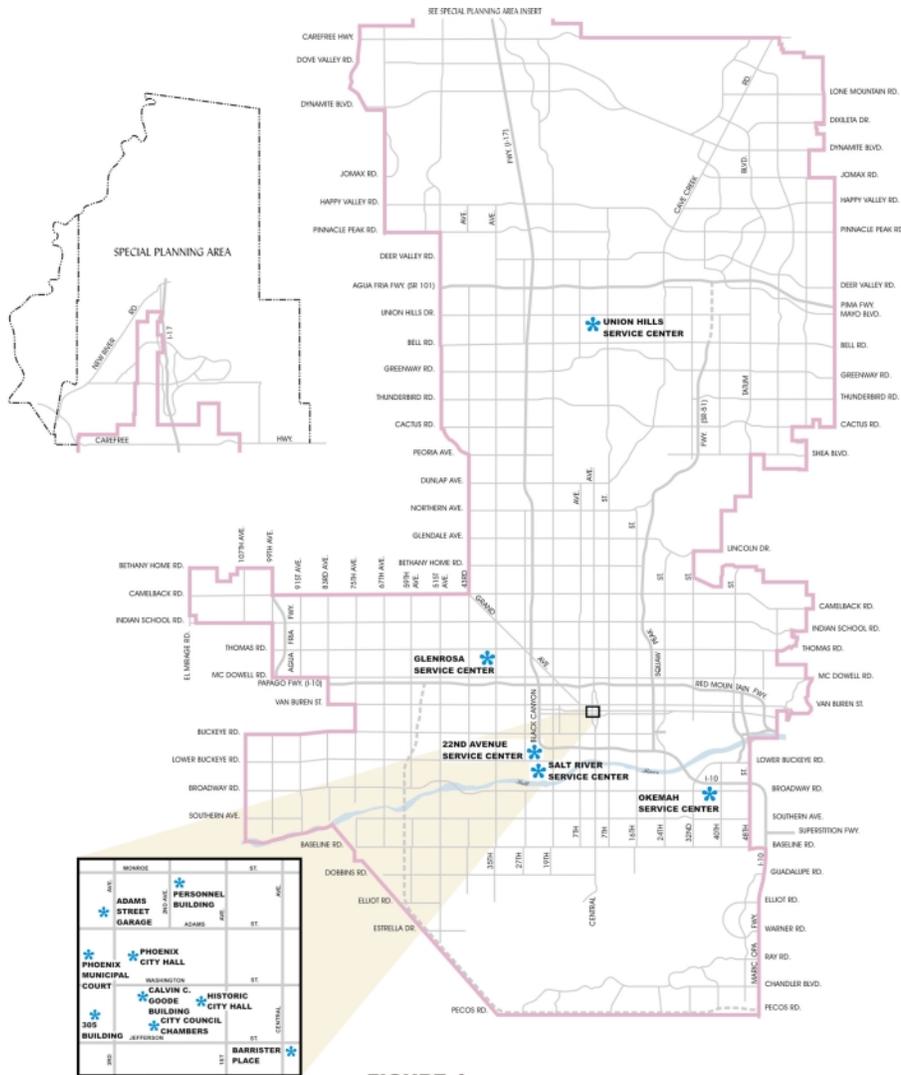
- A. Plan to enhance and expand existing service maintenance centers to accommodate demands from infill development and annexations.

2. Encourage civic and village identities through building designs, locations and names.
3. Locate centralized governmental administrative facilities within the Governmental Mall.
4. Locate branch community, administrative and maintenance facilities near the population they serve.

Figure 4 shows the locations of government administrative and maintenance facilities.

**Recommendations:**

- A. Plan a new service maintenance center in the far north portion of the city.
  - B. Plan a new service maintenance center in the southwest portion of the city.
5. Locate administrative, maintenance and community buildings near major thoroughfares, accessible to public transit and supplied with adequate off-street parking.
  6. Support implementing the Governmental Mall Plan.



**FIGURE 4**  
**GOVERNMENT ADMINISTRATIVE**  
**AND MAINTENANCE FACILITIES**

\* PUBLIC WORKS BUILDING



**GOAL 4 LIBRARIES:** LIBRARY FACILITIES THAT OFFER A VIBRANT PHYSICAL PRESENCE SHOULD BE PROVIDED AND APPROPRIATELY LOCATED TO FULFILL THE LIBRARY'S MISSION TO FOSTER AN INFORMED AND LITERATE COMMUNITY WITH INFORMATION RESOURCES AND WORKS OF THE IMAGINATION.



**FIGURE 5 - Burton Barr Central Library**

Phoenix is served by the Burton Barr Central Library and 12 branch libraries as shown in Figures 5 & 6. The facilities have been located on appropriate sites as the city has expanded. Recent growth has created large developing areas far from the Central Library and without convenient branch library service.

The Phoenix Public Library's mission statement indicates the library will create generations of readers, become the community's information destination, nurture a lifelong passion for reading, champion cultural awareness, partner in the economic vitality of the city and offer a strong and vibrant physical presence in Phoenix. To achieve its mission, the Phoenix Public Library offers a wide variety of programs, services and materials both in facilities, and to "invisible" electronic users of the library's resources. Programs range from breakfasts for the business community, to free public computer classes in the library's computer training rooms, to art/cultural displays, to traditional children's programming and story times. Library services include a fee-based reference service (Facts To Go), the special needs center (a nationally-recognized assistive technology center), and traditional reference service both via telephone and in the libraries. Libraries today offer many materials beyond books, including CDs, videos, books on tape,

periodicals, maps, electronic databases and federal government documents.

Branches were not developed with village identification in mind, but the locations of existing branches and the Central Library do serve the urban villages well. Using the currently established village areas provides a good basis for planning for future needs.

As libraries are established farther away from the Central Library, their roles expand. The library makes a distinction between the smaller "community" libraries and the larger "regional" branches such as Cholla and Mesquite. The most heavily-used branches currently are the regional libraries farthest from the center of the city. Ranging from 20,000 to 30,000 square feet, these branches fulfill some of the needs met by the Central Library with broad collections, generous meeting room space, reading rooms and large areas for children.

#### **Policies:**

1. Build or renovate facilities to meet the Phoenix Public Library's mission to provide information resources and works of the imagination to the residents of Phoenix.

#### **Recommendations:**

- A. Construct three new branch libraries, two in the north and one in the south.
    - Regional libraries in Deer Valley and South Mountain Villages
    - A 15,000 square-foot branch library, capable of expansion to a regional library, in Desert View Village
  - B. Locate a new site for Harmon Branch Library, the oldest public library facility in Phoenix, in the same general area.
  - C. Complete the Burton Barr Central Library.
2. Support the collocation of libraries with public service buildings offering compatible services.

**Recommendation:**

- A. Replace Palo Verde Branch Library with a larger facility on a more prominent site, located with a city community center and pool.
- 3. Locate libraries on main streets, near urban village cores when possible, with good public and private transportation access.
- 4. Site facilities on three acres of land, when possible, to adequately accommodate the facility, including expansion to a regional branch library when warranted, and parking.

**Recommendation:**

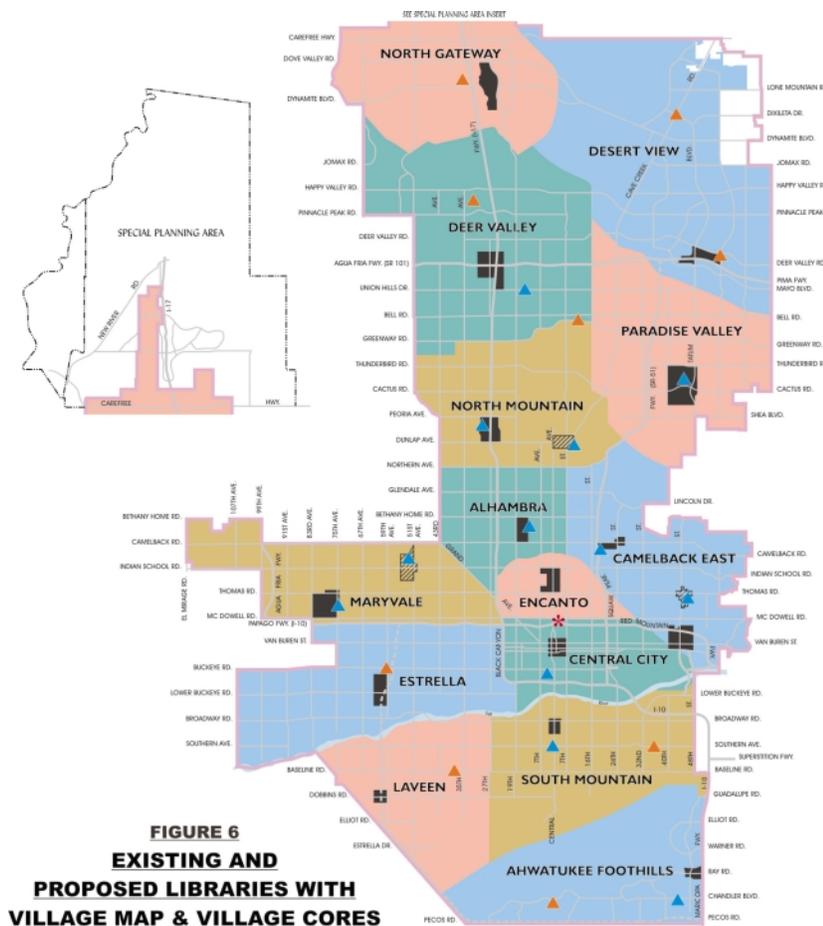
- A. Plan for growth by purchasing land for future branch library construction in North Gateway, Desert View, Estrella,

South Mountain and Ahwatukee Foothills villages.

- 5. Assess existing library buildings regularly for ease of access and viability.

**Recommendation:**

- A. Annually review the library's facilities maintenance plan to ensure that library buildings continue to be vibrant, safe places for the public; add new facilities to the plan as they are constructed.
- 6. Continue to develop electronic resources to meet the public's demand for information from remote locations and during non-business hours.



**FIGURE 6  
EXISTING AND  
PROPOSED LIBRARIES WITH  
VILLAGE MAP & VILLAGE CORES**

- \* CENTRAL
- ▲ BRANCH
- ▲ PROPOSED
- VILLAGE CORE
- SECONDARY CORE



**GOAL 5 POLICE FACILITIES: POLICE FACILITIES SHOULD ALLOW FOR IMPROVED LEVELS OF POLICE SERVICE WHICH WILL ENHANCE COMMUNICATION, IMPROVE ACCESSIBILITY AND CREATE A GREATER SENSE OF COMMUNITY PRIDE.**



**FIGURE 7 - Central City Precinct**

(For information on public safety, see the Safety element.)

Phoenix has one central police headquarters downtown, six precinct stations and two command stations. (See Figures 7 & 8.) Support facilities include a training academy, a combination communication center-evidence/supply warehouse, and an air patrol/specialty vehicle facility, in addition to several satellite offices.

The growth of the city in the far northeast, northwest and southwest requires that police service move closer to those areas. A recent needs study for police facilities calls for constructing at least three new precinct stations on 10-acre sites in rapid growth areas of the city. Additionally, renovations to existing buildings are included in the city's proposal to accommodate department growth. A new police headquarters building, crime laboratory, multi-level parking garage and a downtown precinct are also recommended. A new facility for command vans and other specialty vehicles is proposed for the central or southern area of the city, close to major transportation corridors. This additional facility will enhance support services and reduce response times to major incidents.

The Police Department and the public have embraced the community-based policing philosophy. Therefore, police and other social services must move closer to existing neighborhoods. "Neighborhood"

police stations are planned within the boundaries of existing precincts. Each of these facilities will be approximately 4,000 to 6,000 square feet in area on three to five-acre sites. These stations will be designed to include space for other city departments and social service agencies, as well as community rooms. Community Prosecution, which aids in the mediation of neighborhood issues without police intervention, will also be collocated with some stations. Many stations also may be collocated with city parks and/or schools. Existing stations should also be modified to meet future needs.

Below are the populations served by each precinct according to the 2000 census.

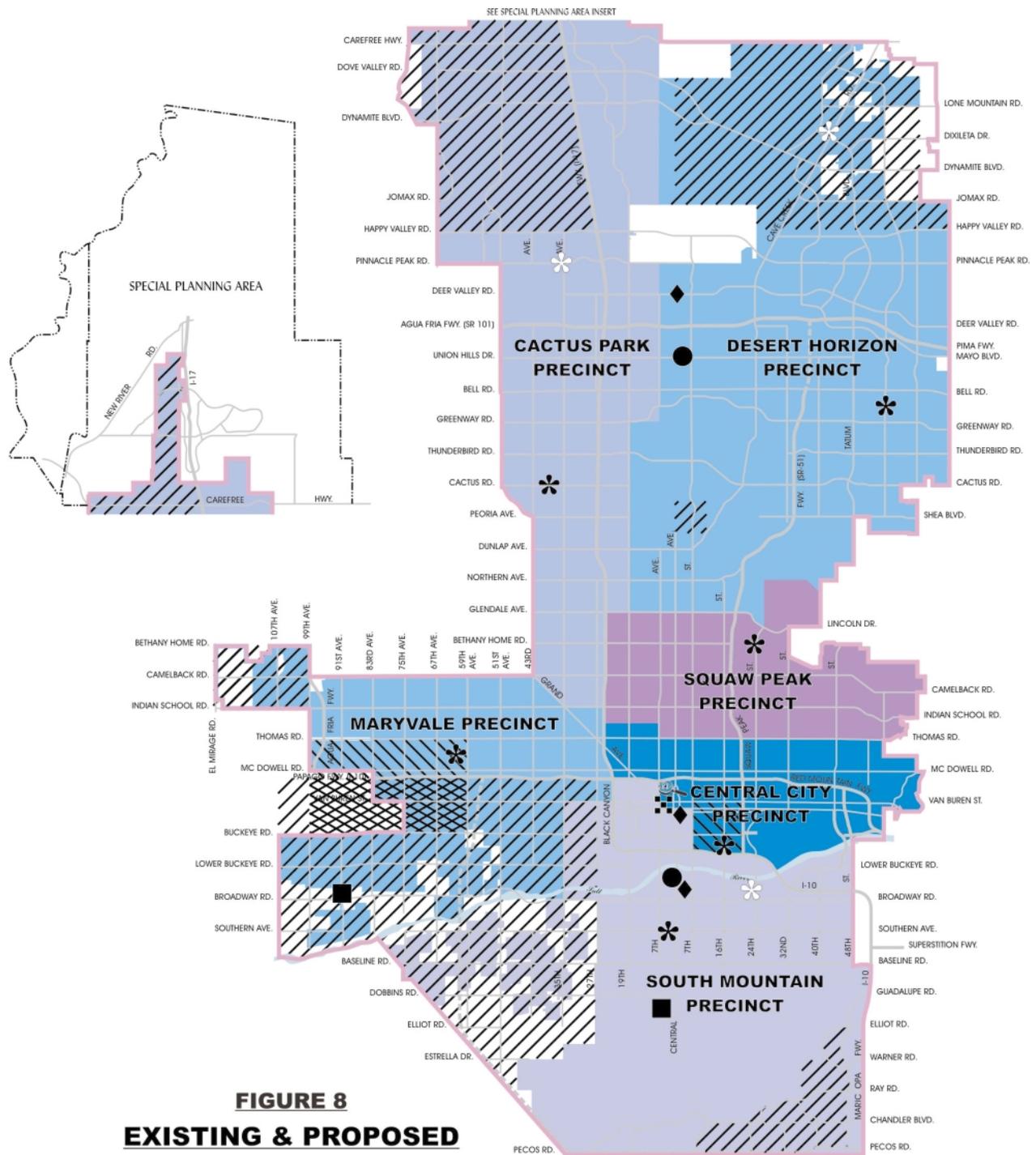
SOUTH MOUNTAIN	210,410
CENTRAL CITY	120,991
DESERT HORIZON	318,518
SQUAW PEAK	165,399
MARYVALE	217,035
CACTUS PARK	290,765

**Policies:**

1. Construct new police facilities in both existing and growth areas of the city, which demonstrate additional need for police services based on population, geography, calls for service and other relevant factors.

**Recommendation:**

- A. Construct new facilities to keep up with department and community growth, technology and service demands. The downtown facilities should use a campus approach and include a crime lab, a new headquarters and a precinct station.
2. Provide neighborhood stations to complement delivery of police and other services to the neighborhoods.
  3. Locate neighborhood stations within or next to existing and planned neighborhoods.
  4. Design each neighborhood station to provide police service and other city and social services.
  5. Collocate neighborhood stations with parks and schools, wherever possible.



**FIGURE 8**

**EXISTING & PROPOSED**

**POLICE FACILITIES WITH SEARCH AREAS**

**Search Areas**

- //// STATION
- \\\\\\ SUPPORT UNIT
- XXXX STATION / SUPPORT UNIT
- 🔍 CRIME LAB

- ✿ PRECINCT STATION
- ✿ PROPOSED STATION
- COMMAND UNIT
- ⊠ HEADQUARTERS
- ◆ SUPPORT UNIT
- TRAINING ACADEMY



**GOAL 6 SCHOOLS:** A FULL RANGE OF EDUCATIONAL FACILITIES (INCLUDING COLLEGES AND UNIVERSITIES) SHOULD BE LOCATED WITHIN PHOENIX TO SERVE THE CITY'S SOCIAL, CULTURAL, VOCATIONAL AND RECREATIONAL NEEDS, AS WELL AS EDUCATIONAL REQUIREMENTS.



**FIGURE 9 - Kenilworth Elementary School**

Schools play a vital role in the city. Most school buildings in Phoenix not only serve the community's educational needs, but also function as public playgrounds, election polling places and public hearing auditoriums. (See Figure 9.)

Currently, the city is served by 30 school districts (See Figures 10 & 11.) The Arizona State University system and Maricopa Community Colleges also serve the city, along with a number of private universities and colleges. (See Figure 12.)

In 1989, a city Education Office was established to facilitate communication and coordination among city departments and local schools and businesses. In 1996, the Youth and Education Office (formerly the Education Office) assisted in developing the Phoenix Education and Youth System (PEYS). It is a networked relational database and mapping system for information about schools in Phoenix, and information about youth programs and maps.

**ELEMENTARY AND SECONDARY EDUCATION**

**Charter Schools**

Charter schools have played an increased role in Arizona since the laws were first established in 1994

and the first schools opened in 1995. Twenty-four percent of the schools in Arizona in 2000 were charter schools; they represent a smaller percentage of total enrollment. Charter schools are public schools and may be sponsored by the State Board of Education, the State Board for Charter Schools or any local school district governing board.

The Phoenix Zoning Ordinance requires a lot of 20,000 square feet for the first 20 students and an additional 10,000 square feet for each additional 20 students. The ordinance also states that the lot will have at least 100 feet of frontage on an arterial street, but will allow the frontage on a collector street with a use permit. If a school extends the hours of instruction beyond the hours of 7 a.m. to 4 p.m., it would need a use permit.

**Students First**

In 1988, the State of Arizona adopted the Students FIRST (Fair and Immediate Resources for Students Today) law, requiring that all schools in Arizona meet minimum adequacy guidelines by 2003. The Arizona Schools Facilities Board hired consultants to conduct a physical examination of all Arizona public schools. Those schools with deficient infrastructure will receive funding to ensure that all students receive educational facilities that meet a minimum standard.

Students FIRST is also funding new schools throughout the state. The Arizona Schools Facilities Board has worked with developers to obtain donated school sites. To date, over \$30.5 million has been donated throughout the state.

The guidelines for minimum/maximum acres for school sites are as follows:

**Elementary schools (preschool with disabilities, kindergarten and grades 1-6)**

<u>NUMBER OF STUDENTS</u>	<u>ACRES</u>
249 OR LESS	UPTO 8
250-449	5-9
450-649	6-10
650-849	8-12
850-1,049	10-14
1,050-1,249	12-16
1,250+	14-18

**Elementary, middle and junior high schools (preschool with disabilities, kindergarten and grades 1-8)**

<u>NUMBER OF STUDENTS</u>	<u>ACRES</u>
249 OR LESS	UP TO 18
250-399	6-22
400-599	8-24
600-799	10-26
800-999	12-28
1,000-1,199	14-30
1,200-1,399	16-32
1,400-1,599	18-34
1,600+	20-36

**High schools (grades 9-12)**

<u>NUMBER OF STUDENTS</u>	<u>ACRES</u>
249 OR LESS	UPTO 30
250-599	15-35
600-999	20-40
1,000-1,399	25-45
1,400-1,799	30-50
1,800-2,199	35-55
2,200-2,599	40-60
2,600-2,999	45-65
3,000+	50-70

The guidelines for classroom square-footage per child are as follows:

<u>GRADES</u>	<u>SF/CHILD</u>
K-3	32
4-6	28
7-8	26
9-12	25

Other guidelines address libraries/media centers, cafeterias, and auditoriums/multipurpose rooms; space for science, arts/vocational education, and physical education; and parent workspace, administrative space, student health space and faculty workspace.

**Higher Education**

In 1985, Arizona State University opened ASU West and also has an active downtown center. Maricopa Community Colleges (MCC) have several facilities

dispersed throughout the city of Phoenix. They include Phoenix College, City Colleges Center in the downtown area, South Mountain Community College, Gateway Community College, Paradise Valley Community College, Rio Salado Community College, the Maricopa Skills Center and an extension of Glendale Community College at 55<sup>th</sup> Avenue and Happy Valley Road.

In addition to these facilities, MCC offers extension classes at many locations throughout the city. As the city grows, the community college district must decide whether to continue to expand its existing facilities or build facilities to keep up with the growth. Currently, MCC is the largest higher education provider in the state (higher enrollment) and is the largest community college district in the country.

**Policies:**

1. Continue a cooperative program between the school districts, state and the city in planning and developing future schools.

**Recommendations:**

- A. Circulate applications for rezoning and General Plan amendments to the affected school districts and to the Arizona Schools Facilities Board for their review and comment.
  - B. Distribute village maps, via Planning Department staff liaisons, to the Arizona Schools Facilities Board and appropriate school districts and charter schools in order to encourage communication.
2. Require developers to work closely with school districts and governmental planning agencies so that sites can be reserved and acquired in accord with state law in the most appropriate locations.

**Recommendations:**

- A. Require applicants of residential rezoning cases to complete a form establishing contact with affected school districts and addressing the impacts of their proposed development.

- B. Encourage developers to donate to the affected school district when subdivisions are large enough to warrant a school as part of the proposed project.
- 3. Encourage establishing school sites that are sufficient in size for all school activities and permit safe, direct access -- relatively free from heavy traffic, excessive noise and incompatible land uses.

**Recommendation:**

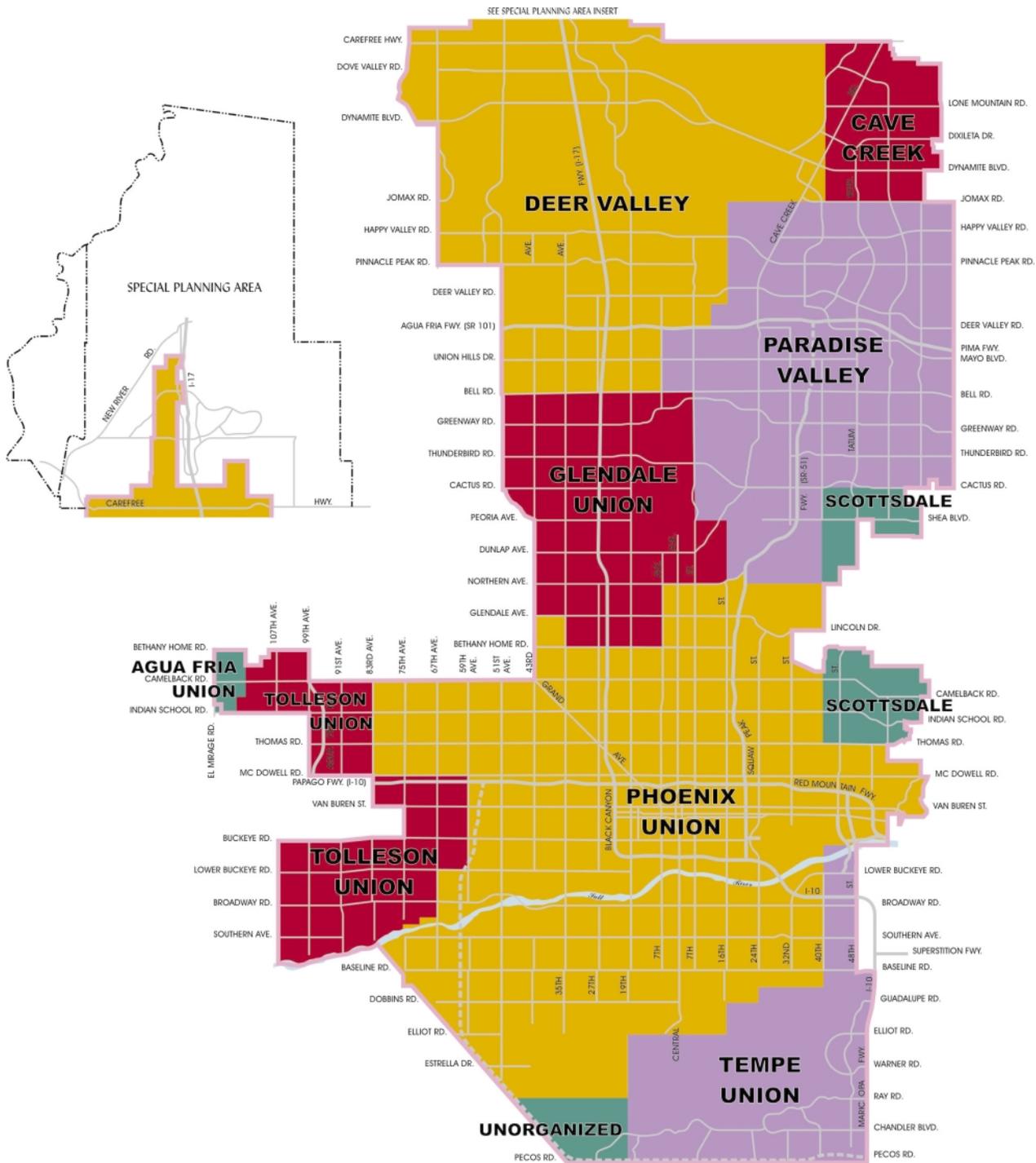
- A. Work with the Arizona Schools Facilities Board, charter schools and local school districts to locate appropriate school sites.
- 4. Encourage developing school sites adjacent to parks.
- 5. Encourage using school facilities for other than educational purposes, especially for the villages needing additional community facilities.
- 6. Encourage locating institutions of higher education in the western portion of the city.
- 7. Support efforts of Students FIRST to bring existing building deficiencies up to standards.

**Recommendation:**

- A. Encourage school districts to coordinate with the appropriate city departments to upgrade existing structures to meet ADA standards and obtain certificates of occupancy for school districts/charter schools.
- 8. Plan for school closures and future uses for the vacant buildings, including possible purchase for access to existing recreational facilities.
- 9. Encourage community involvement, through the village planning committees, in providing educational opportunities.

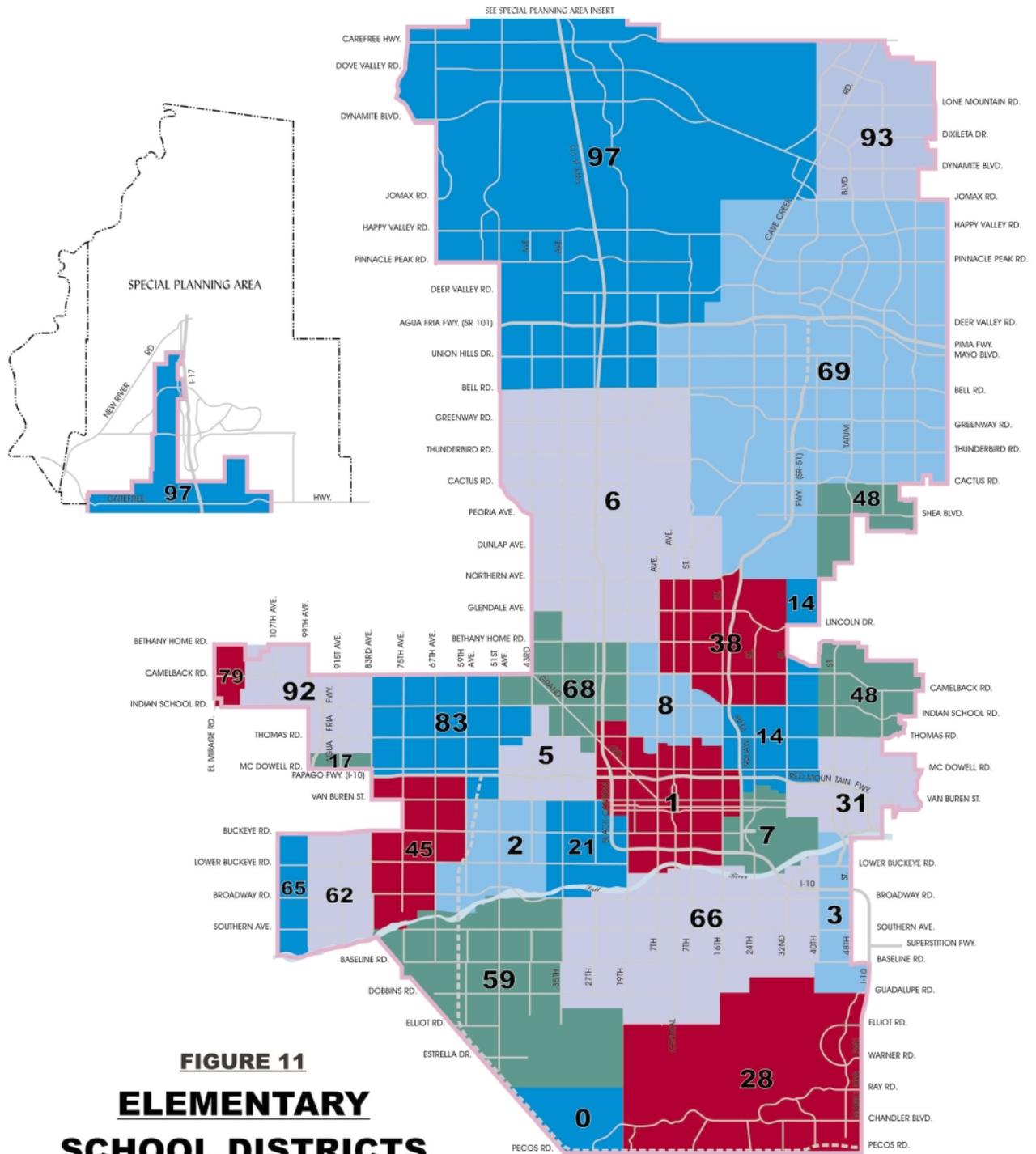
**Recommendations:**

- A. Encourage charter schools to notify area residents and village planning committees prior to locating in a neighborhood.
- B. Encourage developers to notify the community and present educational options when development occurs outside the school district(s).



**FIGURE 10**  
**HIGH SCHOOL**  
**DISTRICTS**

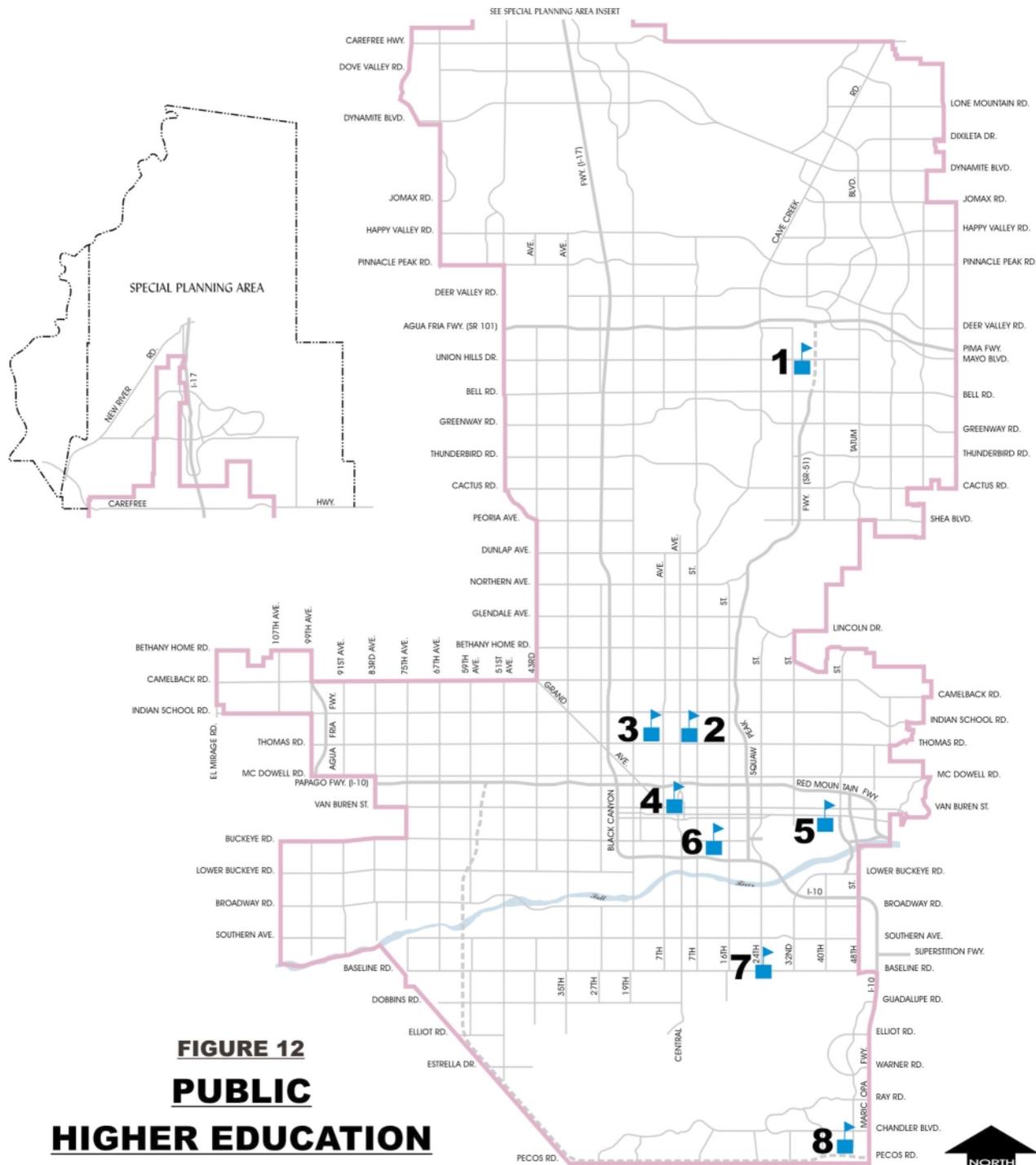




**FIGURE 11**  
**ELEMENTARY**  
**SCHOOL DISTRICTS**

- |               |              |               |                    |
|---------------|--------------|---------------|--------------------|
| 0 UNORGANIZED | 8 OSBORN     | 45 FOWLER     | 69 PARADISE VALLEY |
| 1 PHOENIX     | 14 CREIGHTON | 48 SCOTTSDALE | 79 LITCHFIELD PARK |
| 2 RIVERSIDE   | 17 TOLLESON  | 59 LAVEEN     | 83 CARTWRIGHT      |
| 3 TEMPE       | 21 MURPHY    | 62 UNION      | 92 PENDERGAST      |
| 5 ISAAC       | 28 KYRENE    | 65 LITTLETON  | 93 CAVE CREEK      |
| 6 WASHINGTON  | 31 BALSZ     | 66 ROOSEVELT  | 97 DEER VALLEY     |
| 7 WILSON      | 38 MADISON   | 68 ALHAMBRA   |                    |





**FIGURE 12**  
**PUBLIC**  
**HIGHER EDUCATION**  
**FACILITIES**

- |  |  |
|--|--|
| <p><b>1</b> PARADISE VALLEY COMMUNITY COLLEGE</p> <p><b>2</b> PARADISE VALLEY COMMUNITY COLLEGE - SMALL BUSINESS DEVELOPMENT CENTER</p> <p><b>3</b> PHOENIX COLLEGE</p> <p><b>4</b> CITY COLLEGES CENTER</p> | <p><b>5</b> GATEWAY COMMUNITY COLLEGE</p> <p><b>6</b> MARICOPA SKILL CENTER</p> <p><b>7</b> SOUTH MOUNTAIN COMMUNITY COLLEGE</p> <p><b>8</b> SOUTH MOUNTAIN COMMUNITY COLLEGE - AHWATUKEE FOOTHILLS CENTER</p> |
|--|--|

**GOAL 7 SOCIAL SERVICES:** SOCIAL SERVICES PROVIDED BY THE CITY SHOULD BE AVAILABLE TO ELIGIBLE RESIDENTS AT CONVENIENT LOCATIONS THROUGHOUT THE CITY.

Facilities providing social services must be situated throughout the city. (See next page.) When appropriate, these services should be collocated with other city facilities.

**Community Centers**

City community centers offer a combination of recreation and social programs to youth and adults of all ages. The community center approach uses capital costs and staff more efficiently because delivery of services is provided at a single site. At present, these facilities are planned for location in district parks. These sites also will be used for town hall meetings and forums, providing the community greater opportunity to interact with its local city government. For more information on community centers and a map showing their locations, see the Recreation element.

**Family Service Centers**

Family service centers provide emergency services to low-income families including food, shelter, clothing, utility assistance and rental assistance. Currently, there are five family service centers within the city. Two older facilities located in the central portion of Phoenix are Sky Harbor and Central Phoenix Family Services Centers. Outside the central city, two newer centers include Sunnyslope Family Service Center (1992) and West Phoenix Human Services Center (1993). In 1999, the Travis L. Williams Family Service Center replaced the South Mountain Family Service Center.

**Head Start**

Head Start facilities provide earlier educational opportunities for 3 to 5-year-olds from low-income families. Currently, there are 32 facilities located within the city. Facilities are primarily located within public schools, but some are situated in churches or family service centers. These sites provide over 150 Head Start classrooms and services to more than 3,000 children.



**FIGURE 13 - Travis L. Williams Family Service Center**

**One-stop Employment and Training Centers**

The city of Phoenix Human Services Department continues to fund six geographically dispersed one-stop employment and training centers, three of which also are operated by the city. Additionally, two youth employment centers recently have been established, using federal funding available through the Workforce Investment Act.

**Senior Centers**

Senior centers provide social opportunities, nutrition and health education, exercise programs, arts and crafts, counseling, and noon meals. There are 17 centers located throughout the city.

**Homeless Shelters**

The city purchased the Watkins Winter Overflow Homeless Shelter as a warehouse in 1995 and fully renovated it during 1996. This 28,000 square-foot facility can accommodate up to 370 single men, 30 single women and 40 people living as families. Generally, the Winter Overflow Shelter Program (WOSP) operates from November 15 through March 31 of the following year. The facility is located in south/central Phoenix at 1120 West Watkins Street.

**Local Alcoholism Reception Center**

The Local Alcoholism Reception Center, or LARC, was constructed at 2770 E. Van Buren during 1995-96. The facility includes a 23-bed observation and recovery room for intoxicated individuals, complemented by a 16-bed detoxification wing for

those who require more extended medical care prior to their release. The LARC program serves as a primary resource to the Phoenix Police Department, which utilizes the facility as a cost-saving alternative to arresting, processing and prosecuting public inebriates. Constructing and operating the program is possible through a partnership between the city of Phoenix and the Arizona Department of Health Services. (See Figure 14 for a map of all facilities.)

**Policies:**

1. Locate social service delivery facilities within village cores where appropriate.

**Recommendation:**

- A. Construct two new family services centers to be located in the far north and southwest areas of Phoenix.
2. Provide social service delivery at locations offering other city services, wherever practical.

**Recommendations:**

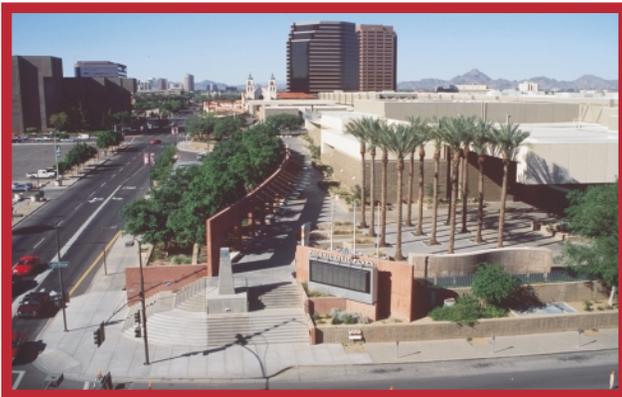
- A. Collaborate with the city's Parks, Recreation, and Library Department to include senior centers within community centers planned for the Ahwatukee and north Phoenix areas.
- B. Coordinate with the Parks, Recreation, and Library Department regarding shared use of additional community center facilities.
3. Locate facilities in areas of high need and concentrated target populations, with ready access to public transportation.

**Recommendations:**

- A. Plan for relocation of the Sky Harbor Family Services Center to the east central area of Phoenix.



**GOAL 8 SEMI-PUBLIC BUILDINGS: CITY SERVICES SHOULD BE COORDINATED WITH PROVIDERS OF SEMI-PUBLIC SERVICES TO COMPLEMENT RATHER THAN DUPLICATE THEIR EFFORTS.**



**FIGURE 15 - Phoenix Civic Plaza**

Churches, hospitals, educational facilities, cultural centers, convention/conference centers, museums, and historical buildings serve the community's religious, medical, educational, social, cultural and historical needs. Successful communities provide a variety of semi-public buildings at convenient and accessible locations.

Some semi-public buildings are utilized by the community for a variety of purposes. Further use of the facilities would foster community identity while providing needed forums for interaction. The Phoenix Arts Commission has created a cultural facilities guide that serves as a directory of facilities that are available for rent by arts organizations and artists for performances, exhibits, rehearsals, workshops and meetings. It would be helpful to create such a directory for other semi-public buildings such as schools, churches, hospitals and community centers for use by various community groups.

Phoenix is a very attractive convention destination, and conventions are a very lucrative business. For the city to continue to attract significant convention business and improve its standing as a top-tier convention destination, larger, improved convention/meeting facilities and more proximate hotel rooms should be considered.

**Policies:**

1. Increase awareness of existing semi-public facilities that may be under-utilized.

**Recommendation:**

- A. Create a directory of facilities such as schools, churches, hospitals and community centers that can be utilized by the community. Include the name, address, phone number, capacity and availability of the facility. The directory should be placed on the city's Web site and updated so it remains current.
2. Encourage developers to work with churches, hospitals, social service facilities providers and cultural organizations, so that sites can be reserved and acquired in the most appropriate locations in areas of the city where needed.

**Recommendations:**

- A. Develop guidelines for site location of the various facilities. Provide to those developing facilities these guidelines and a contact for the appropriate city department.
- B. Create a brochure listing the benefits of providing the various facilities/services within the community. Include the negative impacts on the community should there be a failure to provide these facilities/services.
3. Support the efforts of the Arts Commission in its creation of a comprehensive cultural facilities master plan.
4. Consider improvements to the city's convention/meeting facilities.

**Recommendation:**

- A. Consider a plan for improving and expanding the city's convention/meeting facilities.
5. Ensure location of semi-public buildings in proximity to public transit.

**GOAL 9 TECHNOLOGY: IMPLEMENT TECHNOLOGY THAT IMPROVES CUSTOMER SERVICE BY OFFERING SEAMLESS SERVICE, REDUCING SERVICE DELIVERY CYCLE TIMES, EXPANDING SERVICE DELIVERY HOURS, ELIMINATING TRAVEL REQUIREMENTS AND EXTENDING PUBLIC ACCESS TO ELECTRONIC SERVICES AND INFORMATION.**

In November 1994, the Phoenix City Council adopted the Information Superhighway Policy, which established the goal of developing a technology environment that enhances economic viability, city government efficiency, the sense of community, universal access and equity in service and privacy and security of information. As a result, Phoenix initiated a program to provide the public with electronic access to municipal information and services. This project resulted in the creation of Phoenix at Your Fingertips (PAYF), which debuted on June 30, 1995.

PAYF provides the public with up-to-date electronic information and services through the web at [www.phoenix.gov](http://www.phoenix.gov), and from free public-access workstations located at city facilities within three miles of virtually every Phoenix neighborhood. PAYF, available 24-hours a day, seven days a week, directly supports Phoenix's vision of "seamless service" by offering people free access to Phoenix City Hall at their convenience.

**Policies:**

1. Develop and expand citywide technical infrastructure to support access to a broad array of electronic services that allow the public to conduct the same business electronically that they can at city counters, by mail or by telephone.

**Recommendations:**

- A. Establish technical infrastructure components that will allow new e-services to be developed quickly and decentrally throughout the organization.
- B. Provide World Wide Web interfaces to existing applications and databases that contain information of interest to customers.

- C. Enable the city's geographic information system to be web-accessible.
- D. Reorganize Phoenix at Your Fingertips and implement advanced search technologies and approaches to simplify public access to electronic information and services.

2. Provide public access workstations at customer service facilities to offer interactive electronic service options online.

**Recommendations:**

- A. Place public access workstations, equipped with printing and downloading capabilities, in city customer service facilities.
- B. Implement public access workstations in locations frequented by disadvantaged populations, and equip them with assistive technologies where appropriate.

3. Develop electronic service policies, standards, roles, responsibilities and service level objectives that ensure organization-wide cooperation, consistency in approach and quality service delivery through the use of electronic commerce and online services.

4. Support efforts to provide those with disabilities access to the most current technologies.