

Gated Alley Program (GAP) Pilot FAQs December 2018

This information addresses the most common questions regarding the City of Phoenix Gated Alley Program (GAP) Pilot and the process for requesting authorization to install gates in alleys located in the pilot areas. This FAQ document is organized into 3 sections: [Program Pilot Details](#), [Paperwork and Costs](#), and [Residents Outside of the Pilot Areas](#).

Program Pilot Details

1. Q: What is the Gated Alley Program Pilot, or GAP?

A: The Gated Alley Program Pilot provides a new approach to deterring unwanted activities in the identified pilot areas. The City of Phoenix is attempting to help address complex issues of crime and blight, improve security and to help deter illegal dumping, criminal activity, traffic, and other undesirable activities in the pilot alleys. Royal Palm is a neighborhood that volunteered to be a test area to gate off alleys and study its effects. The City Council also approved an area in Sunnyslope for the pilot. You can find more information and maps of the pilot alleys eligible for fee pilot on the city's website:

<https://www.phoenix.gov/pddsite/Pages/Gated-Alley-Program-Pilot.aspx>

2. Q: When did the GAP Pilot go into effect?

A: On June 27, 2017, the City Council approved the Gated Alley Program (GAP) Pilot for a portion of the Royal Palm and Sunnyslope neighborhoods. A copy of the City Council Report (CCR) can be viewed online at:

<https://www.phoenix.gov/pddsite/Pages/Gated-Alley-Program-Pilot.aspx>

3. Q: Why was the GAP Pilot created?

A: Alleys in Phoenix serve as access points for utility companies and solid waste services. Approximately 22 percent of Phoenix households, or about 80,000 residents, receiving City refuse collection have alley service. Recently, there is increased interest from neighborhoods for the City to allow residents to gate alleys to address safety, security and illegal dumping concerns. Members of the Royal Palm neighborhood approached City leaders and to help shape the pilot.

4. Q: What alleys are eligible to participate in GAP?

A: The GAP pilot is available in two specific areas within the City of Phoenix at this time. Any future expansion of the pilot program or implementation of a permanent program is subject to Council approval and budget availability. The City and the neighborhoods will monitor program impacts over the life of the pilot.

- **Royal Palm**

The pilot is available to residents in the Royal Palm neighborhood who reside along the six alleys reflected by the blue highlighted lines in the map found on our website. The Royal Palm neighborhood is defined as the area south of Dunlap Avenue, east of 15th Avenue, west of 9th Avenue as reflected in the map.

- **Sunnyslope**

The pilot is available to residents in the Sunnyslope neighborhood who reside along 10 alleys reflected by the blue highlighted lines in the map found on our website. The boundaries are defined as Alice Avenue and Eleanor Court to the North, Butler Drive, and Orchid Lane to the South, 12th Street on the East and 8th Street on the East. More information can be found online:

<https://www.phoenix.gov/pddsite/Pages/Gated-Alley-Program-Pilot.aspx>

5. Q: What is the difference between Alley Abandonment, Alley Closure and the GAP Pilot?

A: The GAP pilot is not to be confused with the other types of alley closing: Alley Abandonment and Alley Closure. GAP does not interfere with, supersede, or take the place of Alley Abandonment or Alley Closure. The formal Alley Abandonment/Closure processes may result in abandoning any public rights-of-way and/or easements controlled by the City of Phoenix and may result in cost to residents and change in property ownership. Whereas, the GAP pilot provides property owners abutting pilot alleys the opportunity to apply to the City to gate the alleys and relocate all solid waste services, including bulk trash, from the alley to curbside. In GAP, alleys remain right-of-way regulated by the City of Phoenix.

More information about Alley Abandonment/Closure can be found on the website below:

<https://www.phoenix.gov/pdd/development/sitecivil/site/abandonments>

Alleys participating in GAP will still be utilized and accessed as needed by utilities and residents abutting program alleys, until such a time as an alley is formally abandoned through the process outlined at the link above. That is why alleys cannot be repurposed for other uses (i.e. gardening, etc.) under the GAP pilot. If residents in the GAP pilot areas want to pursue Alley Abandonment or Alley Closure, they are not obligated to participate in GAP. GAP is an option in addition to Abandonment and Closure.

It is important to note that gates installed as part of this program are allowed via a revocable permit, which can be revoked by the City at any time and would require the gates to be removed at the expense of the property owners and the solid waste collection would remain curbside.

Property owners are welcome to submit an application to the Planning and Development Department if they are interested in having the City abandon the alley right-of-way which could allow the purchase of the area by adjacent owners. Rocio Iniguez in the Planning and Development Department is available to discuss the abandonment closure, and GAP pilot processes. Rocio can be reached at 602-534-7288 or at rocio.iniguez@phoenix.gov. It is encouraged to contact Ms. Iniguez prior to initiating any of these processes for information and assistance.

6. Q: What if I just want to relocate my alley solid waste services to the curbside?

A: The Public Works Department would be happy to assist. Please call 602-262-6251.

7. Q: Is there curbside solid waste service assistance for the elderly and disabled?

A: Yes, there is assistance provided to the elderly and disabled called Carryout Service. The service is available by calling customer service at 602-262-6251 at no additional charge to individuals living alone who are elderly, ill or disabled and are incapable of moving their solid waste or recycling container to the designated collection location. This does not include entering the dwelling unit. The resident may be required to produce a medical statement of present physical condition. No carryout service will be performed if, in the opinion of the Director, the terrain presents a safety hazard for equipment operators or collection vehicles. The Director has the right to limit the number of containers.

8. Q: What if I live on a pilot area alley, but my neighbors and I are not interested in participating in GAP?

A: The participation of an alley segment in the pilot areas is voluntary. More than 50% of

property owners abutting an alley segment must agree to participate in the program. If more than 50% of abutting neighbors agree to the GAP Pilot, every single household abutting the alley will retain access to the alley and be provided a key. Also, the options of alley abandonment, closure, or solid waste relocation to the curbside are available to all alleys (See questions 5 and 6 above).

9. Q: If I am in an alley pilot area, what is the process from beginning to end?

A: There are several steps in the process and are outlined below:

- Residents should contact Rocio Iniguez, Abandonment Coordinator, at 602-534-7288 or Rocio.iniguez@phoenix.gov to obtain a GAP pilot application and resident petition.
- Residents will choose a lead to list on the application that will act as the primary point of contact to coordinate gate plan review, permit, installation, and neighborhood communication.
- The lead resident submits the completed application and petition signatures to the Abandonment Coordinator.
- Staff verifies at least 50 percent of property owners adjacent to an alley segment within the defined pilot program areas signed in support of gate installation.
- If approved, city staff begins process to relocate all solid waste services from alley to curb side.
- Lead resident is referred to Street Transportation Department to obtain approval for a Revocable Permit, to allow a structure within public right of way.
- Lead resident obtains a gate fabricator and licensed contractor to create a fence detail, locking mechanism, and identify fence locations for permit.
- City staff provides utility company contacts to lead resident in order to obtain conflict letter from affected utilities. This establishes which utilities require access to gated alley.
- A licensed contractor will submit fence detail and a map of fence locations to the residential counter on the 2nd floor of City Hall, to obtain a fence permit.
- A licensed contractor will submit a fence detail and a map of fence locations to the Fire Plan Review counter on the 2nd floor of City Hall, to obtain a fire gate permit.
- Licensed contractor installs the gate(s) after obtaining the fence and fire gate permits, and schedules an inspection. The City Inspector(s) will install fire, utility, resident, and city lock at time of passed inspection.
- City staff coordinates access with key(s) to police, fire, utility companies, additional city Departments and provides keys for lead resident to distribute to all residents residing in properties abutting the alley segment.
- Adjacent residents continue responsibility of alley maintenance in compliance with Phoenix City Code, as well as gate, locks, and keys after installation.

10. Q: Who can sign the petition?

A: Only property owners abutting the alley segment along the pilot alley can sign the petition. Other residents, such as renters, cannot sign for the homeowner.

11. Q: How much time will each step take?

A: Once the petition is complete, the entire process to obtain a revocable permit, conduct utility coordination, review plans, issue a permit, schedule an alley clean up and install locks varies depending on both the alley location and coordination complexity. The process should take approximately 6-8 weeks, but could be longer based on the unique conditions of each request.

12. Q: Do residents residing on alleys gated through GAP still have access to the alley?

A: Yes. All residents will still have access to the alley and will receive a key for appropriate use from the lead resident. If more than 50% of abutting neighbors agree to the GAP Pilot, every household abutting the alley will retain access to the alley and will be given a key. Property owners will still be required to maintain their alley to the halfway point, per Phoenix City Code. Alleys participating in GAP will still be utilized and accessed as needed by utilities and residents abutting program alleys. That is why alleys cannot be repurposed for other uses (i.e. gardening, etc.) under the GAP pilot.

13. Q: What are the city requirements for the design of the gates?

A: The City is requiring the gate to design to be reviewed/approved by Planning and Development in advance and gates should allow complete visibility into the alley for safety precautions. Therefore, wrought iron or chain-link gates are required to be transparent, allowing visibility into the alley. The maximum height for these gates is 6 feet tall.

14. Q: How are the gates installed/how much will they cost us?

A: The estimated costs of the gates including installation are \$5,000 for wrought iron and \$2,800 for chain link variety. However, the City encourages obtaining competitive bids from several licensed contractors.

15. Q: Who will be responsible for maintaining the alley once the gates are installed?

A: Property owners will continue to be responsible for maintaining the alley once the gates are installed, per City Code.

16. Q: How do I request an inspection of the gates once installed?

A: You can request a final gate inspection by calling 602-495-0800.

17. Q: How long will it take for city inspectors to inspect the gates once installed?

A: Planning and Development inspectors will inspect the gates within 1-2 business days from the time of the request.

18. Q: How do we remove the gates if no longer needed?

A: Please contact the Planning and Development Department at 602-262-6086 to discuss. It will be imperative that all impacted homeowners are contacted first to discuss and ensure there is a consensus on removing the gate prior to applying for a demolition permit with Planning and Development. All fees associated with the removal of the gates will be the responsibility of the homeowners along the alley segment.

19. Q: What is the length of time of the pilot?

A: Once gates are installed, the city will monitor data at 6 and 12 months. After 12 months staff will analyze the data and report to City council on findings.

20. Q: What happens after the pilot?

A: At 12-month post-implementation, the GAP Pilot will be evaluated and program outcomes will be presented to City Council for review.

21. Q: How can I provide the City input and feedback on the GAP Pilot?

A: The City encourages residents to submit feedback on the GAP pilot. Please contact Leah Swanton at 602-534-8259, or Leah.Swanton@phoenix.gov with any suggestions for improvement.

Paperwork and Costs for GAP Pilot

22. Q: Will the neighborhood be required to submit any paperwork?

A: Yes. A neighborhood leader from each alley segment must submit a completed application, petition, and a sketch of proposed areas to be gated. Please contact Rocio Iniguez at 602-732-2234 for a copy of the paperwork.

23. Q: Are there any required registration procedures?

A: No. There are no required registration procedures. Only the paperwork described above (application, petition, and sketch) will need to be submitted to remain on file with the Planning and Development Department.

24. Q: What types of assistance will the city provide?

A: The Planning and Development and Street Transportation departments will coordinate the revocable permit (Street Transportation) and the fence permit (Planning and Development). The City will waive the requirement to provide insurance/indemnification of the City for the revocable permit, which can be revoked at any time. The City of Phoenix Public Works Department will fund permit fees associated with the program during the pilot. Public Works staff will relocate all solid waste services, including bulk trash, from the alley to curbside at no cost to the customer.

Alleys gated through this program will remain public right-of-way and the adjacent owners/lessees will continue to be responsible for alley maintenance per Phoenix City Code. The City will coordinate with utility companies and emergency responders to ensure they have access to the alley by distributing keys.

25. Q: What is expected from property owners and how much are the fees?

A: While the City provides the assistance described above, property owners are responsible for the following items: (1) Selecting and hiring a licensed contractor to install the gates, (2) All cost associated with the purchase and installation of the gates, (3) Ensuring contractor has obtained all required permits prior to commencing work, (4) Ensuring contractor's work passes city inspection, and (5) Any ongoing maintenance and future repair costs of the gates. The City recommends each application be coordinated by a neighborhood leader from the alley segment to coordinate effort on these items.

There are no program application fees to participate in the GAP pilot program. However, costs to residents include the cost of the gate, insulation costs (by a licensed contractor), keys, locks and any future maintenance of fence, locks and keys.

Residents Outside of the Pilot Areas

26. Q: What if my alley is not in the pilot area? Do I have other options?

A: Currently, there are additional options if your property is not located in the pilot area and are described in Question 5 and 6.

27. Q: Can neighborhoods not currently in the pilot area apply?

A: No, however, after the pilot is completed, the program outcomes will be evaluated and presented to City Council. There will be an update on the program to City Council at specific milestones. If you would like to express interest in the GAP pilot being implemented in your community, please contact Leah Swanton at 602-534-8259 or Leah.Swanton@phoenix.gov

28. Q: Are there any financial support available for future neighborhoods?

A: City of Phoenix Block watch grants are open one time annually for applications and is a competitive process. For more information visit:

<https://www.phoenix.gov/police/neighborhood-resources/block-watch-grants>

29. Q: I have further questions. Who do I contact?

A: For questions regarding the Gated Alley Program Pilot you may search the website at:

<https://www.phoenix.gov/pddsite/Pages/Gated-Alley-Program-Pilot.aspx>

If your question is not answered on the website or in the Frequently Asked Questions document, then please contact Rocio Iniguez, 602-534-7288.

After the Alley is Gated

30. Q. Who will receive a key to the gate? What if I lose my key?

A. Neighbors residing on properties abutting GAP pilot gated alleys will receive a key to the alley lock in addition to Phoenix Police, Fire Department, Public Works, Water Services, Planning and Development Departments and specific utility companies requiring access. If a resident loses their key they need to contact their neighborhood representative to purchase a replacement key.

31. Q. What type of lock will be used on gate?

A. Alley gates will be secured with a series of locks provided by various utility companies that are “daisy chained” together. The lock residents will use to gain access to their alley lock is blue and will be labeled “RESI.” City staff are available to demo the “daisy chain” lock approach and answer any questions.

32. Q. Can I move private walls or fences abutting the gated alley?

A. Alleys will remain city-owned public rights-of-way when gated through GAP. Alleyways must continue to remain passable for resident and utility access. Homeowners are not allowed to move private walls or fences into the alley area.

33. Q. Who is responsible for the alley maintenance?

A. Alley maintenance continues to be the responsibility of the resident that abuts the alley per Phoenix City Code. As a one-time courtesy, the City removes any bulky items in the alleyway in coordination with gate installation. For additional resources on recycling or solid waste disposal, please visit <https://www.phoenix.gov/publicworks/>. For information on graffiti, shopping carts and coordinating an alley clean up please visit: <https://www.phoenix.gov/nsd/programs>

34. Q. What if I witness crime or suspicious activity in the alley?

A. If crime is actively occurring in the alley/neighborhood, please call 9-1-1 immediately to report. For non-emergency situations needing police assistance, call the non-emergency police line at 602-262-6151. Please note, law enforcement in alleyways gated through GAP remains the same as law enforcement in other public right-of-way alleys in the city.

35. Q. How can I provide feedback on the program and if it is effective?

A. A survey will be provided to residents participating in the program. If you are a GAP participant and have not received a copy of the survey by mail, please contact Leah Swanton at 602-534-8259 or Leah.Swanton@phoenix.gov, as your feedback is valuable.