



PHX AT YOUR SERVICE

Phoenix.gov • JUL 2020

COVID-19 City Resources

Ask Your Questions
602-262-3111

ContactUs@Phoenix.gov

News Updates

Phoenix.gov/Newsroom

Online Service Requests

Phoenix.gov/AtYourService

Phoenix Public Library

Phoenixpubliclibrary.org

Parks and Recreation

Phoenix.gov/Parks

Water Services

Phoenix.gov/Water

City Calendar

Phoenix.gov/Calendar

(Please note: Events promoted in other editions of this newsletter may now be cancelled or postponed)

Health Experts

Centers for Disease Control
CDC.gov/Coronavirus

Arizona Department of Health Services
AZDHS.gov/Coronavirus

Maricopa County

Maricopa.gov/Coronavirus

Stay Updated on Social Media



City of Phoenix AZ

Stay Healthy: Masks Now Required

After authority was given by the Governor to cities to decide policy on the matter, the Phoenix City Council voted to require people to wear masks (or a face covering) when in public spaces.

According to the CDC, one method of transmission of the virus is through respiratory droplets that people expel when they breathe, cough or sneeze. People who are asymptomatic, or have mild symptoms, can still be contagious. Experts say wearing a face covering will help stop the spread of COVID-19.

The face-covering requirement, which is also now in effect across Maricopa County, applies to all people two years of age and older in the city of Phoenix, when they leave their home or residence and are within six feet of another person who is not a family member or member of their household. This also includes when on buses, light rail and inside buildings including restaurants, stores and at most events and activities.

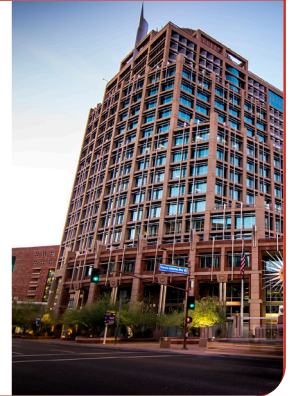
There are exceptions for those who should not wear a face covering due to a medical or mental health condition, for those whose religious beliefs prevent them from wearing a face covering, for restaurant patrons while they are eating, among others. For complete information about this declaration, including exemptions, visit **Phoenix.gov**.



Plan Ahead: Appointment Required

Many of the city's services are available anytime at **Phoenix.gov/AtYourService**. If you still need to meet with a city employee directly, appointments are required. Please call the department directly or use a special city-COVID hotline, 602-262-3111 or email contactus@phoenix.gov.

When you arrive, you will notice safety precautions put in place to ensure physical distancing. This includes plexiglass barriers at service counters, sanitizer stations and the requirement of wearing masks or face coverings when in any city building. Thanks for helping us ensure that our customers, and our city employees, stay healthy.



Public Transit Summer Safety Tips

Keep cool while it heats up in Phoenix! Here are three simple steps you can take to stay cool while waiting for a bus or train to arrive.

- Bring Water: Keeping hydrated will help you fight heat exhaustion
- Cover up: Save your skin by covering up with light-weight clothing and wear a hat or perhaps bring an umbrella
- Check schedules: Visit valleymetro.org ahead of your trip to check wait times



We know that standing in shade helps, but please stay visible so bus operators will see you. We want to get you on board - on a cool ride - as soon as possible. To check out the city's Summer Safety plan, visit **Phoenix.gov/Summer**.

Storytime Live with Phoenix Library

Phoenix Public Library continues to find innovative ways to stay connected with its customers. For kids missing storytime reading events at our locations, there is *Storytime LIVE!*, where our librarians will broadcast live on Instagram (@[phoenixpubliclibrary](https://www.instagram.com/phoenixpubliclibrary)). Children will not only experience a wonderful story, but will also get to sing and play. Everyone is invited to join virtually on the following days and times:

Tuesdays at 10 a.m. (in spanish), Wednesdays at 10 a.m. and Thursdays at 3 p.m.

Extended Summer Trailhead Hours



Phoenix Park Rangers recommend hiking during the early morning or evening hours this time of year, when it is cooler and there is more shade.

To help promote hiking after 7 p.m., parking lot entrances at North Mountain Park and Piestewa Peak Trailhead in the Phoenix Mountains Preserve, and Pima Canyon Trailhead in South Mountain Park/ Preserve are open an additional two hours until 9 p.m. through September 30. Year-round at those three locations, parking lots open at 5 a.m. and trails are open until 11 p.m.

Always remember to hydrate ahead of time and take plenty of water, dress appropriately for the weather, bring a cell phone and let someone know where you are going.

Additional "Take a Hike. Do it Right." safety guidelines can be found anytime at Phoenix.gov/Parks.

Phoenix City Council

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Find Us 24/7:

- Streaming on Phoenix.gov/PHXTV
- Cox Cable 11
- CenturyLink 8005

2020 Census: Working Together

The 2020 Census is truly a lifeline for city of Phoenix resources. Everything from libraries, after-school programs, head start, housing, transportation and public safety are all impacted by Phoenix getting a complete count. Annually, it represents approximately \$866 million for city programs.

To ensure our community is protected from COVID-19, city pools and other summer activities are not opening this season. City staff for those programs are now helping the Phoenix Census team complete a robust census canvassing effort. Canvassing helps the city provide direct census reminders to households in areas with low response rates. Canvassers, equipped with masks and gloves, will simply drop off door-hangers.

It's not too late to respond. The deadline to complete your Census form is now October 31, 2020. To learn more or to respond, visit icount2020.info or call 1-844-330-2020 (English) or 1-844-468-2020 (Spanish).



New, Free Service for Recycling

Recycle+ is the new digital engagement platform presented by the PHX Zero Waste team designed to deliver recycling education directly to Phoenix schools, businesses and neighborhoods. This new webpage is the Public Works Department's response to physical distancing guidelines as a result of the pandemic. Residents of all ages will find informative and fun videos, quizzes, contests and activities that promote recycling the right way to help Phoenix meet its goal of a 40 percent waste diversion rate by the end of 2020. Check it out at phoenix.gov/recycleplus.



Water Quality Report Available

The 2019 Water Quality Report, with important information about the source and quality of your drinking water, is available at phoenix.gov/waterqualityreport. Customers who receive Phoenix tap water in west Anthem can see their report at phoenix.gov/westanthemwaterqualityreport. Both reports can be requested in print by emailing watersmart@phoenix.gov or by phone 602-261-8681. To acquire in an alternate format, call 602-262-6251 or 711 for Relay Services.

Improvements to 3rd/5th Avenues

The much anticipated 3rd and 5th Avenues Improvement Project is underway. Among the changes include adding a two-way cycle track to 3rd Avenue between Roosevelt Street and McDowell Road. When completed, 3rd and 5th avenues will carry two-way traffic between Washington and Roosevelt streets. For a complete look at this road project, visit Phoenix.gov/streets/3rdand5thavenues.

Important Help for Back to School



PhoenixPublic
Library
phoenixpubliclibrary.org



Back to school will look and feel a little different this year. Whether it's in a classroom or distance learning, kids will need the right tools to be successful. In addition to notebooks, laptops or a new backpack, make sure every child has a Phoenix Public Library card.

A FREE Phoenix Public Library Card gives students access to books, research databases, academic practice tests, articles, music and movies, tutorials, homework help and much more. To begin using all of the library's digital services, visit: phoenixpubliclibrary.org.