



# PHX AT YOUR SERVICE

Phoenix.gov • MAY 2020

## Coronavirus 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 PhoenixAZ**

## Keeping Essential Services Running



During this Coronavirus health emergency, the city of Phoenix has been able to keep all essential services running for its residents and businesses. To help slow the spread of the virus, several other services have been temporarily impacted. These impacts may change depending on conditions and recommendations made by health officials on the local, state and federal levels. To stay updated, visit **Phoenix.gov/Newsroom**.

## PHX Water is Safe 2020-21 Budget

Phoenix's tap water is safe to drink. Phoenix Water Services continues to provide safe, clean, reliable water to the community during this health emergency. To adhere to social distancing guidelines, there are two options to pay your city services bill virtually:

- Pay online: **Phoenix.gov/PayOnline**
- Pay by phone: **602-262-6251**

Learn about the facts on Coronavirus and tap water: **Phoenix.gov/Water**.

The city of Phoenix's City Manager's Trial Budget has been published for review. This is the budget for the 2020-21 fiscal year, which begins July 1. The budget includes a proposed \$26 million reduction to address projected revenue shortfalls related to COVID-19. Because of the Coronavirus health emergency, traditional in-person meetings to gather public comment will not take place. To see alternative ways to provide feedback on the budget, visit **Phoenix.gov/Budget**.

## Committed to Protecting Everyone

The city of Phoenix Police and Fire Departments continue to provide vital service to the community through the COVID-19 health crisis. To ensure first responders are safe while responding to calls for service, dispatchers are asking 911 callers specific COVID-19 related questions including whether they have tested positive for the virus or are experiencing flu-like symptoms. Officers and firefighters are practicing physical distancing in their interactions with the community when possible and utilizing personal protective equipment to avoid exposure during medical response.



## Time for Paving Season

The Council-approved Accelerated Pavement Maintenance Program is back for another season. By July 1, close to 250 miles are scheduled to be treated with either a sealcoat or new asphalt.

Use the interactive dashboard to see paving in real time at **Phoenix.gov/Pavement**.



## PHXTV Classroom Finish Learning

PHXTV is helping people learn while at home! **PHXTV Classroom** is a 2-hour block of educational programming that streams weekdays at 9 a.m. and repeats at 11 a.m. on **Phoenix.gov/PHXTV**. The programming includes topics about history, science and nature. You can also watch these programs on Cox channel 11 or CenturyLink 8005 at the same times.

College Depot at Phoenix Public Library is still offering assistance to students and parents about pursuing a high school diploma or exploring college options. Call **602-261-8847** or visit **phoenixpubliclibrary.org** to schedule your time with a seasoned College Access Advisor about college planning, financial aid forms and scholarship applications.

## Fire Ban In Effect



The city's annual ban on open fires in its desert parks and mountain preserves is now in effect:

- Open, wood and charcoal fires are prohibited
- Propane or gas grills can be used in established picnic areas only
- Smoking outside enclosed vehicles continues to be prohibited

The ban does not apply to the city's flatland parks. Residents whose property borders the city's preserve land are encouraged to remove dry shrubs and brush to create a 10-foot buffer zone. Preserve neighbors should check irrigation lines and pool back-flush hoses to ensure that water is not seeping into the preserve and creating unnaturally dense vegetation growth, which increases fire risk.

Additional fire ban information, and "Take a Hike. Do it Right." hiking safety tips and physical distancing guidelines for trail users is available at [Phoenix.gov/Parks](http://Phoenix.gov/Parks).

## Phoenix City Council

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### Find Us 24/7:

- Streaming on [Phoenix.gov/PHXTV](http://Phoenix.gov/PHXTV)
- Cox Cable 11
- CenturyLink 8005

## The 2020 Census: Easy and Secure

Data from the Census helps distribute \$675 billion in federal funds to support programs in education, healthcare, transportation, parks and recreation services and other important local resources. The Census form asks nine simple questions with three secure and confidential options to respond: Online at [iCount2020.info](http://iCount2020.info), by phone **844-330-2020** (English) or **844-468-2020** (Spanish), or by mail in a pre-paid return envelope. Count for Phoenix and complete your 2020 Census today!

## The Best Way to do Spring Cleaning

Phoenix Public Works would like to remind residents to bag and tie their trash before placing it in the containers. Disposable gloves, masks and PPE materials, as well as used disinfecting wipes, should be placed in the trash container. For recycling, materials must be empty, clean and dry before placing loosely in the blue containers, not bagged. The lids of all solid waste containers must be securely closed for your safety and health. If you need to dispose additional items, including household hazardous waste, please visit [Phoenix.gov/newsroom/public-works](http://Phoenix.gov/newsroom/public-works). To start receiving email updates from Public Works, visit [Phoenix.gov/PublicWorks](http://Phoenix.gov/PublicWorks).



## Neighbors Helping Neighbors

When possible to do safely, everyone is encouraged to check on their neighbors during this global health emergency, share what they can in supplies and spread kindness without spreading the virus. This is part of the city's 'distant socializing' campaign from the Neighborhood Services Department (NSD).

"The **#PHXGreaterTogether** social media posts will showcase ideas on how to keep your communities close while social distancing with distant socializing," NSD Director Spencer Self said. "We hope people follow along on the NSD Facebook page [@PhxNeighborhood](https://www.facebook.com/PhxNeighborhood) so we can make sure all the residents in Phoenix have what they need in these uncertain times."

- 1 ROCK ON!**  
Show your artistic creativity, paint a rock, or share a positive message. Leave it for passerbys to admire.
- 2 FYT! FRONT YARD THANK YOU**  
Create a yard sign to say thank you. Is it first responders, mail person, a neighbor, the delivery person, you decide.
- 3 SHAKE AND BAKE!**  
Share recipes on FB, email, text. Enjoy a new dish and turn the music up so you don't forget the SHAKE!
- 4 RELIEF FOR SMALL BIZZ**  
Grants available for small business experiencing economic distress due to COVID-19. [phoenix.gov/resources](http://phoenix.gov/resources)

## Do You Need Flood Insurance?

If your home or business is in a Special Flood Hazard Area (SFHA) you may want to consider purchasing flood insurance. To find out if there is an elevation certificate on file for your property, which calculates your flood risk, or to see if your property is in a SFHA, call **602-262-4960**.

If you'd like to renew your flood insurance policy, the FEMA National Flood Insurance Program has extended the grace period to 120 days because of the current challenges many are facing. Go to [FEMA.gov](http://FEMA.gov) for more information

## Travel Safely

Phoenix Public Transit continues to provide service for those who rely on transit. Light rail, Express and RAPID schedules have been adjusted in response to lower ridership demand, and passenger capacities are limited to support social distancing. Transit Centers remain closed, until further notice.

For the latest information, visit [valleymetro.org](http://valleymetro.org) or follow Public Transit on Twitter [@PhoenixMetroBus](https://twitter.com/PhoenixMetroBus).

## Essential Hiring

The city of Phoenix has put a temporary hold on hiring non-essential positions. However, there are still opportunities for jobs that are deemed "essential" and need to be filled as soon as possible.

Visit [Phoenix.gov/Employment](http://Phoenix.gov/Employment) to see the latest job opportunities in the fifth largest city in the nation. While there, sign up to receive a weekly email with all of the open positions.