



Tempe renews free transit passes for youth

Beginning May 14, the City of Tempe will begin issuing new transit passes to current and new participants of the Tempe Youth Free Transit Pass program. The new passes are valid July 1, 2012 through June 30, 2013.

The Tempe Youth Free Transit Pass program allows youth ages six to 18 who live in Tempe to ride all Valley Metro bus routes and the METRO light rail free. A parent or guardian must accompany the youth and bring the youth's birth certificate along with proof of Tempe residency when registering for the program.

Special on-site registration will be held at the Tempe Public Library, 3500 S. Rural Road May 19 and Aug. 18 from 11 a.m. to 2 p.m. Free passes are also available at the Tempe Transit Store, 200 E. Fifth St., from 8 a.m. to 5 p.m. Monday through Friday.

Tempe and Valley Metro offer bus service seven days a week. Most Tempe buses run Monday through Saturday until 1 a.m. and Sunday until 10 p.m., with rush hour service every 15 minutes Monday through Friday from 6-9 a.m. and 3-6 p.m. METRO runs seven days a week every 12 minutes from 7:30 a.m. to 6:30 p.m. (and every 20 minutes during all other times) from 5 a.m. to midnight (2 a.m. on weekends).

For a list of program requirement including registration forms, contact the Tempe Transit Store at 480-858-2350 or visit www.tempe.gov/tim. For transit routes and schedules, call 602-253-5000 or visit www.valleymetro.org.

City to launch Customer Relations Center and revamped website

This month, Tempe officially launches one of the first comprehensive municipal call centers in Arizona to provide the community a variety of ways – by phone, mobile application or website – to seek information, report issues and connect with the city. In addition, in mid- to late-April, the city will launch an entirely redesigned website – www.tempe.gov – that offers a clean design and user-friendly features to help community members find what they need.

Both projects have been underway for more than a year. They represent two of the many ways that Tempe is improving technology to serve residents better.



One Call to City Hall

One Call to City Hall

Also known as "Tempe 311," the city's Customer Relations Center provides a fast and easy way for community members to connect with their city, making life easier and providing greater value and

service. Residents no longer need to search for the right number to call to report graffiti or a street light outage or to find out about an upcoming event. On weekdays between 7 a.m. and 5 p.m., all they need to remember are seven digits: 480-350-4311. The system also streamlines the process for getting requests for service to city employees in the field.

Shortly after its launch, the Customer Relations Center also will be accessible via online service request forms and a mobile phone application – stay tuned for updates on those aspects of the new service.

It is important to note that residents should continue to reach the Police Department in one of two ways: 911 for emergencies; and 480-350-8311 for reports of issues like minor property crimes and loud parties.

Eventually, Tempe hopes other Maricopa County communities will join a regional 311 effort that would allow anyone in any part of the county to call 311 and get directed to the community they need.



More than a pretty package

Tempe knows that a truly useful city website is more than just window dressing – it's about striking the right balance between design and ease of use. The newly unveiled city website (www.tempe.gov) aims to achieve that balance and make it easier for residents, businesses, visitors and other

community members to connect with Tempe and find what they need.

A redesigned homepage highlights the most visited areas of the city website, and new features like a virtual town hall and polling help community members voice their views. There's a new transparency section of the site, My Tempe, that provides access to data on the city's finances, contracts, ordinances and much more. Several new features will be explored in depth in future issues of Tempe Today. Meanwhile, starting later this month, visit www.tempe.gov yourself and explore what's new! To tell Tempe what you think of the new site, email us at webmaster@tempe.gov.

Residents offer opinions in annual survey

Tempe residents have voiced significant satisfaction and offered valuable feedback about the services, programs and facilities provided in their community.

In late 2011, the city's Community Attitude Survey was mailed to 2,400 households and 803 responses were received. Residents weighed in on questions related to water service, parks, trash collection, public safety and more. Their ratings give the City of Tempe important information about how well it is providing services. For the fifth year in a row, Kansas-based ETC Institute conducted the survey and compared Tempe to the results of surveys done with nearly 4,000 residents across the country, as well as surveys administered by the company to 35 other medium-size cities. Tempe rated above ETC's national average in almost every area that was assessed. Complete survey results are available via the city's homepage, www.tempe.gov, under Hot Topics.

The Tempe City Council discussed the survey results at its March 8 Issue Review Session.

The 2011 survey shows areas with high satisfaction ratings as well as areas that could be improved. Some of the results include:

- Satisfaction with the overall quality of city services rated 33 percent above the national average (90 percent in Tempe vs. 57 percent U.S.)
- Satisfaction with the quality of walking/biking trails rated 23 percent above the national average (78 percent in Tempe vs. 55 percent U.S.)
- Satisfaction with how quickly staff responded to customer requests rated 20 percent above the national average (75 percent in Tempe vs. 56 percent U.S.)

Residents felt police and neighborhood services should be the city's top two priorities for 2012. Specifically, the survey results indicate that Tempe should emphasize enforcement of property maintenance codes, crime prevention and appearance of private property.

For the first time, the survey was made available to residents online, even if they were not part of the random sample of households that received a hardcopy survey in the mail. More than 100 responses were entered online. The data was not included in the survey report, as it was not part of the random sample, but the results closely mirrored the final report.

Each year, the survey serves as a tool to assist the City Council and city staff in setting priorities, dedicating resources and establishing goals to improve service.

**For expanded coverage
of Tempe, visit:
www.tempe.gov/newsroom**

Tempe plans for continued budget stability

The journey to sustainable, long-term financial health is still a work in progress for Tempe, as shown by current budget planning efforts for the 2012-13 fiscal year, which begins July 1.

Economic recovery is coming to Tempe as predicted, with monthly sales tax revenues improving modestly. Yet the city is carefully planning the next fiscal year and looking several years into the future. Plans revolve around two separate aspects of the budget: operating budgets like the General Fund, Transit Fund, Golf Fund and others that pay for day-to-day operations; and the Capital Improvement Program, which uses secondary property taxes to repay bonds that fund major repair and construction projects.

Operating Budgets

This month, at a scheduled April 26 Issue Review Session, City Manager Charlie Meyer will present the City Council with recommended operating budgets for the 2012-13 fiscal year.

The city plans to cut 3 percent from the General Fund budgets in each of the next three fiscal years (2012-13, 2013-14, 2014-15) in anticipation of the July 2014 expiration of the temporary two-tenths of a cent sales tax approved by voters in May 2010. For 2012-13, that 3 percent cut is \$5.2 million. It will be made through further reductions in departmental budgets, focusing on improved operating efficiencies, with no anticipated impact to city services.

In the Transit Fund, the 2012-13 fiscal year is the last in a three-year budget-balancing plan to cut \$14 million and restore that fund to long-term health.

Capital Improvement Program (CIP)

The 2012-13 fiscal year will be the second year of a property tax policy in Tempe intended to stabilize the total secondary property tax levy by allowing the property tax rate to float over time. The move allows the city to collect a consistent amount of secondary property taxes, while keeping property owners' tax bills relatively stable.

The funds would go to the city's Capital Improvement Program (CIP), which pays for new buildings, maintenance of buildings and roads, and many other projects. By law, the secondary tax levy cannot be used to pay operating costs, such as staff salaries, benefits and day-to-day city operations.

In 2012-13, Tempe aims to complete a citywide system of tying any CIP project to a specific asset management plan. If the city needs to replace a roof on a community center, for example, staffers must document how long the new roof will last and plan for its repairs and eventual replacement. This will help to make capital expenditures more predictable.

Tempe's residential and commercial customers of water, sewer and solid waste/refuse services in Tempe and Guadalupe will notice more stability in their rates in the 2012-13 fiscal year. The city is finishing long-term projects to replace and renew infrastructure in order to comply with federally mandated water quality regulations.

For more information about the 2012-13 budget planning process, including a timeline of key dates, visit www.tempe.gov/budgetplan.



General/Special Election is May 15

Tempe's 2012 Mayoral race will conclude with a runoff in the May 15 General/Special Election between Mark Mitchell and Michael Monti.

Vice Mayor Joel Navarro and Councilmember Corey Woods were re-elected in the March 13 Primary Election to two of three City Council seats. Voters will decide between Dick Foreman and Kolby Granville in a runoff in the General/Special Election for the third, four-year seat.

The proposed amendment to the Tempe City Charter, if approved, will dispense with the Primary Election if no more than two candidates file nominating petitions for each vacancy in office; and, if the Primary Election is dispensed with, the General Election for that office would be moved from May to March, when the Primary Election would have otherwise been held.

In order to vote in Tempe municipal elections, a resident must be at least 18 years old, a U.S. citizen and a resident of Tempe for at least 29 days prior to the election. Interested residents can register or update existing registration at www.servicearizona.com. The last day to register to vote in the General/Special Election is April 16.

Registered voters may place their name on a Permanent Early Voting List to receive an early ballot. An early ballot will automatically be mailed to the voter approximately 26 days prior to the specified election. For more information about the Permanent Early Voting List, contact the Maricopa County Elections Department at 602-506-3535, TDD 602-506-2348. Early voting for the General/Special Election begins April 19, which is the date when the Maricopa County Elections Department mails ballots.

For those who want to cast an early ballot at a satellite location, early voting begins Monday, April 23, and goes through Friday, May 11. There are two early voting locations and both are open Monday through Thursday, 10 a.m. to 6 p.m., and Friday, 10 a.m. to 5 p.m. The locations are the Arizona State University Palo Verde West dormitory building, 430 E. University Drive, and the Tempe Public Library, 3500 S. Rural Road. Voter registration and early voting is conducted by the Maricopa County Elections Department. For further information, visit www.recorder.maricopa.gov/web/elections.aspx. The Tempe City Clerk's Office has posted a list of frequently asked election questions to www.tempe.gov/clerk under the "Elections" tab.

Tempe 11 will air five-minute remarks from each candidate before each scheduled City Council Issue Review Session through May 10. Check out their remarks by tuning in to Tempe 11, which is Channel 11 for Cox Communications cable subscribers in Tempe. You can also stream Tempe 11 live on www.tempe.gov/tempe11.

American Express no longer offered as city payment option

In an effort to reduce city expenditures related to credit card processing fees, the City of Tempe will no longer offer American Express as a payment option starting July 1. MasterCard, Visa and Discover are still accepted. The change applies to payments made at the Tempe Municipal Court and at Tempe community centers, as well as to water, wastewater and solid waste/refuse customers. By the end of June, utilities customers who have set up recurring payments on American Express will need to transition to another card type online or by phone at 480-350-8361. For more information on the citywide change, call the Accounting Division at 480-350-8972.



People Make the Place: Tempe's 2012 Bike Hero

On March 8, Mayor Hugh Hallman presented Tempe resident and bicycle advocate Patricia Berning with the 2012 Tempe Bike Hero Award. The Tempe Bike Hero Award recognizes individuals and organizations who aid in increasing awareness of bicycling and promote bicycling as a viable mode of transportation. The Tempe Transportation Commission received several competitive nominations and selected Berning as the recipient.

Berning was nominated for her commitment and dedication to bicycling. Her efforts include the sponsorship of several bicycle related events in Tempe, advocacy for bicycle-friendly roads and membership on the Tempe Bicycle Advisory Committee and Transportation Commission. Her family-owned jewelry store, Berning's Fine Jewelry, has been a Tempe staple since 1965 and has hosted Bike to Work Day for 10 years.

"It's wonderful that Tempe values bicycling and recognizes those people and organizations that strive to make Tempe the best bicycling community in the country," Berning said.

For more information, visit www.tempe.gov/tim or call 480-350-8663.

Movies in the Park

Families can make the most of the beautiful spring weather at the city's annual Movies in the Park free movie series at Kiwanis Park, at Mill Avenue and All-America Way. Bring blankets and a picnic dinner on Friday evenings in May to enjoy family movies on one of the largest inflatable screens in Arizona. Each movie begins at dusk (approximately 7 p.m.) on the west side of Kiwanis Lake.

- May 4 – Happy Feet 2, PG
- May 11 – Smurfs, PG
- May 18 – Kung Fu Panda, PG
- May 25 – Hop, PG

For more information, visit www.tempe.gov/events/movies or call 480-350-5200. For a map of Kiwanis Park, visit www.tempe.gov/parks/parks/maps/kiwanispark.pdf.

Calendar

This is the tentative

**April/May
schedule for Tempe City
Council meetings.**

April 12, 2012

6 p.m., Issue Review Session
7:30 p.m., Council Meeting

April 26, 2012

3 p.m., Budget Review
6 p.m., Issue Review Session
7:30 p.m., Council Meeting

May 10, 2012

6 p.m., Issue Review Session
7:30 p.m., Council Meeting

May 31, 2012

3 p.m., Budget Review
6 p.m., Issue Review Session
7:30 p.m., Council Meeting

**Meetings are aired live on
Tempe 11 and the Internet at
www.tempe.gov/tempe11.**

City Council meetings are held in the Council Chambers at City Hall, 31 E. Fifth St. Agendas are posted 24 hours before each meeting outside the Council Chambers and on the second floor of City Hall. Meetings are subject to change. Confirm dates and times with the City Clerk's Office, 480-350-8241 or at www.tempe.gov/clerk.

Tempe City Council

Hugh Hallman

Mayor

Joel Navarro

Vice Mayor

Robin Arredondo-Savage

Councilmember

Shana Ellis

Councilmember

Mark W. Mitchell

Councilmember

Onnie Shekerjian

Councilmember

Corey Woods

Councilmember

Charlie Meyer

City Manager

To contact the Mayor and Council, call 480-350-8110.

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News you can use

Summer registration begins April 23

Summer is just around the corner and Tempe has all kinds of opportunities for the whole family, including summer camps! Choose from art, dance, special interest, sports, aquatics, health and fitness and boating programs. Tempe residents can begin registering for summer classes and camps on April 23. Non-Tempe residents can register beginning April 30. The 2011 Summer Opportunities brochure will be available at www.tempe.gov/brochure beginning April 19. You can also pick up a copy of the brochure at City of Tempe facilities and Tempe Fry's Stores. Visit www.frysfood.com to find a location near you. Registration can be completed online, by fax, by mail or in person at many Tempe community centers. Classes will begin the week of June 4. For more information, call the Recreation Administration Office at 480-350-5200.

Tempe Community Chorus

The 100-member Tempe Community Chorus will perform popular and classic songs this spring, featuring hits like "Born to Hand Jive," from the film "Grease." The chorus was founded in 1991 by a small group of local singing enthusiasts and is now a large choral organization dedicated to creating entertaining concerts. Tickets are general admission and seats are first-come, first-serve seating. The chorus performs at 4 p.m. on Sunday, May 20, at Sun Lakes United Methodist Church, 9248 E. Riggs Rd., and at 4 p.m. on Sunday, June 3, at the Tempe Center for the Arts, 700 W. Salado Parkway. For more information, visit www.tempecommunitychorus.org.

In the Spotlight

The Tempe Center for the Arts (TCA) continues its support of live music in the Valley with "In the Spotlight," a new music series for singer/songwriters from 7:30 to 10:30 p.m. on April 6 and June 29 in the Lakeside. Host Walt Richardson welcomes seven Arizona singer/songwriters for evenings of live music in the round. Food and beverages will be available and there is no cover charge. The TCA is at 700 W. Rio Salado Parkway. For details, visit www.tempe.gov/tca.

Songwriters' Showcase

American Blues singer and Phoenix favorite Francine Reed will headline Songwriters' Showcase VII at 7:30 p.m. on May 4 and 5 at the Tempe Center for the Arts (TCA) Studio, 700 W. Rio Salado Parkway. Reed will join three Arizona singer/songwriters for a night of live music in this popular, taped for television, concert series. Tickets are \$10 at the door and by telephone and \$12 online. The Songwriters' Showcase is supported by the City of Tempe, the Friends of Tempe Center for the Arts, Electric Lotus Music and Santa Barbara Catering. For tickets to these and other events, visit the box office in person, order at www.tempe.gov/TCA/ or call 480-350-2TCA (2822).

Mayor's Disability Awards

The date of the Annual Mayor's Disability Awards has been changed to Thursday, May 3, at 3 p.m., in the Tempe History Museum, 809 E. Southern Ave. Mayor Hugh Hallman, in partnership with the Tempe Commission on Disability Concerns and Tempe Community Council, will honor those who have overcome significant barriers to succeed in the workplace, as well as the employers and architects who support the full participation of people with disabilities in the workplace and all aspects of community life. Check www.tempe.gov/tcc for details. The event is free and open to the public, but seating is limited. To reserve a seat, contact Tempe Community Council at 480-858-2300.

Swim lessons at Kiwanis Recreation Center

Keep the following tips in mind when your child is around water this summer. Always supervise your children when swimming, bathing or playing in water. If your child can't swim, make sure they wear a Coast Guard-approved life jacket. Don't let them swallow water and avoid swimming when sick with diarrhea. Most of all, teach your children to swim – it's the best way to stay safe in the water!

Kiwanis Recreation Center is offering swim lessons this summer. Lessons are at the indoor Kiwanis pool located at 6111 S. All-America Way. Each class consists of six or eight sessions and is offered in the morning, evening or Saturday for \$46 or \$35 depending on the session. Classes are available for all skill levels. Space is limited. Visit www.tempe.gov/brochure or call 480-350-5201 for more information and registration.

Learn the symptoms of bites and stings

With Tempe having pleasant weather most of the year, many people take advantage by hiking, cleaning their yards or playing in the park. Every year, thousands of people are bitten by snakes, insects, scorpions and Africanized honey bees in the United States.

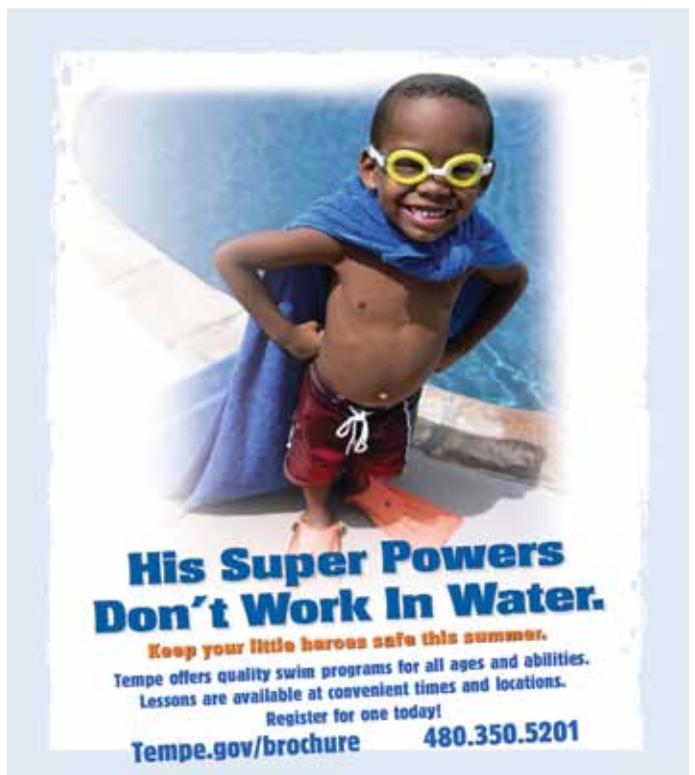
More than half of the venomous snakebites involve children, and most occur between April and October. Rattlesnake bites account for a majority of snakebite fatalities. Symptoms generally occur immediately, but only about one third of all bites show any symptoms. Snakebite venom contains some of the most complex toxins known; venoms can affect the central nervous system, brain, heart, kidneys and blood.

Insect bites and stings are very common and most are considered minor. It's only when the insect is venomous or when the patient has an allergic reaction that the risk of developing anaphylactic shock turns the situation into an emergency. Even under those conditions, accurate diagnosis and prompt treatment can save lives. The normal reaction to an insect sting is a sharp, stinging pain followed by an itchy, swollen, painful, raised area. The swelling may be there for several days, but usually goes away within 24 hours. Reactions are rarely serious or life-threatening and can be treated with cold compresses.

There are many species of scorpions found in Arizona, but only one is potentially lethal and that's the bark scorpion. It's one of the smaller species and prefers cool, dark places. Ninety percent of all scorpion stings occur on the hands. Symptoms may include sharp pain at the site of the sting, swelling that gradually spreads, discoloration, nausea and vomiting, restlessness, drooling, poor coordination, incontinence or seizures.

Africanized honey bees are the cousin of the more common European honey bee found in Arizona. They often are called "killer bees," but in reality their stings are less potent and painful than the common bee sting. They defend their nesting sites very aggressively, sometimes stinging their victims hundreds of times. If you are attacked, run as quickly as you can away from the bees. Do not flail or swing your arms, as this may further annoy the bees. Because bees target the head and eyes, cover your head as much as you can without slowing your escape. Get to shelter as quickly as possible. If someone has been stung by many bees at once or has an allergic reaction to a bee sting, call 9-1-1. Call the fire department if someone has become trapped in a building or car with lots of bees. Fire trucks are equipped with foam that can be sprayed on the bees to drown them. Do not call the fire department to remove bee colonies or hives. If you want bees removed, look in the yellow pages under "bee removal" or "beekeepers."

For any bite or sting, call the fire department only when emergency medical services are needed. For a complete list of symptoms and treatments, visit www.tempe.gov/fire.



Tempe offers swim lessons

Swimmers of all ages looking to learn how to swim or brush up on their techniques can find the right lesson for them at Kiwanis Recreation Center and the Escalante Community Center. Teaching children to swim is important as drowning is one of the leading causes of death for children under the age of four in Arizona. Children as young as eight months old can learn to swim in parent-assisted lessons. Lessons are also available for adults of all skill levels. Visit www.tempe.gov/brochure to view a schedule of lessons and to register.

Arbor Day 5K

Join Tempe for the third annual Arbor Day 5K on Friday, April 27, at 6 p.m. at Tempe Town Lake. Race proceeds benefit Trees for Tempe, a program to plant new trees and replace damaged trees in city parks and community gathering spaces. For race information or to register, visit www.arborday5k.com. For Trees for Tempe information, visit www.tempe.gov/parks.

Sparky plates support ASU's student scholars

Tempe is home to the largest campus of Arizona State University. Sun Devil supporters can help deserving students by purchasing an ASU collegiate license plate, or "Sparky" plate. For each license plate, \$17 out of the \$25 plate fee benefits the ASU Alumni Association's Medallion Scholarship program, which provides financial support to its recipients, as well as the opportunity to foster their personal development and leadership skills. The plate features a gold background, which can be customized with up to six characters if a personalized plate is purchased. To learn more about how to purchase a plate, visit <http://alumni.asu.edu/services/sparky-plates>.

You never forget how to ride a bike, but do you remember the rules of the road?

With the weather nice and warm, it's the perfect time to get out and take a bicycle ride along any of Tempe's many multi-use paths. It may also be the time to refresh your memory about all those childhood rules of the road. When you are and about on your bicycle, please remember these simple tips.

- Ride on the right with the flow of traffic.
- Wear a helmet.
- Use hand signals.
- Follow lane markings.
- Be aware of what's going on around you.
- Use a light at night.
- When approaching a METRO light rail crossing:
 - o Never try to beat the train.
 - o Never stop on the tracks
 - o Be alert when near the tracks.
 - o Look for flashing headlights and listen for warning bells and horns.
 - o Look both ways before crossing the tracks.
- Wear bright colored clothing.
- Obey traffic signals, signs and laws.

You can get information about bicycling by following Tempe on Twitter or Facebook and checking our web site at www.tempe.gov/tim. So get out there and enjoy the great weather, but remember to ride safely.



Tempe Fire offers free car seat checks

Buckling up the right way on every ride is the single most important thing you can do to stay safe in the car. But finding the safest way for each member of the family to ride can be confusing. Tempe Fire Department personnel are available Monday through Friday to inspect your car seat to make sure it's properly installed. To make an appointment to get a car seat checked for free, contact the Public Education Section of the Fire Department at 480-858-7240. For more information, visit www.tempe.gov/fire.

Hundreds participated in 22nd annual Tempe Cares' workday event

More than 300 volunteers participated in Tempe Leadership's 22st annual Tempe Cares workday event on March 3. Mayor Hugh Hallman, along with Councilmembers Robin Arredondo-Savage, Corey Woods and Vice Mayor Joel Navarro, greeted early morning volunteers as they registered for the event. The event brought families, social and service groups, neighbors, businesses and individuals together as teams to improve the community.

Tempe Cares community neighborhood revitalization group renewed and re-energized three parks and two elementary with the help of almost 300 volunteers. In addition to the schools, three Tempe parks benefited from landscaping and painting work – Svob, Clark and Celaya parks were all renovated just in time for spring. The Tempe Fire Department pitched in as well, visiting 162 homes, where they installed 15 smoke detectors, and changed more than 20 smoke detector batteries.

For more information about Tempe Cares, visit www.tempeleadership.org.



ASU invites Class of 1962 to Golden Reunion event

On May 3-4, the Arizona State University Alumni Association will host a two-day Golden Reunion for the members of the university's Class of 1962, which is celebrating the 50th anniversary of its graduation. The reunion will feature guests such as former Tempe Mayor and U.S. Rep. Harry Mitchell and former U.S. Rep. Barry Goldwater Jr. There will be campus tours and opportunities to reconnect with former classmates. Attendees will participate in the university's Spring Commencement ceremonies, which this year will be highlighted by a keynote speech from journalist Tom Brokaw and honorary degree presentations to: Temple Grandin, autism advocate and a professor of animal science at Colorado State University; Nobel Prize winner Eric Kandel, an Austrian-born American neuroscientist known for his fundamental research central to understanding normal memory, dementia and mental disorders related to memory; and Lim Chuan Poh, chairman of Singapore's Agency for Science, Technology and Research. Golden Reunion activity packages are \$65 for Alumni Association members, \$85 for Class of 1962 graduates who are non-members and \$130 for guests. For more information or to RSVP, call 480-965-2586 or visit <http://alumni.asu.edu/events/golden-reunion>.

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