



CITY OF TEMPE

NEIGHBORHOOD

# HANDBOOK



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## INTRODUCTION

Created by City Council resolution in 1987, the City of Tempe's Neighborhood Services Office serves to preserve and build community in neighborhoods by fostering engagement with the city and providing resources to encourage communication between residents. The City encourages and supports the formation of voluntary neighborhood associations as one way to achieve this objective.

The Neighborhood Handbook serves to assist established neighborhood associations as well as to inform residents wanting to form a new neighborhood association on how to create that sense of community.

There are currently 81 neighborhood associations, 132 homeowners' associations and 9 affiliate associations registered with the Office. This version of the Handbook is intended to provide assistance to the neighborhood associations.

### Types of Associations

Neighborhood Association	Homeowners' Association	Affiliate Association
A voluntary organization of residents from a single neighborhood with defined boundaries that do not overlap	A formal legal organization of residents from a single neighborhood with defined boundaries that do not overlap	Non-profits or organizations involving business members or residents comprised of multiple neighborhoods with a common purpose and interest in neighborhoods

## ORGANIZING YOUR NEIGHBORHOOD ASSOCIATION

### What is a Neighborhood Association and Why Organize One?

A neighborhood association is a voluntary organization of residents who work together to improve and maintain the quality of life in their neighborhood. Associations can form as a means of enhancing a sense of community or out of concern over a particular issue.

Features of a Neighborhood Association:

- Membership is open to all residents, inclusive of renters and property owners in the neighborhood, but participation is optional
- The association establishes boundaries (usually 40-400 households)
- Dues (if any) are voluntary
- To provide for a visibly democratic process, the association establishes formal bylaws or informal procedures to specify a framework for the association's structure and activities, including at minimum elections every other year
- Forming a neighborhood association offers no legal authority to enact or enforce maintenance or design requirements beyond those established by City ordinances
- Associations create their own meeting notices and newsletters (NO advertising or political campaigning) which the Neighborhood Services Division duplicates and mails to all households in the area
- Association position statements are reached through consensus; any dissenting statements are also attached and sent to the City

Why should a neighborhood organize?

- To create and/or enhance a sense of neighborhood and community
- To encourage neighbors to combine resources and focus their time and talents in pursuit of commonly shared goals
- To establish a link that strengthens and improves communication among neighbors and with the City of Tempe
- To develop neighborhood pride
- To solve problems
- To improve/preserve the neighborhood
- To turn diverse interests into assets

## How to Get Started

A neighborhood association is established and managed by residents. All associations should follow and build upon these provided guidelines to ensure that the group encourages membership and active participation. In Tempe, any neighborhood without an existing neighborhood or homeowners' association can form an association.

Starting a Neighborhood Association:

1. First, contact Neighborhood Services at [neighborhoods@tempe.gov](mailto:neighborhoods@tempe.gov) or (480) 350-8234.
2. Talk with your neighbors informally to find out if there are others interested in working together on shared goals. These goals are often defined as better communication with neighbors, beautification of the area, applying for grants, increasing neighborhood safety, etc. **The City does not establish neighborhood associations; area residents must take the initiative. Neighborhood Services does provide support to help you determine what will work best for your neighborhood.**
3. Establish geographic boundaries and consider a name for your proposed association. For example, an association might be made up of all or just portions of a subdivision. Neighborhood association boundaries should be discussed with Neighborhood Services staff as a registered association may already exist.
4. Complete and submit the registration form (see Appendix A).
5. Set up a neighborhood meeting to explore the concept of forming a neighborhood association with residents in the defined area. Coordinate your desired date and time with Neighborhood Services who will need to be present at the initial meeting. A majority of those in attendance have to agree to form an association. Neighborhood Services staff will survey attendees to help identify priorities and any significant areas of concern.
6. If there is interest from your neighbors to proceed, usually interim leadership is selected at the initial meeting. Those individuals can begin to develop procedures (sample charter and bylaws are in this handbook) and set up future meetings.
7. At future meetings, residents may collectively decide on the procedures and elect officers. Once officers are elected, those individuals selected along with the neighborhood residents are responsible for governance of the association.

## How to Keep the Association Active

Every neighborhood and neighborhood association is unique to what works best for that community. The most important function of any neighborhood association is the ability of its members to maintain an active and communicative organization. Once the association has been organized, the follow up efforts begin. Successful neighborhoods continue to communicate with and encourage participation and involvement of all residents in a variety of activities and opportunities. This can be accomplished by offering a variety of opportunities to engage. Activities may include: neighborhood events, fund-raising, special projects and community involvement. Please refer to the Neighborhood Connections section for more information.

**Attracting members:** (excerpted from “Looking for a Few Good Volunteers” by Kenneth M. Budd, Common Ground, a magazine for Community Associations):

1. Remember, people are attracted to volunteer for different reasons such as ego, recognition, sense of community duty, or simply to protect the value of their property.
2. Every neighbor is a potential volunteer, but you have to promote volunteerism as a positive experience. Meet people, shake hands, ask them to help – be a recruiter.
3. One of the best places to look is new residents – have a welcome committee. Better yet, have a lunch once or twice a year for newcomers.
4. Let neighbors know of association’s accomplishments and goals. Boards need energy and enthusiasm.
5. Be positive – in your newsletter instead of berating people for not cleaning up after their pets, praise those who do. Hold up the good models!
6. Have every member invite someone to the one or two big association meetings – “Each one reach one.”

### **Being an effective chairperson:**

1. Maintain personal contact – communicate and keep members informed – let them know they are an integral part of things.
2. Assign committees and volunteers small projects with easily attainable goals.
3. Don’t put too much burden on one person (yourself included). Delegate and share – elect co-chairs or request volunteers.
4. Recognize and applaud efforts of others; consider nominating a neighbor for the City’s annual Neighbor of the Year Award and or nominating an area residence for a Property Beautification Award.

## **Administrative Functions + Requirements**

### **Functions:**

- Neighborhood Services staff maintain a directory for all elected officials, applicable City staff and all association chairs, listing all associations currently registered with the City including their locations, number of households and contact information for two identified contacts.
- The Neighborhood Services Division works with neighborhoods throughout the community to keep elected City officials and staff apprised of those neighborhood issues brought to the Division's attention and to provide information to the associations.
- If Neighborhood Services staff can assist you in locating speakers on particular issues or if you'd like representation from this office to attend your meeting, please let us know.

### **Requirements:**

To be recognized by the City and eligible for services and support, an association must follow these requirements.

- Follow the steps outlined in this Handbook to create an association
- File an association registration form (see Appendix A) with Neighborhood Services that provides contact information and boundaries for the association;
- Invite and encourage all residents within the established boundaries to participate in neighborhood association meetings and;
- Complete and submit an annual update form provided by Neighborhood Services (see Appendix B), verifying correct contact information and meeting and election dates.

It is important that association chairs build consensus and demonstrate that they have done so when they come to the City with a position statement for an association. The chairperson should be prepared to explain how the opinion was reached and how many neighbors participated as well as recognize dissenting opinions to re-affirm that community members have been asked for their opinions and have been listened to, even if they are in the minority. Openness is KEY to a successful association.

Tempe's Mayor and Council are elected on an "at-large" basis rather than by district. Elected officials are notified of all neighborhood meetings and may attend as schedules allow. Any invitations should be extended to the entire City Council.

Related to any political activities, Neighborhood Services always remains NEUTRAL.

- City resources cannot be used for the purpose of influencing the outcome of an election.
- All Tempe citizens have the right to participate in the political process as individuals and are free to join any fundraising groups for candidates or issues of their choosing. However, please be aware that campaign finance laws including registration, reporting and disclosure requirements apply to 2 or more people who meet the definition of a “political committee.” (See A.R.S. 16-901).
- To ensure that no association member’s right-to-choose is abridged, we ask that neighborhood associations avoid making “group endorsements” or sponsoring political events such as fundraisers.
- In contrast, hosting an all-candidate forum would be both neutral and legally acceptable from a public mailing notification standpoint.
- If you are a Neighborhood Association officer/member and wish to endorse a candidate or issue, please stipulate that you are speaking as an individual and not as a representative of the entire association.



## ESTABLISHING NEIGHBORHOOD CONNECTIONS

An essential part of neighborhood organizing is establishing neighborhood connections. The key to a vibrant association is to know your neighborhood audience and their interests, making communication, events and activities productive, informative and inviting for all. There are a number of methods used by neighborhood associations to connect neighbors to neighbors. The section below suggests varied options to help start the dialogue about what mix might be best for you and your group.

### Meetings

- A neighborhood association should hold an annual general membership meeting and elections for officers at least every other year.
- Hold no more than two or three big meetings per year – neighbors “burn out” and must see a reason for attending – consider combining a pot luck or ice cream social with guest speakers plus neighborhood business.
- Provide members at least a 2-week notice for neighborhood meetings or gatherings – this allows residents sufficient opportunity to make plans to attend if desired.

### Conducting effective meetings:

1. Make meeting purpose and/or specific goals clear.
2. Set a time that’s convenient (i.e. 6:00 pm).
3. Select an accessible, comfortable meeting location.
4. Consider offering a snack or bottled water.
5. Structure agenda with time limits. Limit meeting to 1 hour if at all possible. (1.5 hours maximum)
6. Listen to everyone who speaks at meeting.
7. Recap any conclusions, next steps and follow up items at close of meeting.

### Communication

- **Plan** ahead – make note of important dates as soon as you receive them [i.e. Neighborhood Grant workshop and application deadline, Getting Arizona Involved in Neighborhoods (GAIN) Night, State of the Neighborhoods Awards and Workshops]. This will help to keep you organized, members informed and activity moving.
- **Ensure** someone on your board is monitoring the City agendas and information emailed via listserv such as Board of Adjustment, Hearing Officer and Development Review Commission. If an item is on the agenda that your neighborhood wants to speak to, be certain a representative attends the meeting.
- **Check** in with other neighborhood groups to see what they are doing or if they are experiencing similar issues. You can also contact the Neighborhood Services Division to bring your neighborhood’s concerns forward.
- **Use** new media – create a neighborhood Facebook page or blog.

- **Establish** an email list or phone tree to allow you to communicate and share information quickly. Some neighborhood associations walk flyers door to door prior to neighborhood meetings and events to personally invite new residents and/or residents that have not attended prior gatherings.
- **Send** out mailings which reach every household in neighborhood and use yard signs to communicate information.
  - Voluntary neighborhood groups are allowed four **mailings** per year: two newsletters and two postcards or four postcards as well as **yard signs**.
  - Postcards are well received as they can be easily posted on refrigerators or bulletin boards.
  - Keep NEWSLETTERS brief – maximum length for City mailing is two double sided pages.
  - Please provide the newsletter to the Neighborhood Services Office **at least 3 weeks before your meeting date** – this allows sufficient time for copying and mailing by the City and for your neighbors to save the date on their calendars.
  - Advertising in anything mailed by the City is not allowed. It is also illegal for the City to mail out any campaign literature at taxpayers' expense (See also administrative section).
  - The City will also provide yard signs (size: 10" x 24"). Associations are allowed up to ten (10) signs per neighborhood and can post them a maximum of three (3) times per year, signs cannot contain business or commercial advertising.
  - Signs may be posted no earlier than fifteen (15) days prior to a date-specific event and must be removed two (2) days after the event; if the sign is not associated with a date-specific event, then it may be posted no longer than fifteen (15) days total in locations that do not create safety issues, are not located on City property and allowing only one (1) sign per residential property.

### **Using social media to enhance connection and communication with your neighbors**

Using a social networking tool can be another way to connect with your neighbors and increase involvement. Before selecting one or more of the commonly used tools noted below, consider the specific needs of your neighborhood and what you want to accomplish.

- Email Tree –A list of neighborhood emails that can be utilized by the Neighborhood Chair to efficiently share and distribute information among neighbors.
- Social Networking – Social networking sites allow users to share ideas, activities, events, and interests within their individual networks.
  - Twitter.com – Twitter is a way to send short messages (140 characters or less, called “tweets” to followers).
  - Facebook.com – A group or fan page allows FB users to join your group. You can communicate with them via posts, messages or invitations to events.
  - Nextdoor – a private social network for neighborhoods.
- Blogs – A blog can be an online journal written by one person, a news website with frequently updated posts or an organizational blog where timely information is

provided. Blogs are ideal locations to have conversations; debate hot issues and problem solve.

- Blogger.com
- Wordpress.com
  
- Website – A web page or collection of pages sharing a domain name.
  - sites.google.com
  - Neighborhoodlink.com
  
- Survey Tool – Conducting a neighborhood survey is a quick and easy way to determine shared interests and issues.
  - Surveymonkey.com
  - Zoomerang.com
  
- Wiki – A wiki is a site where all the content is provided by the wiki community. Members can edit and upload content relevant to the theme or purpose of the wiki. They are also used as collaborative websites for people working on a project or issue together.
  - Ning.com
  - Wikidot.com

## **Service Projects and Social Gatherings**

Many neighborhood associations host special events such as neighborhood cleanup campaigns, annual picnics, neighborhood potlucks, block parties, and/or holiday events and traditions which serve to enhance and promote neighborhood unity. Such events stimulate pride, provide settings to welcome new neighbors and draw interest in the neighborhood association and its activities. Scheduling these events during different times of the year (e.g. spring cleanup, July 4th festival, and GAIN event in the fall) provides for ongoing interactions among neighborhood residents. Such events should be carefully planned to involve as many residents as possible. Committees may be helpful to oversee the events, review the costs, and coordinate various assignments. Many hands lighten the load.

Below are ideas for service projects and social gatherings:

- Neighborhood, park and alley clean-ups
- Adopt-a-Family
- Donation/Fundraiser Drives
- Community Gardens
- Adopt-a-Park/Path/Street/Alley
- Ice Cream Socials
- G.A.I.N. (Getting Arizona Involved in Neighborhoods)
- Potlucks
- Luminaria Lighting

## **Volunteer Opportunities**

The mission of the City of Tempe municipal volunteer program is to connect citizens to their city government through opportunities to serve within the Tempe municipal government organization and the community. Volunteers serve in Tempe government offices, programs and facilities and expand and enhance the services the city is able to provide to the community. Volunteers enable the city to maximize tax dollars and improve the lives of its citizens.

A wide variety of service opportunities exist for individuals and groups, from sixth-graders through golden-agers, from a few hours to years of service.

To see the many volunteer options visit, [www.tempe.gov/volunteer](http://www.tempe.gov/volunteer) or contact the Volunteer Coordinator at (480) 350-5190.

## **Maryanne Corder Neighborhood Grant Program Overview**

The Maryanne Corder Neighborhood Grant Program was created in 1994 to ensure that a portion of the City's annual budget be dedicated to the improvement of residential neighborhoods. All neighborhood and homeowners' associations and crime free multi-housing communities are invited to apply annually for funding of projects that benefit the neighborhood.

The Grant Program requires resident participation and involvement in the selection, coordination and completion of projects designed to enhance neighborhoods. Neighbors work with neighbors to identify the specific needs and desires of their neighborhood. Examples of projects include landscape, traffic calming, park improvements and signage.

For more information about the Neighborhood Grant Program please visit, [www.tempe.gov/neighborhoodgrants](http://www.tempe.gov/neighborhoodgrants).

## **Neighborhood Awards**

Each year, the City of Tempe gathers together to celebrate residents who build community and through their efforts inspire others to be more active and involved. The free half day event is held in the spring. The event includes the Mayor's State of the Neighborhoods address, continental breakfast, award ceremony and informative workshops.

For more information please visit, [www.tempe.gov/StateoftheNeighborhoods](http://www.tempe.gov/StateoftheNeighborhoods).

## NEIGHBORHOOD SAFETY

The best crime prevention device is getting to know your neighbors. Concerned neighbors working together enhance community safety. When neighbors know and care about each other, they feel more comfortable reporting crime and suspicious activity to Tempe Police. Residents are reminded to always call 9-1-1 in an emergency or the 24/7 non-emergency line at (480) 350-8311 to report suspicious behavior.

### Starting a Neighborhood Block Watch Program

Neighborhood Block Watch crime prevention programs are a proven and effective means to substantially reduce not only the incidence of residential burglaries in a specific geographical area, but also the incidence of other crimes as well.

The City of Tempe's Neighborhood Block Watch program enlists the active participation of residents in cooperation with the Tempe Police Department - its primary purpose is the protection of property, yours and your neighbors.

Neighborhood Block Watch teaches you the steps that you can take to help protect your home. By organizing a Neighborhood Block Watch program, you and your neighbors can make crime prevention part of every person's daily routine, just by watching out for each other. Your job is to *report* suspicious activity to police. It is *their* job to handle the crooks!

Starting a Neighborhood Block Watch program involves a few simple steps:

- Getting to know your neighbors and working in a program of mutual assistance.
- Being trained by the Tempe Police to recognize and report suspicious activities in your neighborhoods.
- Implementing crime prevention techniques, such as home security, operation identification and others, which are taught by Tempe Police Crime Prevention Officers.
- Utilizing crime prevention measures to make it much more difficult for criminals to perpetrate a crime in your community and at your home.

Neighborhood Associations may have a number of Neighborhood Block Watches within their boundaries. A Neighborhood Block Watch should include only the homes on your street and may include a cul-de-sac in the middle of your block, but it cannot include the streets on either side of yours.

If you're interested in starting a Neighborhood Block Watch, please contact the Tempe Police Department's Crime Prevention Unit at (480) 858-6333 or visit [www.tempe.gov/cpu](http://www.tempe.gov/cpu).

## **TEMPE CITY GOVERNMENT**

The Charter of the City of Tempe was adopted by special election on October 19, 1964. It is, in a sense, the "constitution" of the city enumerating all the powers, functions, rights, privileges and immunities possible under the Constitution and general laws of Arizona. Tempe's charter states that the City Council shall consist of a mayor and six councilmembers elected at large. To be eligible, a mayoral or council candidate must have been a Tempe resident for at least 2 years. The mayor and councilmembers are elected on a nonpartisan ballot for 4-year overlapping terms. All elections are conducted in even-numbered years.

The Council-Manager form of municipal government, the most common form in the United States today, is a system that combines the strong political leadership of elected officials with the strong managerial experience of a City Manager. Nearly every Arizona city and town has adopted this plan.

### **Mayor and Council**

Mayor Mark W. Mitchell  
Vice Mayor Robin Arredondo-Savage  
Councilmember Kolby Granville  
Councilmember Randy Keating  
Councilmember Lauren Kuby  
Councilmember Joel Navarro  
Councilmember David Schapira

As representatives of the people, the Mayor and City Council formulate policy through legislative action, including adoption of ordinances, resolutions and budgets. In this capacity, the City Council is the law-making body of the municipality. In addition, the Council determines the goals and objectives of the City and develops policies to be used to attain these goals.

The City Council is empowered to create and abolish various citizen advisory boards. The Mayor with approval of the Council appoints members. Presently the City of Tempe has 27 citizen boards, ranging from Development Review to an Aviation Commission to the Mayor's Youth Committee. Over 300 Tempe residents serve voluntarily in this advisory capacity, giving of their time and expertise to advise the Mayor and City Council on specific issues in their designated area.

Another important responsibility of the Council is appointing the following positions: City Attorney, City Clerk, Presiding Judge, and the City Manager.

## City Departments and Offices

### City Manager's Office

The Mayor and City Council, pursuant to the City Charter, appoint the City Manager. Principal functions of the City Manager's Office include overseeing city operations and personnel, providing support to Council in their policy making role, submitting annually proposed operating and capital budgets, working with other cities to enhance regional cooperation, and responding to concerns and requests from citizens and Council.

The City of Tempe is governed by a council/manager form of government. This type of system of government optimizes the strong political leadership of elected officials in the form of the council with the professional expertise of the local government manager. Working together, the City Council and City administration strive to meet identified community needs, keep our neighborhoods safe and maintain basic community services, while making every effort to sustain a viable economy.

The City Manager's Office includes the offices of Communication and Media Relations, Economic Development, Government Relations, Internal Audit, Mayor and Council staff, Municipal Budget and Tempe 311.

The City Manager and Deputy City Managers share direct supervision of the city.

City Manager	Andrew Ching
Deputy City Manager - Chief Financial Officer	Ken Jones
Deputy City Manager - Chief Operations Officer	Steven Methvin

### City Attorney's Office:

The City Attorney serves as legal advisor and attorney for the City. Responsibilities include presentation and defense of the City's legal interests and rights. The Office reviews the legality of proposed ordinances, drafts all legal documents and prosecutes criminal complaints.

City Attorney	Judi Baumann
Deputy City Attorney - Civil Division	Chuck Cahoy

### City Clerk's Office:

Appointed by the Mayor and Council, the City Clerk is responsible for administering all City elections, providing public notices of all Council and City board/commission meetings, recording all City Council meetings and making official City records available to the public, Council and City departments.

City Clerk	Carla Reece
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### City Court:

Tempe Municipal Court is the judicial branch of City government and is responsible for the fair and impartial administration of justice. The Court has jurisdiction over civil and criminal traffic violations, other criminal misdemeanors, including City Ordinance and State law violations, and protective orders within the City of Tempe. The Tempe Municipal Court is committed to providing the community with an independent judiciary, which serves the public by the fair and impartial administration of justice resulting in the enhancement of public trust and confidence in our court system.

Presiding Judge	Kevin Kane
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**Community Development Department:**

Charged with delivering a safe and beautiful built environment, the Community Development Department strives to foster community pride, economic sustainability, and an improved quality of life for all.

The Planning Division of Community Development provides advice, gives direction and ensures compliance with City Codes as projects navigate the challenges and opportunities of being part of our built-out community. Building Safety helps project partners succeed while protecting public health and safety through administration of the building codes. Neighborhood Services connects Tempe government to the community by engaging our residents in their neighborhoods, facilitating public involvement and helping to identify, address and resolve community concerns.

Community Development Director	Jeff Tamulevich
Neighborhood Services Manager	Shauna Warner
Neighborhood Services Specialist	Elizabeth Thomas
Neighborhood Services Specialist	Laura Kajfez
Neighborhood Services Specialist	Brenda Clark

**Community Services Department:**

The Community Services Department administers the City’s Volunteer Program and is comprised of two divisions; the Library and Cultural Services Division and the Recreation Division. Responsibilities for each division include: providing a full-range of public library services; promoting cultural, educational and historical enrichment activities to the community; providing recreational facilities coordination including special recreation programming for retired residents, youth and adult sports, as well as adapted recreation programming for special populations; providing aquatics maintenance and programming; providing general instructional programming; facilitating community special events; and providing before-and-after-school enrichment programming.

Community Services Department Director	Craig Hayton
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**Fire Medical Rescue Department:**

The Fire Department's activity areas include: administrative services, fire suppression, emergency medical service, hazardous materials control, communications, equipment and facilities maintenance, training, fire prevention and inspection and public education.

Fire Chief	Greg Ruiz
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**Human Services Department:**

The Human Services Department offers a wide range of accessible programs designed to meet the basic needs of the most vulnerable members of our community. The Housing Services Division provides rental assistance to low income households and pathways to independence and success through federal grant programs for housing, social services and capital improvements. The Social Services Division provides counseling for individuals, youth and families as well as diversion counseling for juvenile and adult offenders. Care 7 is a professionally trained unit responding to Police and Fire Medical Rescue calls and providing 24 hour on-scene crisis intervention services 365 days a year.

Human Services Director	Naomi Farrell
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### **Internal Services Department:**

The Internal Services Department is comprised of three divisions – Human Resources, Financial Services and Information Technology. The Financial Services Division’s responsibilities include: all finance and accounting activities; provision of electronic data processing to other departmental operations; and customer service billings and collections. The Human Resources Division provides administrative support in the following areas: personnel records, payroll and fringe benefits; employee relations activities such as safety and wellness programs; equitable and competitive compensation; and the recruiting and hiring of qualified employees. The Information Technology Division coordinates all of the City’s Information and telecommunications systems to ensure that the city receives the maximum benefit from its investment in these technologies reducing the cost of government, enhancing services and making government more accessible to our residents. (note: this department has been recently reorganized- see [tempe.gov](http://tempe.gov) for most current information)

### **Police Department:**

The Police Department is comprised of four major divisions: the Office of the Chief; Support Services; Patrol; and Investigations. Responsibilities include effective and efficient police protection through investigation of criminal offenses; enforcement of state laws and City ordinances; response to citizens' requests for services; and maintenance of support services (budget, planning, research, in-service training and crime prevention programs).

Police Chief

Jeffrey Glover

### **Public Works Department:**

The Department has four divisions – Engineering, Field Operations, Transportation and Water Utilities – with a common theme of operational focus and resource stewardship while - providing a number of services that reach into Tempe’s neighborhoods. Engineering: construction, design and right-of-way services and permitting for residential, commercial and municipal construction projects. Field Operations: solid waste and recycling collection for residents and businesses, as well as green waste collection and composting; maintenance of Tempe’s parks, city facilities and city vehicles. Transportation: bus, light rail and Dial-a-Ride services; bicycle and pedestrian programs; traffic operations, street maintenance, pavement management and street lighting; traffic engineering, neighborhood traffic management, residential permit parking and barricade permits. Water Utilities: water production and distribution; wastewater collection and industrial monitoring; hazardous household waste collection; and water/sewer billing information. (note: this department has been reorganized; please see [tempe.gov](http://tempe.gov) for the latest information)

### **Strategic Management and Diversity Office:**

The Office handles strategic management for the organization. It also serves as a resource and a safe haven for employees on diversity initiatives and employee relations, facilitating the consistency of Tempe's workforce policies and practices, coordinating community and workforce special programs and events, promoting an accessible environment for the city and community, and providing assistance with access and ADA issues, and overseeing the functions of the city-wide Inclusion Training.

# How to connect with the City of Tempe



## City of Tempe

[www.tempe.gov](http://www.tempe.gov)

## Mayor & City Council

[www.tempe.gov/elected](http://www.tempe.gov/elected)

## Calendar of Events

[www.tempe.gov/calendar](http://www.tempe.gov/calendar)

## Tempe's Newsroom - Current news releases

[www.tempe.gov/newsroom](http://www.tempe.gov/newsroom)

## Tempe Forum - Voice your opinion on our forum

[www.tempe.gov/forum](http://www.tempe.gov/forum)

## E-News - Sign up for news via email

[www.tempe.gov/enews](http://www.tempe.gov/enews)



## Tempe 311- One Call to City Hall

[www.tempe.gov/311](http://www.tempe.gov/311)



## Tempe 11- Watch the station live and online

[www.tempe.gov/tempe11](http://www.tempe.gov/tempe11)

[www.youtube.com/tempe11video](http://www.youtube.com/tempe11video)

[www.youtube.com/tempemusicshowcase](http://www.youtube.com/tempemusicshowcase)



## Facebook

[www.facebook.com/cityoftempe](http://www.facebook.com/cityoftempe)

[www.facebook.com/tempepolice](http://www.facebook.com/tempepolice)

[www.facebook.com/tempefire](http://www.facebook.com/tempefire)

[www.facebook.com/tempehistorymuseum](http://www.facebook.com/tempehistorymuseum)

[www.facebook.com/tempepubliclibrary](http://www.facebook.com/tempepubliclibrary)

[www.facebook.com/tempecenterforthearts](http://www.facebook.com/tempecenterforthearts)

[www.facebook.com/tempefun](http://www.facebook.com/tempefun)



## Twitter

[@tempegov](https://twitter.com/tempegov)

[@tempepolice](https://twitter.com/tempepolice)

[@tempearts](https://twitter.com/tempearts)



## Instagram

[tempegov](https://www.instagram.com/tempegov)

[tempehistorymuseum](https://www.instagram.com/tempehistorymuseum)

[tempecenterforthearts](https://www.instagram.com/tempecenterforthearts)



## Receive RSS Feeds

[www.tempe.gov/rss](http://www.tempe.gov/rss)

## Tempe Involving the Public Manual Executive Summary

The *Tempe Involving the Public (TIP) Manual* was developed by the City of Tempe, in collaboration with the Tempe Neighborhood Advisory Commission, a 21-member citizen commission advising Mayor and Council on issues effecting neighborhoods, to maximize public input and engagement in planning activities. The goal of the Manual is to provide a range of options for including citizens' voices in decision making for a variety of projects.

The TIP Manual outlines how to design an appropriate public involvement process detailing what to expect as well as when and how participants can provide their input for public and private development projects. However, some degree of flexibility and generality is necessary because the type of public involvement designed will vary depending on the project's scope, budget, and the level of expected public interest or project impact. Use of the Manual is required for developers as they conduct their neighborhood outreach prior to the public hearing process.

For the City of Tempe, a "typical planning process" means there will be slightly different processes for four different project types: private development, capital improvement planning, service planning, or long-range planning.

1. **Private Development Projects:** The level of public involvement in these projects will depend on how much change is being requested and how controversial the projects are. The results of public involvement in private development are recommendations only.
2. **Capital Improvement Projects:** These are projects undertaken by the city to improve infrastructure and facilities such as streets, parks, sewers, fire or police stations. The public can get involved when the 5 year Capital Improvement Budget is considered. When specific projects are initiated, citizens provide input on project design. The size of the project and the type of project will influence how many citizens get involved.
3. **Service Planning:** The city's primary purpose is to supply and deliver a wide range of public services. These range from police and fire to planning, transportation, parks, utilities, courts, social and human services, trash, libraries and recreation. Public input is requested by the department providing the service. The public can also address the City Council, pertinent Boards and Commissions and Council Committees.
4. **Long Range Planning:** These are plans that consider issues impacting the whole community or that have a multi-year timeline. The plans which have the greatest opportunity for public input are the neighborhood plans, which include character area plans. The goal is to provide a participatory planning process that will educate and involve the public, allow for public comment, ensure that the planning process is open to all residents and businesses and allow honest expressions of opinion.

The Manual sets expectations for the public on how they can provide input into public and private projects as well as establishing standards for conducting public involvement processes. This manual is an approved document of the Tempe City Council. For help in understanding or using the *TIP Manual*, or to obtain a copy of the complete *TIP Manual*, please contact the Neighborhood Services Division at 480-350-8234 or [neighborhoods@tempe.gov](mailto:neighborhoods@tempe.gov).

## Citizen Boards and Commissions

Aviation Commission\*

Board of Adjustment\*

Commission on Disability Concerns\*

Development Review Commission\*

Family Justice Commission

Fire Public Safety Personnel Retirement Board

Hearing Officer

Historic Preservation Commission\*

History Museum and Library Advisory Board\*

Housing Trust Fund Advisory Board\*

Human Relations Commission\*

Industrial Development Authority of the City of Tempe\*

Joint Review Committee

Judicial Advisory Board\*

Mayor's Youth Advisory Commission\*

Merit System Board\*

Municipal Arts Commission\*

Neighborhood Advisory Commission\*

Parks, Recreation, Golf, and Double Butte Cemetery Advisory Board\*

Police Public Safety Personnel Retirement Board

Rio Salado Enhanced Services Commission\*

Risk Management Trust Board

Sponsorship Review Committee

Sustainability Commission

Technical Code Advisory Board of Appeals

Transportation Commission\*

Veterans Commission

(\* ) Asterisk indicates: Tempe Residency Required

**If you're interested in serving on a Board or Commission, information is available at [www.tempe.gov/clerks](http://www.tempe.gov/clerks) or by calling (480) 350- 8241.**

## APPENDICES

**Appendix A – Registration Form**



**NEIGHBORHOOD SERVICES REGISTRATION FORM**

Neighborhood Association

Homeowners' Association

Affiliate Association

Name of Association:

Year Established (if known):

Number of Members (households):

Website/Social Media Site:

Neighborhood Boundaries (Streets: north/south/east/west):

Primary Contact Information:

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Business (If applicable) \_\_\_\_\_ Phone \_\_\_\_\_

E-Mail \_\_\_\_\_

Alternate Contact Information:

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Business (If applicable) \_\_\_\_\_ Phone \_\_\_\_\_

E-Mail \_\_\_\_\_

**\*\*\*In accordance with the provision of the Arizona Revised Statutes, contact information will be considered public record\*\*\***

## Appendix B – Annual Update Form

### Dear Neighborhood Association Contacts:

The Neighborhood Services Division is updating our records in preparation for publishing the Neighborhood Directory. We need your assistance to ensure the information we have on record for your association is as accurate as possible. This Directory is a valuable resource used frequently by neighborhood representatives, Mayor and Council, and City staff.

We also want to know how you connect with and communicate with your neighbors. Please take the time to provide information to help Neighborhood Services offer your neighborhood the resources and tools it seeks to foster or improve resident connections.

The contact information listed below is the most current Neighborhood Services has for your association. Please review it carefully and be sure to **note any corrections** needed for inclusion in the Directory.

**To complete and submit the form online, please visit [www.tempe.gov/neighborhoods](http://www.tempe.gov/neighborhoods)**

***\*\*\*In accordance with the provision of the Arizona Revised Statutes,  
contact information will be considered public record\*\*\****

Association Name:

Primary Contact (Chair):

Phone:

Address:

E-mail:

Alternate Contact:

Phone:

Address:

E-mail:

**Date of last meeting:**

**Date of last election:**

**Website:**

**Social media site:**

Please describe any other activities your association has participated in (i.e. GAIN, Adopt-A-Park, food drives, etc.) within the past year.

## Appendix C – Sample Charter

### CHARTER of the

\_\_\_\_\_ NEIGHBORHOOD ASSOCIATION

This neighborhood association is formed to promote a meaningful and respectful relationship among neighbors and to promote the enhancement of the quality of life in this neighborhood.

#### **ARTICLE I. NAME AND BOUNDARIES**

This neighborhood association shall be known as the \_\_\_\_\_  
\_\_\_\_\_ Neighborhood Association. Its area shall be defined as bounded on the north by \_\_\_\_\_, on the south by \_\_\_\_\_, on the east by \_\_\_\_\_ and on the west by \_\_\_\_\_.

#### **ARTICLE II. PURPOSE** *(these statements should reflect the neighborhood's desires):*

The purpose of this association is:

1. To maintain and improve the neighborhood, to encourage respectful interaction among neighbors and to foster a sense of pride in the health and beauty of the neighborhood.
2. To encourage development of architecturally compatible buildings where open land exists in accordance with the character of the neighborhood and the City of Tempe's General Plan.
3. To protect and preserve neighborhood institutions such as schools.
4. To seek and encourage desirable neighborhood improvements based on fact-finding and thorough research.
5. To influence the location of businesses and services in the area that are compatible with the residential character of the neighborhood and to work with existing businesses of the neighborhood.
6. To create and participate in programs for social and human growth and development within the neighborhood; and
7. To establish an open process for the free and respectful exchange of ideas expressed by all residents in the neighborhood in order to reach a consensus as to the neighborhood's wishes.

## Appendix D – Sample Bylaws

BYLAWS of the

\_\_\_\_\_ NEIGHBORHOOD ASSOCIATION

*Please note: the bylaws are intended to serve as generic organizing guidelines since the association is a voluntary one and not a legal entity. This particular sample document pertains to a Neighborhood Association with an annual election. Your neighborhood association may host an election every other year. Establish bylaws or procedures that work best for your group.*

### **ARTICLE I. MEMBERSHIP**

1. Two categories of membership shall exist within this association: Voting Members and Associate Members:
  - a. A Voting Member shall be a person who either resides or owns real property with this neighborhood, or a business, agency or organization that either rents or owns real property within this neighborhood.
  - b. An Associate Member shall be a person, business, agency, or organization interested in the process of this neighborhood or of this association and shall not have voting rights.
2. Persons under 18 years of age shall be considered Associate Members.
3. Any dues collected will be voluntary and NOT mandatory, a requirement of the City of Tempe's Neighborhood Services Division.

### **ARTICLE II. OFFICERS** (the association may choose to have just 2)

1. Officers of this association shall hold office for a term of (1) year or until their successors are elected. The term of office shall begin at the close of the Annual Meeting. Duties are as follows:
  - a. The Chairperson shall call and preside at all meetings, shall seek consensus as to the membership's wishes, shall act on behalf of the association, shall appoint any specific committees necessary for the operation of the business of the association and shall act as official spokesperson for the association.
  - b. The Vice-Chairperson shall serve in the absence of the chairperson, assuming all duties of that office.
  - c. The Secretary shall keep a permanent record of all Neighborhood Council, membership, special meetings and all legal documents and legal transaction of the association.
  - d. The Treasurer (*if this position is created*) shall keep a permanent financial record of the association including receipts and up-to-date reports.
2. An officer shall hold only one position at a time.
3. All records are the property of the association.



**ARTICLE III. STANDING COMMITTEES** (optional)

1. Standing committees may be created by the officers to explore and study any issues of concern and to report their findings to the officers to be relayed to the membership-at-large.
2. Standing committees should keep elected officers informed in a timely manner.

**ARTICLE IV. MEETINGS**

1. Annual membership meetings will be held 1 time a year
2. Special meetings may be called at the direction of the elected officers.

**ARTICLE V. NOMINATION, ELECTIONS**

1. Nominations of officers shall be requested by the current officers annually or biannually prior to the membership meeting
2. Names of nominees will be sent to all households prior to the election.
3. The election will be held at the meeting.

## Appendix E – Sample Start Up/Restart Letter

Date

Dear (insert name of Neighborhood Association) Neighbor:

I hope you will consider this invitation to attend a neighborhood meeting on (date) at (location and address) from (start time) to approximately (end time).

It has been such a long time since our voluntary neighborhood association has held a meeting that many of you may not even know one exists. Our neighborhood boundaries are (provide north, south, east and west boundaries of association).

A neighborhood association is a voluntary effort to work together respectfully, building on the strengths of the neighborhood and its residents while addressing any problems that may exist. Membership is open to all residents and property owners in the neighborhood, but participation is optional. The City's Neighborhood Services Division provides technical and informational services to neighborhood associations. (A neighborhood association differs from homeowners' associations which have mandated monthly fees and deed restrictions.)

Neighborhood associations also provide residents an opportunity to give additional input to the City of Tempe on a variety of subjects and projects. Association position statements are reached through consensus and any dissenting statements are also attached and sent to the City. Everyone in the neighborhood is welcome and encouraged to participate. All opinions will be heard and respected.

A neighborhood is strengthened by residents who care about it. If you or someone you know would consider serving in a leadership position, please attend the meeting, as we will be taking nominations. If you can't attend the meeting and still want to serve, please let me know and I will make sure your name is added to the slate of officers.

Please join us on (date) to meet your neighbors, to hear about the Neighborhood Services Division from City staff, and to determine where we'd like to go from here. If you have any questions about the City of Tempe's Neighborhood Services Division, please call the Neighborhood Office at (480) 350-8234.

I hope to see you on (date).

Sincerely,

Neighbor starting/re-starting the association (Provide any contact information for neighbor initiating the program should there be questions or comments prior to the meeting.)

## Broadmor Neighborhood Association: SPRING 2016 MEETING

Tuesday, April 12, at 6 pm  
Broadmor Elementary School Cafeteria

On the agenda:

- Progress of the 2016 BNA grant application and discussion of ways to improve the process in future years. (Perhaps form a committee to assist with gathering information, presentation and meeting deadlines.)
- Elections – Officers and members-at-large
- Create larger membership in the board, perhaps a representative for every street in the neighborhood. (Please consider putting your name forward to serve on the board.)
- Ideas for BNA activity next fiscal year (Currently we have Adopt-a-Family, Yard Sales, GAIN event, Grant Application, and Fruit Exchange. What else could we be doing?!)

There will also be committee sign-up sheets at the meeting.



Mitchell Park  
Neighborhood Association  
**MEETING**

Feb. 23, 2016 - 6 p.m.

Tumbleweed Youth Resource Center,  
505 W University Dr.

Just a reminder that ideas and input for the Marianne Corder Neighborhood Enhancement Grant are **due by 2/23/16**.

You can continue to submit those ideas to [mitchellparkwest@gmail.com](mailto:mitchellparkwest@gmail.com). Currently we are exploring art in Mitchell Park or skateboard equipment in Mitchell Park, both ideas that were talked about at the January general meeting.

This will be the final open meeting for input and to determine which project to pursue for the grant.



**Riverside Neighborhood Association Meeting**

March 21, 2016 - 6 pm

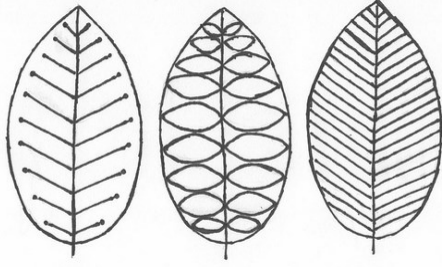
Westside Multi-generational Center, 715 W. 5th

As a neighborhood association, we are eligible to apply for a Marianne Corder Neighborhood Grant up to \$10,000 for a community project. The association is proposing a public art projects at Roosevelt and 3rd Street and Wilson and Brown Street. We would select an artist to add mosaics to the stand pipes in these locations. The artwork would reflect the neighborhood's historic past and character. Riverside does include historic districts.

Please join us at the meeting to provide input into the project and to hear about the artist's proposals. If we receive the grant, we would select an artist at that time.

We'll also talk about any other neighborhood issues of interest, including further and upcoming development.

Questions? Philip Yates, Riverside NA President,  
[philipeyates@gmail.com](mailto:philipeyates@gmail.com)



## **Escalante Neighborhood Meeting**

**March 19, 2016 - 10 a.m.  
Escalante Community Garden,  
2150 E. Orange**

We will be having a neighborhood meeting to discuss the Escalante Park improvements and city grants for which our neighborhood association can apply for additional improvements. It will be held Saturday, March 19th at 10 am at the Escalante Community Garden. Some of the things we can apply for are portable soccer goals for lower age groups on the new soccer fields, horseshoe pits, an addition fitness note, mileage markers on the new trail, and new basketball backstops.

**Please come and give us your input. Any other neighborhood issues can be discussed as well.**

---

Celebraremos una reunión del vecindario para hablar de las mejoras del Escalante Park y de las subvenciones municipales que nuestra asociación local puede solicitar para más mejoras. La reunión se celebrará el sábado 19 de marzo a las 10:00am en el Escalante Community Garden (jardín de la comunidad de Escalante). Algunas de las cosas para las cuales podemos solicitar subvenciones son porterías portátiles para los grupos más jóvenes en los campos de futbol nuevos, campos de herradura, otro puesto de entrenamiento, hitos miliares en el camino nuevo y soportes de tableros de baloncesto nuevos.

**Por favor venga y denos sus comentarios. Podemos hablar de otros asuntos locales también.**

# Southern Palms Neighborhood Newsletter

June 2015  
Volume 1, Issue 1

Chair, Mia Nguyen  
Vice-Chair, Lillie Mayfield

## News and Updates



Double rainbow over the neighborhood on June 4, 2015. Photo courtesy of Julio Castro.

### Upcoming Events

- ◆ Southern Palms Neighborhood Association Meeting in Aug/Sept with our community police officer - date, time, location coming soon
- ◆ G.A.I.N. (Getting Arizona Involved in Neighborhoods) block party on Saturday, October 17 at Dwight Park - more info coming soon!

At our last meeting and in our Facebook group, we brainstormed a lot of great ideas for projects for our grant proposal to the City of Tempe. The ideas included public art in the median of Hardy, a tree or shade structure over the bus stop on Hardy, a dog park, a mural in Dwight Park and more. We will be holding another meeting in the fall to vote on which project will be featured in our neighborhood grant proposal.

If you are interested in presenting your project idea at the fall

### Public Art Mural Project

We have been discussing in our neighborhood Facebook group the possibility of installing a mural in Dwight Park.

Public murals serve the dual purpose of instilling neighborhood pride and also deterring graffiti. One example is the beautiful 153-foot mural on Hardy, north of University Drive, painted by local artist, Lauren Lee.

Jackie, one of our lovely neighbors, is also an artist and has volunteered to paint the mural for us, if we can all raise the funds for the cost of paint.

We are currently working with

meeting, please contact me (Mia) to coordinate. Unfortunately, I do not have enough time to research the cost and feasibility of each idea on my own, so I will need your help if you would like your idea to be "in the running" for our grant proposal.

Laura, from the City of Tempe, sent us a helpful packet on the information we need for our grant proposal. If you need a copy, please email me at: [mia.nguyen629@gmail.com](mailto:mia.nguyen629@gmail.com).



Three Birds mural, photo courtesy of Lauren Lee Fine Art

the City of Tempe to obtain the proper permissions and permits.

In the meantime, we should start brainstorming ways to raise the money for the paint. If you have any connections that would allow us to purchase paint at a discount or below retail cost, please let us know!

## Meet Your Neighbors!



### MIA

I love living in our neighborhood 'cause... we have really unique and diverse homes and yards.

I love Tempe because... it's the home of ASU, my alma mater!

In my spare time you can find me... walking my dogs or practicing Krav Maga.

An interesting fact about me is... I practice business law with the law firm of Wilenchik & Bartness.

My favorite summer time activity is... tubing down Salt River.



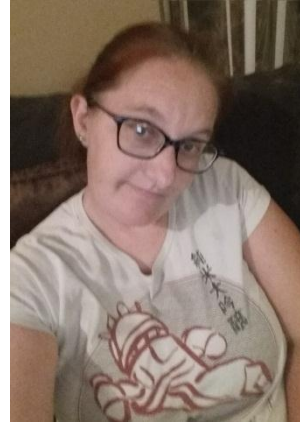
### PENNY

I love living in our neighborhood because... it's fun to roll around in the grass in the park!

I love Tempe because... they have a new spay/neuter program to help reduce the number of feral cats. Cats are my enemies!

An interesting fact about me is... I like to eat food (and bird poop...) I find outside on the ground.

My favorite summer time activity is... eating pup-sicles.



### CHERYL

I love living in our 'hood because... it's fairly quiet, and it's a good mix of families and older people.

I love Tempe because... there is always some- thing happening.

In my spare time you can find me... either parked on my couch knitting or doing laps around Dwight Park while playing ingress. (Effigens Futuro)

An interesting fact about me is... that despite how loud I can be when you first meet me, I'm actually very shy, and put up a boisterous front to hide behind.

My favorite summertime activity is... anything involving either air conditioning or water.

**We want to meet more of you! Please email [mia.nguyen629@gmail.com](mailto:mia.nguyen629@gmail.com) to be featured (or have your pet featured) in our next newsletter.**



## Appendix G – Meeting Locations

Listed below are potential meeting room locations. The City of Tempe provides insurance for Tempe Elementary School and Tempe Union High School meeting locations. In addition to the meeting locations below some associations opt to meet in local places of worship in their neighborhoods. If you believe this might suit your area, please contact them directly to see if their facilities are available for public meeting use. Local businesses with meeting rooms such as coffee houses or book stores are also a gathering place option provided they are accessible. Another option in nice weather is your local park.

### City of Tempe Facilities – [www.tempe.gov/facilitydirectory](http://www.tempe.gov/facilitydirectory)

Escalante Community Center  
2150 E. Orange Street  
Tempe, AZ 85281  
(480) 350-5800

Pyle Adult Recreation Center  
655 E. Southern Avenue  
Tempe, AZ 85282  
(480) 350-5211

North Tempe Multi-Generational Center  
1555 N. Bridalwreath St.  
Tempe, AZ 85281  
(480) 858-6500

Westside Community Center  
715 W. Fifth Street  
Tempe, AZ 85281  
(480) 350-5185

Kiwanis Recreation Center  
6111 S. All-America Way  
Tempe, AZ 85283  
(480) 350-5791

Tempe History Museum Community Room  
809 E. Southern Avenue  
Tempe, AZ 85282  
(480) 350-5100

Tempe Transportation Center  
Don Cassano Community Room  
200 E. Fifth Street  
Tempe, AZ 85281  
(480) 350-4311

Tempe Police Apache Substation  
1855 E. Apache Blvd.  
Tempe, AZ 85281  
(480) 858-6366

### **KYRENE SCHOOL DISTRICT #28**

*The Kyrene School District room usage fees are significant and the Neighborhood Services Office is unable to cover them. Please contact Neighborhood Services for alternate meeting location ideas.*

### **TEMPE ELEMENTARY DISTRICT #3**

**(All phone numbers are area code 480 unless otherwise specified)**

Administration Center

730-7100

**TEMPE ELEMENTARY DISTRICT #3 (continued)**

**(All phone numbers are area code 480 unless otherwise specified)**

Elementary schools

<u>Name</u>	<u>Address</u>	<u>Zip Code</u>	<u>Phone</u>
Aguilar	5800 S. Forest Ave.	'83	897-2544
Arredondo	1330 E. Carson Dr.	'82	897-2744
Broadmor	311 E. Aepli Dr.	'82	967-6599
Carminati	4001 S. McAllister Ave.	'82	784-4484
Curry	1974 E. Meadow Dr.	'82	967-8336
Evans	4525 S. College Ave.	'82	839-8489
Fuller	1975 E. Cornell Dr.	'83	897-6228
Getz	625 W. Cornell Dr.	'83	897-6233
Holdeman	1326 W. 18 <sup>th</sup> St.	'81	966-9934
Hudson	1325 E. Malibu Dr.	'82	897-6608
Laird	1500 N. Scovel	'81	941-2440
Rover	1300 E. Watson	'83	897-7122
Scales	1115 W. 5 <sup>th</sup> St.	'81	929-9909
Thew	2130 E. Howe Ave.	'81	894-5574
Wood	727 W. Cornell Dr.	'83	838-0711

Middle Schools:

<u>Name</u>	<u>Address</u>	<u>Zip Code</u>	<u>Phone</u>
Connolly	2002 E. Concorda Dr.	'82	967-8933
Fees	1600 E. Watson Dr.	'83	897-6063
Gililand	1025 S. Beck Ave.	'81	966-7114
Tempe Academy	2250 S. College Ave.	'82	459-5048

**TEMPE UNION HIGH SCHOOL DISTRICT**

District Office 839-0292

High Schools:

<u>Name</u>	<u>Address</u>	<u>Zip Code</u>	<u>Phone</u>
Compadre	500 W. Guadalupe	'83	752-3560
Corona del Sol	1001 E. Knox Rd.	'84	752-8888
Marcos de Niza	6000 S. Lakeshore	'83	838-3200
McClintock	1830 E. Del Rio Dr.	'82	839-4222
Tempe	1730 S. Mill Ave.	'81	967-1661