



CITY OF CHANDLER NEWCOMER GUIDE



WELCOME

Once a quiet farm town, Chandler has become one of the fastest growing cities in the nation. Today, more than 250,000 people call Chandler home.



The City was founded by the first veterinarian appointed to serve the Arizona Territory. Dr. A.J. Chandler turned the desert into a booming oasis by building canals to bring water to the dry, dusty terrain. The Town of Chandler was formed in 1912 and incorporated in 1920.

In recent years, the City of Chandler has experienced a successful diversification process. Its agricultural base has given way to high-tech industries, earning Chandler the title of "Innovations and Technology Hub" and allowing residents to enjoy one of the highest per capita incomes in the Southwest.

The City is centrally located in the rapidly growing Southeast Valley region and is conveniently located 20 miles southeast of Phoenix and Sky Harbor International Airport.

It is no wonder moving to Chandler is the choice for so many newcomers to Arizona.

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DID YOU KNOW...

- In 1980, Chandler's population was 29,673. There are currently more than 250,000 residents living in the City.
- The incorporated area of Chandler covers 63.5 square miles. Total planning area for the City is 71.5 square miles.
- There are more than 60 public parks and future park sites in Chandler containing a variety of facilities including soccer and softball fields, courts for tennis, sand volleyball, racquetball and basketball, walking trails, two lakes, picnic pavilions, playgrounds, swimming pools, a skate park, four dog parks and a BMX bike park.
- The City Council consists of a mayor and six councilmembers elected at large. Mayor and Councilmembers each serve a four-year term. Terms in office are limited to two consecutive terms.
- The median age of residents is 32.5 years.
- The average household income is more than \$79,000.
- The average daily maximum temperature is 85 degrees.
- The average daily minimum temperature is 54.8 degrees.
- Chandler also averages 8.42 inches of rain per year.
- According to the United States Census Bureau, Arizona is projected to be the second fastest growing state between 2000 and 2030.



¡BIENVENIDOS!

Chandler, anteriormente un tranquilo pueblo agrícola, ahora se ha convertido en una de las ciudades de más rápido crecimiento en el país. En la actualidad, 250,000 personas consideran a Chandler su hogar.



La Ciudad fue fundada por el primer veterinario asignado a servir en el Territorio de Arizona. El Dr. A.J.

Chandler convirtió al desierto en un oasis, construyendo canales para traer agua a una tierra árida y polvorienta. El Pueblo de Chandler fue formado en 1912 e incorporado en 1920.

En años recientes, Chandler ha vivido un proceso de diversificación muy exitoso. Su base agrícola ha dado lugar a industrias de alta tecnología, ganándose el sobrenombre “Centro de Innovación y Tecnología del Sudoeste” y permitiendo a sus residentes disfrutar uno de los ingresos más altos por cápita del suroeste.

La Ciudad está céntricamente ubicada en el área de gran crecimiento de la región sureste del Valle, y convenientemente a sólo 20 millas al sureste de Phoenix y del Aeropuerto Internacional Sky Harbor.

Es por esto sin lugar a dudas, que Chandler es el sitio seleccionado por tantos recién llegados a Arizona.

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¿SABÍA USTED...?

- En 1980, la población de Chandler era de 29,673 personas. ¡Actualmente la Chandler cuenta casi 250,000 residentes viviendo en la Ciudad!
- El área incorporada de Chandler cubre 63.5 millas cuadradas. El total del área de planeación de la Ciudad es de 71.5 millas cuadradas.
- Chandler cuenta con 60 parques públicos y sitios futuros para parques, con una variedad de instalaciones, incluyendo campos de fútbol, sóftbol, canchas de tenis, voleibol, frontenis, y baloncesto, senderos marcados para caminar, dos lagos, pabellones de descanso, áreas de recreación, albercas, un parque de patinaje, y cuatro parques caninos.
- El Concilio de la Ciudad consiste de un alcalde y seis concejales electos en general. El período de los puestos de mandato de los concejales es de cuatro años, con un límite de dos períodos consecutivos. El período del puesto de mandato del alcalde es de dos años, con un límite de cuatro períodos consecutivos.
- La edad promedio de los residentes es de 32.5 años.
- Los ingresos anuales promedio por familia ascienden a más de \$79,000 dólares.
- La temperatura promedio máxima diaria es de 85 grados, y la mínima es de 54.8 grados. Chandler recibe anual- mente un promedio de 8.42 pulgadas de lluvia.
- De acuerdo al Departamento de los Censos de los Estados Unidos, se proyecta que Arizona será el segundo estado del país de más rápido crecimiento de 2000 a 2030.

INFORMATION

Chandler residents are provided with regular information through several resources, including a monthly newsletter, *CityScope*, included with the City's utility bill. In it, residents can find updates on City activities, a calendar of events and other information that is important to those living in Chandler. Other sources for information are the Chandler Video, social media sites, the City's website at chandleraz.gov and *Break Time*, the Park and Recreation quarterly guide for classes, camps, activities and special events.



Bringing  to you!

ARE YOU WATCHING CHANDLER VIDEO

The Chandler Video is your government access station. Our award-winning shows will take you behind the scenes and provide the latest information about City meetings, services, events and the people that make living in Chandler great! Chandler Video also is the place to find City job listings.

- City Council meetings are televised live on the second and fourth Thursdays of each month at 7 p.m.
- Study Sessions are televised live on the second and fourth Mondays of each month at 7 p.m.
- Planning & Zoning Commission meetings are televised live on the first and third Wednesday of each month at 5:30 p.m.

Chandler Inside and Out

The Mayor and a special guest discuss local and regional issues that affect Chandler.

Come Out & Play, Chandler

Recreation staff members host the award-winning program promoting the parks, recreation and aquatic opportunities that abound in Chandler.

Chandler in Focus

Twice a month a Chandler City Councilmember and guest look at community issues and services.

Sprinkler's Clubhouse

Welcome to Sprinkler's Clubhouse where Sprinkler and his friends know the best way to have fun is to stay safe! Each episode takes children on an exciting adventure where they'll learn how to be safe at home, at school and everywhere in between.

chandleraz.gov

Visit Chandler's website for up-to-date information on civic meetings, the City's events and activities, and to discover helpful hints and tips to improve your Chandler lifestyle. Also listed are City job openings, the City Code, links to community interest groups, a phone directory for City offices, and more.

Streaming Video

View your favorite Chandler programs at your convenience! The Chandler Cable Channel is available through streaming video on the Internet. Visit chandleraz.gov/video or youtube.com/cityofchandler.

Social Media

Visit all of Chandler's social media sites to receive up-to-the-minute information about the City. Please note, the City is not responsible for the nature or accuracy of content or services on these sites and assumes no responsibility for the content or management of information not posted by the City.

Facebook /cityofchandleraz
 Twitter @cityofchandler
 YouTube /cityofchandler
 Instagram /cityofchandler

Google+ /cityofchandler
 Nextdoor
 Pinterest /cityofchandler

ANNUAL EVENTS

Chandler is proud of the many family-oriented events that take place in the community. The City offers a variety of unique events that reflect the diversity and contemporary interests of this growing community.

To find out more information on any of the events, call the Special Events Hotline at 480-782-2735, visit chandleraz.gov/special-events, watch Chandler Video or look for event information in the *CityScope* Newsletter, which is mailed each month with your utility bill.

CALENDAR OF EVENTS

January

Celebration of Unity
Multicultural Festival

February

SciTech Festival

March

Ostrich Festival and Parade
Family Easter Celebration

April

Chandler Jazz Festival

May

CinePark: May Movie Series

July

4th of July Fireworks Spectacular

October

Hispanic Heritage Month Events
Chandler Indian Art Market
Mayor's Day of Play
Halloween Spooktacular

November

Chandler Golf Challenge
Chandler Chuck Wagon Cook-Off
Woofstock

December

Tumbleweed Tree Lighting Ceremony and Parade of Lights
Santa's House

DOWNTOWN CHANDLER



We're waiting for you in downtown Chandler located one block south of Chandler Boulevard on Arizona Avenue. Admire the variety of works and tastes of local artists in any of our unique art galleries, or take a leisurely stroll through the many specialty

shops with local and exotic decorations for the home.

Our many downtown restaurants offer a variety of choices to settle your cravings, from traditional American to zesty Mexican. And if it's fine dining you're looking for, come to the beautiful San Marcos Resort and Golf Course, the state's first destination resort.

Downtown Chandler has plenty of free parking options for patrons, employees and visitors. In addition to surface parking, parking is available in the following garages free of charge:

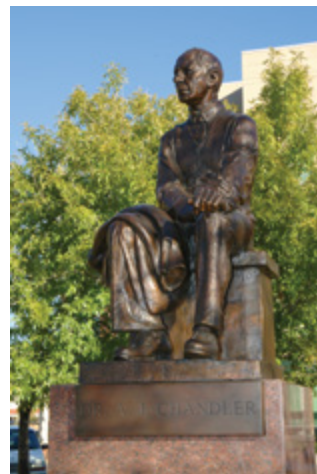
- City Hall parking garage, 240 S. Washington St., open 24/7,
- Ports America parking garage, 105 E. Buffalo St., after 5 p.m. during the week and all day on weekends,
- First Credit Union parking garage, 100 E. Boston St., after 5 p.m. during the week and all day on weekends.



Look for this directional signage around the downtown to take you right to the garages listed above.

Downtown also is host to a number of special events, such as the annual Tumbleweed Tree Lighting Ceremony, which attracts people from across the Valley. There are so many things downtown Chandler has to offer. For more information, visit chandleraz.gov/downtown.

WANT TO EXPLORE THE HISTORY OF CHANDLER?



Chandler's Public History Program presents Chandler's history to the public through outreach activities. Discover the story of our past through history kiosks in parks, public programs for all ages, oral history projects, programs on the Chandler Cable Channel, website resources, the Ranch at Tumbleweed Park, and many other activities. To learn more, visit chandleraz.gov/history, or call 480-782-2717.

Another fun way to learn about our history is to head to the McCullough-Price House, 300 S. Chandler Village Drive, open to the public Tuesday through Saturday, from 10 a.m. to 4 p.m. (Closed Monday and Sunday). Travel back in time and discover how Chandler began, and how people worked and lived in what was once a small farming town. Call 480-782-2717 or visit chandleraz.gov/museum for more information.

FREQUENTLY ASKED QUESTIONS

Welcome to the City of Chandler! Whether it's across the Valley or across the country, new residents often have many questions about their new community.

We have tried to anticipate some of the most common questions newcomers to the community may have when they arrive.

Who should I call for information regarding utility services?

The City of Chandler provides water, sewer and garbage/recycling service. If you have not already contacted the City for service, call 480-782-2280 for more information. You also may want to ask about the "SUREPAY" automatic payment program when you call.

Electric service is provided by either:

- Arizona Public Service, 1-800-253-9405
- Salt River Project, 602-236-8888

Natural gas also is available in some areas of the City.

- Southwest Gas, 877-860-6020

What do I do with empty moving boxes and other unwanted items?

Are the items reusable? If so, there are charitable organizations that provide at-home collection for furniture, clothing, toys and other household items. For a list of charitable organizations, call Solid Waste Services at 480-782-3510 or visit chandleraz.gov.



Recycling and disposal options include:

- Free curbside bulk collection recycling service: Separate from regular bulk service for excess cardboard, large appliances and electronics.
- Regular bulk service: Offered free, twice annually for excess trash and yard waste. Extra bulk service is available for a nominal fee of \$25. To schedule, call Solid Waste Services at 480-782-3510.

Recycling-Solid Waste Collection Center
955 E. Queen Creek Road - Copy of current utility bill and ID are required

The City's Recycling-Solid Waste Collection Center is open Thursday through Monday from 8 a.m. to 4 p.m. and closed on Tuesdays and Wednesdays. The Collection Center is available for residential self-haul and drop-off. The facility, available to Chandler residents, accepts excess trash and recyclables. For more information, call Solid Waste Services at 480-782-3510.

What public school will my child attend?

Several highly regarded public school districts serve our community. Please contact them directly for specific information.

- Chandler Unified School District, 480-812-7000
- Gilbert Unified School District, 480-497-3300
- Kyrene Elementary School District, 480-541-1000
- Mesa Public Schools, 480-472-0000
- Tempe Union School District, 480-839-0292
- Information on Charter Schools, 602-542-5094

How do I register my car or obtain an Arizona Driver's License?

State Motor Vehicle Department requires that newcomers obtain an Arizona license and current registration immediately. You can do this at any

Motor Vehicle location. The Chandler Motor Vehicle office is located at 50 S. Beck Ave. (Chandler Boulevard, west of Kyrene Road) or call them at 602-255-0072.

All cars, trucks, and motorcycles are required to have a current Arizona registration, insurance and pass an emissions test.

How can I register to vote?

You can register to vote or update your existing information through servicearizona.com, at any Maricopa County Recorder's offices or at the City of Chandler City Clerk's office. The City Clerk's office is located at City Hall, 175 S. Arizona Ave., or you can call 480-782-2181.

Where can I get a passport?

The City Clerk's office is a designated Passport Acceptance Facility. Call 480-782-2180 or visit chandleraz.gov/passports for more information.

What is my zip code and area code?

Chandler has several zip codes. To find out what yours is or for any questions regarding postal service, call the United States Post Office at 1-800-275-8777. Chandler's area code is 480.

How do I get help in an emergency?

Chandler uses 9-1-1 for all fire, police and ambulance emergencies. For non-urgent or after-hours situations, please call 480-782-4130. For questions about fire or emergency medical services in Chandler, call the Fire, Health & Medical Department headquarters at 480-782-2120.

I've seen City vehicles with a red E painted on the side. What is it?

The big red E on various City vehicles and on employee uniforms indicate that the employee driving the truck or wearing the uniform has been trained to handle situations during an emergency or can get help for a citizen if necessary. The police have taught young school children that if they feel threatened when they are outside their

home they can go to one of the City trucks with the E for safe haven.

What do I need to know about pet ownership in Chandler?

Dogs that are 4 months of age and older are required to be licensed and vaccinated against rabies annually. Questions about this should be referred to Maricopa Animal Care & Control at 602-506-PETS (7387).

Courteous pet ownership is important in Chandler. If you are interested in finding out more regarding pet owner responsibilities, including information about cats, leash laws and barking dogs, the brochure, A Guide to Pet Ownership in Chandler, can be requested from the Communications and Public Affairs Department at 480-782-2000.

I need to do some work on my new home. What projects require permits?

If you plan on doing any home projects you should request the Homeowner Building Permit Manual from the City's Development Services Division at 480-782-3000, or visit chandleraz.gov. The manual provides basic information on common home improvement projects. Development Services staff also is available at 480-782-3000 to assist you with any questions you may have.

My home has a security alarm. What do I need to know about home alarms in Chandler?

If you have an alarm, you will need a permit, available through the Chandler Police Department. User error is the most common cause of false alarms, which are costly and time-consuming. The Chandler Police Department offers a False Alarm Awareness class several times a year. For more information or an alarm permit, call 480-782-4201 or visit chandlerpd.com.

Who can answer questions about water quality and water conservation?

Chandler's tap water passes 100 tests every day! The Valley's tap water must meet all standards set by the Environmental Protection Agency (EPA) and the Arizona Department of Environmental Quality (ADEQ). For questions regarding water quality, pressure or taste, call 480-782-3660.



The Water Conservation Office has information and programs to help residents save water. For rebates, help with finding leaks or landscaping ideas, call 480-782-3580 or visit chandleraz.gov/water.

Before doing any major landscaping, consider contacting them for Xeriscape information. You may qualify for a landscape rebate offer. Water saving kits also are available free of charge to residents living in homes built before 1992. Call the Water Conservation Office at 480-782-3580.

I have neighborhood concerns. Whom should I call for more information?

Neighborhood Resources assists residents with neighborhood code enforcement issues such as excessive weed growth, inoperable vehicles, junk, debris and public nuisances. For answers to any questions regarding these issues, call Neighborhood Resources at 480-782-4320.

My new home has a swimming pool. What information do I need to know?

It only takes a few seconds for a tragedy to occur. That is why, every April, the Chandler Fire, Health & Medical Department participates in a valley

wide pool safety event called Water Safety Day. Residents are encouraged to attend. For information on that event or to learn more about pool safety at any time, contact the Fire, Health & Medical Department at 480-782-2120.

If you have a pool and need to drain it for repairs or maintenance, a no-cost permit is required from the Streets Division. They can be reached at 480-782-3500. Pools also require proper fencing. Contact Development Services at 480-782-3000 for specific information regarding pool fencing.

What recreational programs are available?

Chandler has many national award-winning Parks and Recreation facilities and programs offered through the Community Services Department. Detailed information on these affordable programs and facilities is located on the City's website. Find more information about park and recreation programs at any recreation or aquatic facility or in the department's Break Time magazine, which is mailed to subscribers each quarter. To subscribe, visit chandleraz.gov/registration.

Take advantage of the dozens of parks, aquatic facilities, recreation centers and special facilities that contribute to the quality of life in Chandler. Stay connected with Chandler Parks and Recreation on Facebook, Twitter and Instagram for the latest information. We also invite you to join with others in the community at the numerous annual special events.

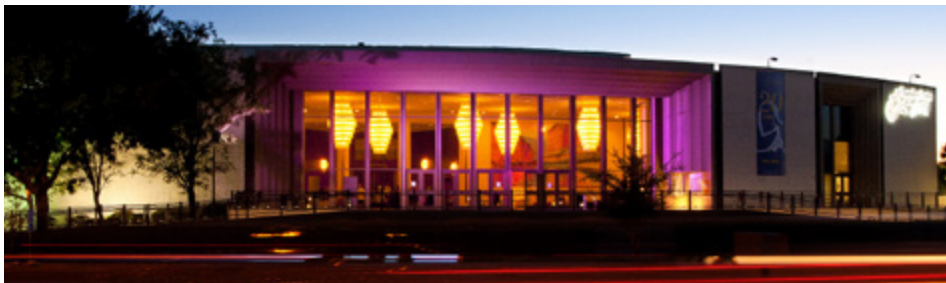


QUALITY OF LIFE

Newcomers to Chandler are finding out what long-time residents already know:

Chandler is a great place to live!

Quality services, a diverse assortment of activities and events, and a commitment by both the City and its residents to build stronger neighborhoods, is part of what makes Chandler one of the most desirable cities in the Southwest.



CENTER FOR THE ARTS

The Chandler Center for the Arts has established a reputation for offering quality cultural programs at an affordable price to the City's residents. Residents can enjoy the talents of national touring performers as well as some of the best local performing groups that Arizona has to offer. The Center also is known for its unique shared-use concept with the Chandler Unified School District, providing thousands of students with practical experience in a theater setting. It serves as a primary performance site for arts curriculum-based concerts and productions. The Center for the Arts is located at 250 N. Arizona Ave. For more information on scheduled events, contact the box office at 480-782-2680, or visit online at chandlercenter.org.



COMMUNITY & NEIGHBORHOOD SERVICES

Meaningful recreational activity is essential in building a strong community, and Chandler is proud of the many opportunities it provides to its residents. Quality family parks, and aquatic and recreation facilities are located throughout the City.

NEED MORE INFORMATION?

Adopt-a-Park

480-782-2727

Aquatics Hotline

480-782-2733

Basha Branch Library

480-782-2800

Bear Creek Golf Complex

480-883-8200

Center for the Arts

480-782-2672

Chandler Main Library

480-782-2800

Chandler Museum

480-782-2717

Chandler Tennis Center

480-782-2650

Code Enforcement

480-782-4321

Chandler Community Center

480-782-2727

Disability Access

480-782-4352

Environmental Education Center

480-782-2890

Fire, Health & Medical

480 782-2120

Hamilton Branch Library

480-782-2800

Museum/McCullough-Price House

480-782-2717

Neighborhood Programs

480-782-4320

Police – General Information

480 782-4000

Senior Center

480-782-2720

Snedigar Sportsplex

480-782-2640

Special Events Hotline

480-782-2735

Sunset Branch Library

480-782-2800

Tumbleweed Recreation Center

480-782-2900

PARKS & RECREATION

Whether you're looking for socialization and preschool programs for toddlers, tennis lessons for the entire family, free community events, environmentally friendly programs or classes for adults and seniors,



Chandler has something for you. Parks and facilities are at your disposal throughout the year. The City also offers recreational classes for all ages and abilities. Do you want to learn more? Watch "Come Out and Play, Chandler!" - the Parks and Recreation cable TV show on the Chandler Channel that highlights recreational opportunities, special events, classes and camps.

BREAK TIME MAGAZINE



Four times a year, residents who choose to subscribe will receive Break Time magazine, highlighting the many activities available throughout

the City that are sponsored by Parks and Recreation. Break Time includes a schedule of recreation classes and programs offered at the City, ranging from toddler classes to teen social activities, adult programs and more. You also can find information about area parks, facilities and rental information. To sign up for a free subscription, visit chandleraz.gov/registration, or call 480-782-2727.

CITY OF CHANDLER PARKS AND FACILITIES

For more information on Chandler parks, call 480-782-2727, or visit chandleraz.gov/parks.

Aquatic Facilities

- Arrowhead Pool**, 1475 W. Erie St.
- Desert Oasis Aquatic Center**, 1400 W. Summit Place
- Folley Pool**, 600 E. Fairview St.
- Hamilton Aquatic Center**, 3838 S. Arizona Ave.
- Mesquite Groves Aquatic Center**, 5901 S. Hillcrest Drive
- Nozomi Aquatic Center**, 250 S. Kyrene Road

Dog Parks

- Paseo Vista**, 3850 S. McQueen Road
- Snedigar Sportsplex**, 4500 S. Basha Road
- Shawnee Park**, 1400 W. Mesquite St.
- Nozomi Park**, 250 S. Kyrene Road

Community & Recreation Centers

- Chandler Community Center**, 125 E. Commonwealth
- Environmental Education Center**, 4050 E. Chandler Heights Road
- Senior Center**, 202 E. Boston St.
- Snedigar Recreation Center**, 4500 S. Basha Road
- Tumbleweed Recreation Center**, 745 E. Germann Road

Community Parks

- Arrowhead Meadows Park**, 1475 W. Erie St.
- Chandler Tennis Center at Tumbleweed Park**, 2250 S. McQueen Road
- Chuparosa Park**, 2400 S. Dobson Road
- Desert Breeze Park**, 660 N. Desert Breeze Blvd. East
- Espee Park**, 450 E. Knox Road
- Folley Memorial Park**, 601 E. Frye Road
- Paseo Trail**, along the Consolidated Canal
- Paseo Vista Recreation Area**, 3850 S. McQueen Road
- Pima Park**, 625 N. McQueen Road
- Snedigar Sportsplex**, 4500 S. Basha Road
- Tumbleweed Park**, 2250 S. McQueen Rd.
- Veterans Oasis Park**, 4050 E. Chandler Heights Road
- Nozomi Park**, 250 S. Kyrene Road

Neighborhood Parks

There are dozens of smaller neighborhood parks throughout the community. See the complete list of City parks in the quarterly Break Time magazine or online at chandleraz.gov/parks.

Special Use Parks

- Arizona Railway Museum at Tumbleweed Park**, 350 E. Ryan Road
- Chandler Bike Park at Espee Park**, 450 E. Knox Road
- Chandler Skatepark at the Snedigar Sportsplex**, 4500 S. Basha Road
- Dr. A.J. Chandler Park in downtown Chandler**, 3 S. Arizona Place
- Golf at Bear Creek Golf Complex**, 500 E. Riggs Road
- Hummingbird Habitat at Desert Breeze Park**, 660 N. Desert Breeze Parkway

PUBLIC LIBRARIES

The Chandler Public Library strives to help all residents obtain information meeting their diverse personal, educational and professional needs. The library serves as the learning, educational and cultural center for the community, and promotes the development of and appreciation for reading and learning.



VISIT THE CHANDLER PUBLIC LIBRARY

The City invites you and your family to be regular visitors Chandler's four public libraries. With four convenient locations throughout the community AND access through our website, imagine the possibilities! All locations have free wireless access!



Downtown Library, 22 S. Delaware St.

Hours:
 Monday - Wednesday 9 a.m. to 9 p.m.
 Thursday - Saturday 9 a.m. to 5 p.m.
 Sunday 1-5 p.m.



Hamilton Library, 3700 S. Arizona Ave.

Hours:
 Monday - Wednesday 7:30 a.m. to 8 p.m.
 Thursday - Friday 7:30 a.m. to 5 p.m.
 Saturday 1-5 p.m.
 Sunday Closed



Sunset Library, 4930 W. Ray Road

Hours:
 Monday - Thursday 10 a.m. to 8 p.m.
 Friday - Saturday 10 a.m. to 6 p.m.
 Sunday 1-5 p.m.



Basha Library, 5990 S. Val Vista Drive

Hours:
 Monday - Wednesday 7:30 a.m. to 8 p.m.
 Thursday - Friday 7:30 a.m. to 5 p.m.
 Saturday 10 a.m. to 2 p.m.
 Sunday Closed

Website: chandlerlibrary.org
 Telephone: 480-782-2800

MORE THAN BOOKS, MORE THAN EVER!



More than one million visits are made to Chandler Public Libraries each year. Last year alone, patrons checked out more than two million items, including books, magazines, audio books, DVDs and CDs. The Library now offers access to the 3M Cloud Library, IndieFlix, Freegal, and Zinio. Chandler Library cardholders can browse, checkout and download audio books, eBooks, music, and video to their personal computer, tablet or mobile device.

The Library provides a variety of technology resources that allow customers to virtually have the world at their fingertips! In addition to offering more than 500 public access computers, each of the four library locations is a wireless hotspot

where cardholders can connect to our free wireless Internet. Visit the library's website at chandlerlibrary.org to manage your library account, check the availability of items and access Internet resources and subscription databases.

The Chandler Public Library offers programming for all age groups including story times, book discussion groups, author presentations, 3-D printing, coding, gaming, arts and cultural programming and computer classes, to name a few! The library also provides a number of outreach programs that extend library service further into the community, including homebound and in-home daycare deliveries, Books for Babies distributions and adult basic education classes. More than 600 volunteers enhance library services by contributing more than 20,000 hours of service.

NEIGHBORHOOD PROGRAMS

Neighborhood Programs was established to encourage a partnership between residents and the City to assist in the strengthening of Chandler's neighborhoods and to build stronger and more constructive working relationships between the City and its residents. This is done by helping residents and other community stakeholders find workable solutions to neighborhood issues. The goal is to build and maintain strong, viable neighborhoods.



DIVERSITY OFFICE CALENDAR OF EVENTS

January

Celebration of Unity
Multicultural Festival

February

Volunteer Recognition Breakfast
Black History Month Events

March

Cesár Chavez Education Dinner and Dance

April

Holocaust Remembrance

June

Juneteenth

July

Operation Back to School Chandler

October

Hispanic Heritage Month

Ms. Indian Arizona Scholarship Program and Indian Art Market

For Our City – Make a Difference Day

November

Sister City Tea

CODE ENFORCEMENT



Chandler's neighborhood maintenance and zoning codes help maintain a safe, pleasant community and protect neighborhoods from deterioration and decline. Sometimes, a newcomer to the community may not be aware of specific codes and unintentionally violate one or more of them. A code inspector may contact individuals to notify them of the code violation and instruct them on how to meet code requirements. These courtesy notices are not citations, but reminders that in order to maintain the quality of life that Chandler offers, it is necessary to maintain properties according to the City codes and ordinances that have been adopted.

Common violations include weeds, inoperable vehicles, vehicles parked on unimproved surfaces, excess trash or debris on the property, graffiti and other deteriorated conditions. Code inspectors are committed to educating and working in partnership with residents. For more information, visit chandlercode.com. If you have any questions or need to speak with an inspector, please call 480-782-4320.

COMMUNITY DEVELOPMENT



The Community Development Division administers funds and programs that promote the improvement of quality of life for low- to moderate-income families and assist in the stabilization of Chandler neighborhoods.

The Division does so by implementing affordable housing programs and by partnering with nonprofit and faith-based agencies, as well as other City departments, to address and meet basic and critical human needs.

RECYCLING

Chandler has been recognized repeatedly for its innovation in developing programs that promote and support preservation and conservation of our natural resources. The life of Chandler's landfill, which closed in October 2005, was extended an additional eight years due to the diligent recycling efforts of our community.

Now, participating in recycling programs is even more important. The City receives \$18 for every ton of acceptable recyclables we send to the recycling center. However, the City pays about \$35 for every ton of waste we landfill. So please, take an active part in the effort to reduce waste and costs by recycling in the blue can!

For more information, or to receive a free recycling magnet or in-house recycling basket, call Solid Waste Services at 480-782-3510 or visit chandleraz.gov.



HOLIDAY COLLECTION

Trash and recycling collection is provided as regularly scheduled for all holidays except:

- New Year's Day
- Independence Day
- Thanksgiving
- Christmas

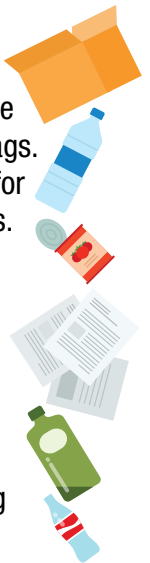
Collection for days that fall on or after these holidays resumes the day after the holiday and roll over every day through Saturday. For example: Thanksgiving falls on Thursday... Thursday is collected Friday, Friday is collected Saturday.

RECYCLE IN THE BLUE CAN!

- Newspaper, printing paper, magazines, unsolicited mail, paper sacks (no shredded paper)
- Cardboard boxes (includes prepared food boxes and detergent-type boxes) no styrofoam packing
- Aluminum beverage cans
- Steel or tin cans (veggie, fruit, juice, soup-type cans)
- Plastic bottles, jugs, and containers (milk, juice, water, soft drink, condiment, shampoo, detergent, and soap-

type bottles and containers showing #1 through #6 on the bottom or side). No plastic bags. Visit chandleraz.gov/recycle for reuse options for plastic bags.

- Telephone books
- Glass food and beverage jars and bottles (clear, green and brown)
- Empty aerosol cans (cooking spray, whipping cream, air freshener, deodorant, shaving cream-type cans)



CALL FOR FREE CURBSIDE BULK PICK UP

Recycling curbside bulk service: Free pick up for excess cardboard, large appliances and electronics.*

Trash curbside bulk service: Offered free every six weeks for excess trash and yard waste. Extra bulk service is available for a nominal fee. To schedule, call Solid Waste Services at 480-782-3510.

Recycling Available to multi-family residents: Chandler provides recycling drop-off sites throughout the City. For locations and information about materials currently accepted at the drop-off sites, call Solid Waste Services at 480-782-3510 or visit chandleraz.gov/recycle and link to Multi-Family Recycling.

*Separate from trash curbside bulk service.

BAG AND TIE YOUR GARBAGE AND GRASS

To reduce breeding of flies and other pests, grass clippings and perishable garbage, such as food waste, diapers or animal waste, must be contained and secured in plastic bags. Once bagged and tied, trash must be placed in a City-provided trash container with the lid closed.



CONTAINER COLLECTION

Chandler's City Code requires trash and recycling containers be placed at the curb by 6 a.m. on the scheduled collection day. Place your container in the street with the wheels against the curb. Do not block sidewalks for pedestrian use, and do not place your container near parked cars, street poles or mailboxes.

RECYCLING-SOLID WASTE COLLECTION CENTER

955 E. Queen Creek Road

The City's Recycling-Solid Waste Collection Center is open Thursday through Monday from 8 a.m. to 4 p.m. and closed on Tuesdays and Wednesdays, and select holidays. The Collection Center is available for residential self-haul and drop-off. The facility, available to Chandler residents, accepts excess trash and recyclables. You need bring an ID and a current utility statement. For more information, call Solid Waste Services at 480-782-3510.

WATER WISE

Careful management of water has allowed the City of Chandler to prosper in a desert setting. Planning, conservation and cooperation with other governmental agencies has enabled Chandler to ensure an adequate supply of water to its residents, businesses and industries.



Even though Chandler has an adequate supply of water, we need to use our most precious resource wisely. Our practices today will have a profound effect on the future. The Water Conservation Office provides a wide variety of resource materials to assist you. Call the office at 480-782-3580 or visit chandleraz.gov/water for more information. You also can follow us on Facebook at facebook.com/chandlerconserves.



XERISCAPE

With careful planning, residents can have colorful, lush yards that are water efficient and easy to maintain. This type of landscaping is called Xeriscape (pronounced zeer-i-scape.) The Water Conservation Office can provide newcomers with information on hundreds of native and desert-compatible plants that will suit your lifestyle.



REBATES

You can receive up to \$3,000 by converting turf into low-water-use landscape. For new installations of water-efficient landscape, a rebate of \$200 is available, too. Don't forget to ask about our 'smart' irrigation timer rebate. Details are available on our website at chandleraz.gov/water.



WATER SAVING TIPS

Improper irrigation practices and leaking toilets waste vast amounts of water unnecessarily. If you are unsure about the amount of water you are using inside or outside your home, call for free leak detection advice and water audit services. Email conserve@chandleraz.gov or call 480-782-3580 to set up an appointment.

CLASSES AND WORKSHOPS

Free landscape and irrigation workshops are offered in the spring and fall and are presented by local experts in the fields of water-wise edible gardening, landscape design, plant care, drip irrigation installation and maintenance or turf care. Visit chandleraz.gov/water to register.

RESOURCES FOR RESIDENTS

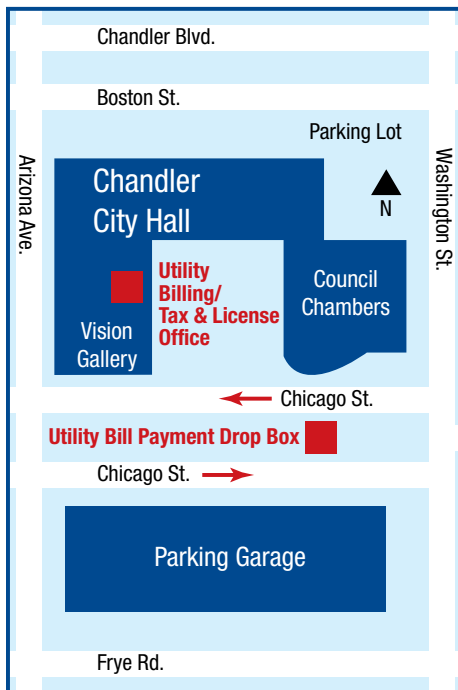
- Interactive website – Learn how to design and install an exciting water-wise landscape.
- Free publications – A wide variety of information about low-water-use landscaping, plant selection, irrigation systems and home water management are available.
- Water-saver kits - Includes a low-flow showerhead, faucet aerators, toilet tank displacement bag and leak detection tablets. Available free to residents with homes built before 1992.
- Landscape Consultation – Call for answers on plant selection, irrigation scheduling and techniques for saving water.
- Staff Presentations – Available to speak to civic groups on water management and water-efficient landscaping.
- Landscape Water Evaluation – HOAs and traditional neighborhoods can learn ways to save money on water and landscaping with a free consultation.

SCHOOL PROGRAMS

The Water Conservation Office offers free magic and puppet shows to elementary school students. Free Project WET (Water Education for Teachers) training is available for K-12th grade teachers and includes in-class presentations by Water Conservation staff.

UTILITY BILLING QUICK FACTS

Our No. 1 priority is to provide you, the customer, with the best service possible! Customer Service Representatives are available by telephone at 480-782-2280, from 8 a.m. to 5 p.m. Monday through Friday. If you prefer, you may visit our Customer Service Office during these same hours. We are located on the first floor of the Chandler City Hall in the southeast corner of the building, at 175 S. Arizona Ave., or visit our website at chandleraz.gov.



PAYMENTS

There are several convenient ways to pay your utility bill. You can pay online by credit card at chandleraz.gov or by phone using our touch-tone payment system at 480-782-2280.

If you pay by mail, use the return envelope included with your bill. You also can pay in person at our downtown Chandler office, or at the drive-up box in the median on Chicago Street just south of Chandler City Hall. Please do not put cash in the payment drop box! Or, pay your utility bill the easy way with SUREPAY and have your payment automatically deducted each month from your bank account. Call Customer Service at 480-782-2280 for more information.

PAYMENT DUE DATES

All utility customers of the City are billed once per month, and bills are due upon receipt. Delinquent dates will vary depending on when your water meter is read. Current charges become delinquent 21 days after issuance of a bill.

DELINQUENT BALANCES

Accounts with unpaid balances remaining after 60 days are subject to service disconnection. Accounts remaining unpaid on the disconnect date will be assessed a \$20 (plus tax) service fee.

If you receive a disconnect notice and cannot make the payment by the day before your scheduled disconnect, you may be able to make satisfactory arrangements to maintain service by explaining your situation to a Customer Service Representative prior to the disconnect date. A payment extension may be granted based on your situation and account history. Once an extension has been granted, it is imperative that you keep your agreement.

An account that has been disconnected for delinquency more than two times within a 12-month period will be required to post a new or additional security deposit. The deposit, the delinquent balance, and the disconnect service fee will be required to be paid prior to reconnection.

RETURNED CHECKS OR RETURNED SUREPAY PAYMENTS

If for any reason, a payment made by check or through SUREPAY is returned by your bank, a second check, or SUREPAY payment will not be accepted as payment for the returned item.

A service charge for processing this returned check or SUREPAY and a disconnect service fee will be assessed.

METER READING

Timely and accurate meter readings are necessary to provide you with an accurate utility bill. Please help us by maintaining a clean meter box and not blocking access to the meter. We require an area around the meter box of at least two feet wide by six feet high, which is free of branches or other debris. Blocked access may result in estimated water usage. A notice will be left at the door if there is a problem.

PUBLIC SAFETY

Our City's safety is in good hands with the Chandler Police and Fire, Health & Medical departments.

They are committed to preserving safety, order and peace within our community. Both departments offer a variety of training and community programs to empower Chandler residents and neighborhoods to have a positive impact on the community.



ACCREDITATION

Both the Police and Fire, Health & Medical departments of the City of Chandler have the distinct honor of earning accreditation through national agencies. Accreditation is awarded upon demonstration of "living up to the standards deemed essential to the protection of life, health, safety, and rights of the citizens it serves and having exemplified the best professional practices in the conduct of its responsibilities." Accreditation is an honorary classification that agencies aspire to on a voluntary basis. It takes years of preparation, self-assessment and monitoring for agencies to receive the unique honor.

CHANDLER POLICE DEPARTMENT



With a mission to provide a safe community where people can live, work and thrive, the Chandler Police Department, in partnership with the community and in collaboration with other municipal, state and federal agencies, has helped make Chandler one of the nation's safest cities. Through pro-active crime prevention programs, advanced crime

analysis and suppression efforts, and innovative techniques and technology, the Police Department is on the cutting edge of modern policing.

The Chandler Police Department was first in the Phoenix metropolitan area to offer non-emergency text messaging to our residents. This is helpful for those that are hearing impaired, have speech impediments, or are in scenarios that people may not be able to talk at that moment. For non-emergency needs, send a text to 480-782-4130 and receive a text response. In case of an emergency, call 9-1-1.

Citizen Police Academy



The Citizen Police Academy was created as part of a continuing program to develop citizen awareness and understanding of the role of law enforcement. It is designed for residents of all backgrounds and occupations.

The goal of the Citizen Police Academy is to give residents a better understanding of the guidelines within which an officer functions and why officers handle situations as they do. The academy combines instruction in police procedures and theory with practical, hands-on scenarios. Those eligible to attend must be at least 18 years of age and work, live or attend school in the City of Chandler. They can have no prior felony convictions and no misdemeanor arrests within six months of their academy application. They must pass a background check conducted by the Police Department.

In addition, the Chandler Police Department offers a variety of programs, events, services and volunteer opportunities for residents, a few of which are listed below.

- Citizen Alumni Association
- Youth Academies
- K-6 Youth Safety Presentations
- Child Fingerprinting
- Personal Safety Awareness Presentations
- Rape Aggression Defense (RAD)
- Senior Lock Box Program
- Block Watch
- Getting Arizona Involved in Neighborhoods (G.A.I.N.)
- Home Security Surveys
- Business Security Surveys
- Crime Free Multi-Housing Program – for apartment complexes
- Volunteers in Policing
- Police Explorer Program
- Coffee with a Cop
- Departmental Tours
- Annual Public Safety Fair with Chandler Fire

For more information, call 480-782-4960 or visit chandlerpd.com. You also may keep current by following us on Facebook and Twitter.

CHANDLER FIRE, HEALTH & MEDICAL DEPARTMENT

Community Outreach

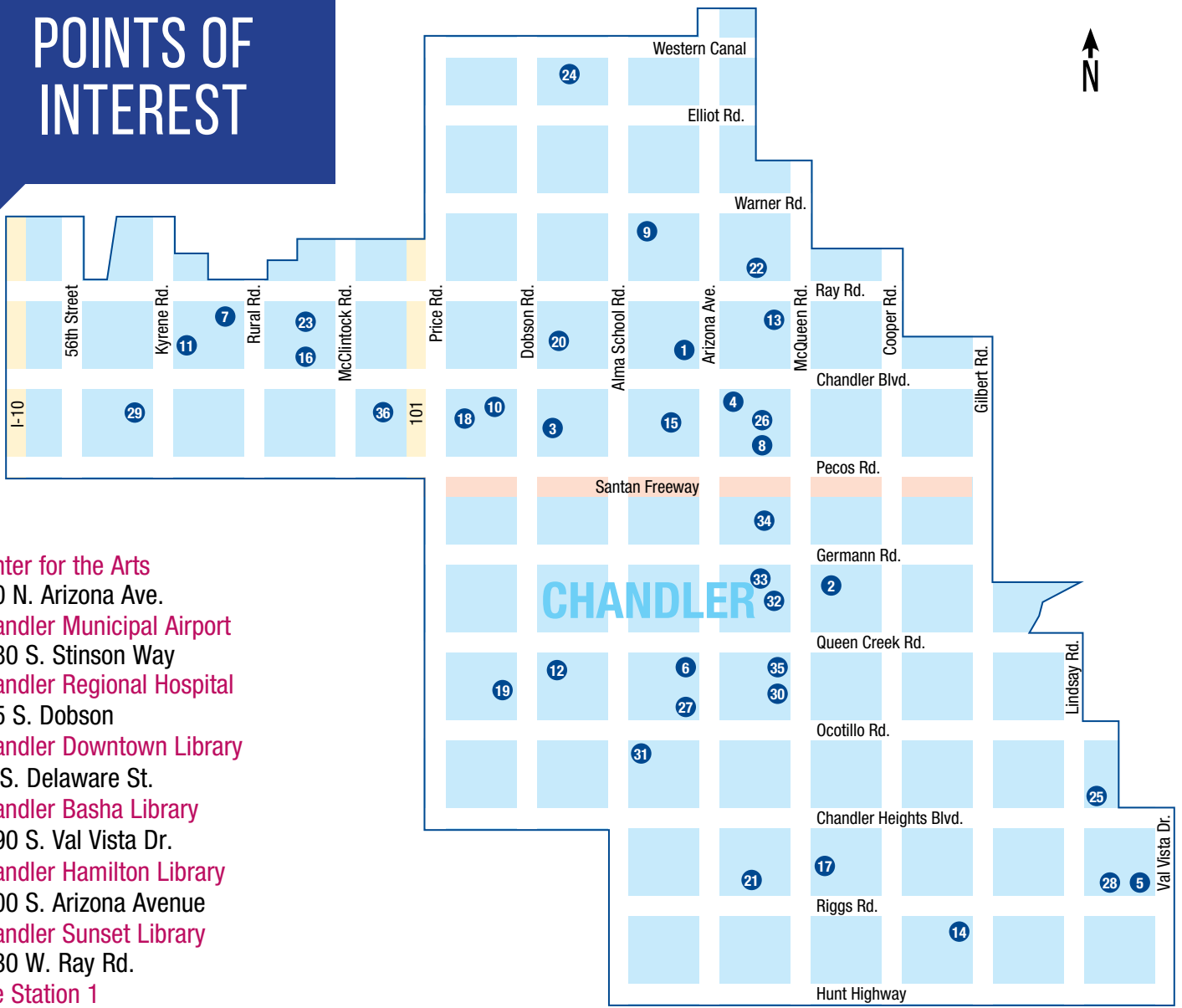
The Chandler Fire, Health & Medical Department takes great pride in delivering the highest quality of service to meet the diverse needs of our community. The following are a few of the community programs available to residents:

- CPR and First Aid Training
- Community Emergency Response Training (CERT)
- Child Passenger Safety Seat Program
- Fire Safety House
- Partnership for L.I.F.E. (Learning in Firesafe Environments)
- Sprinkler's Clubhouse Cable TV Show
- Chandler Fire Cadets
- Smoke Alarm Program
- CR288 Crisis Response Team
- Community Paramedicine Program



In addition, the department offers discussions on fire prevention and life safety, demonstrations of firefighting activities and tours of its fire stations. For more information, call 480-782-2120.

POINTS OF INTEREST



- 1 Center for the Arts
250 N. Arizona Ave.
- 2 Chandler Municipal Airport
2380 S. Stinson Way
- 3 Chandler Regional Hospital
475 S. Dobson
- 4 Chandler Downtown Library
22 S. Delaware St.
- 5 Chandler Basha Library
5990 S. Val Vista Dr.
- 6 Chandler Hamilton Library
3700 S. Arizona Avenue
- 7 Chandler Sunset Library
4930 W. Ray Rd.
- 8 Fire Station 1
1491 E. Pecos Rd.
- 9 Fire Station 2
1911 N. Alma School
- 10 Fire Station 3
275 S. Ellis
- 11 Fire Station 4
295 N. Kyrene
- 12 Fire Station 5
1775 W. Queen Creek Rd.
- 13 Fire Station 6
911 N. Jackson St.
- 14 Fire Station 7
6200 S. Gilbert Rd.
- 15 Fire Station 8
711 W. Frye Rd.
- 16 Fire Station 9 and Police Desert Breeze Substation
211 N. Desert Breeze Pkwy West
- 17 Fire Station 10
5211 S. McQueen Rd.
- 18 Fire Support & Services
163 S. Price Rd.

- 19 Fire Training Facility
3550 S. Dobson Rd.
- 20 Arrowhead Meadows Park and Pool
1475 W. Erie
- 21 Bear Creek Golf Complex
500 E. Riggs Rd.
- 22 Chandler Bike Park at Espee Park
450 E. Knox Rd.
- 23 Desert Breeze Park
660 N. Desert Breeze Blvd. East
- 24 Desert Oasis Aquatic Center
1400 W. Summit Place
- 25 Environmental Education Center at Veterans Oasis Park and Chandler Heights Substation
4050 E. Chandler Heights Rd.
- 26 Folley Park and Pool
600 E. Fairview
- 27 Hamilton Aquatic Center
100 W. Ocotillo Rd.
- 28 Mesquite Groves Aquatic Center
5901 S. Hillcrest Dr.

- 29 Nozomi Park and Aquatic Center
250 S. Kyrene
- 30 Paseo Vista Recreation Area
3850 S McQueen Rd.
- 31 Snedigar Sportsplex and Snedigar Recreation Center and Chandler Skatepark
4500 S. Basha Rd.
- 32 Tumbleweed Park and Tennis Center
2250 S. McQueen Rd.
- 33 Tumbleweed Recreation Center
745 E. Germann Rd.
- 34 Municipal Utilities/Streets
975 E. Armstrong Way
- 35 Recycling-Solid Waste Collection Center
955 E. Queen Creek Rd.
- 36 Chandler Museum at McCullough Price House
300 Chandler Village Drive S

MUNICIPAL COMPLEX

- 1 Chandler City Hall**
175 S. Arizona Ave.
City Clerk / Passports, Economic Development, Human Resources, Mayor & Council, Purchasing, Tax & Licensing, Utility Billing, Visitor Center, Council Chambers
- 2 Council Chambers**
88 E. Chicago St.
- 3 Vision Gallery**
10 E. Chicago St.
- 4  Parking Garage**
- 5 Neighborhood Programs / Housing & Redevelopment**
235 S. Arizona Ave.
- 6 Justice Courts**
201 E Chicago St.
San Tan Justice Courts, San Marcos Justice Court, Kyrene Justice Court, University Lakes Justice Court
- 7 City Court, City Magistrate, City Prosecutor**
200 E. Chicago St.
- 8 Fire Department Headquarters**
151 E. Boston St.
- 9 ASU Innovation Center**
249 E. Chicago St.
- 10 Police Headquarters**
250 E. Chicago St.
- 11 Downtown Chandler Community Partnership (DCCP)**
25 S. Arizona Place, Suite #330
- 12 Community Center and U of A Chandler Campus**
125 E. Commonwealth Ave.
Recreation & Reservations, Parks Information / Rentals
- 13 Senior Center**
202 E. Boston St.
- 14 Chandler Public Library**
22 S. Delaware St.
- 15 Transportation & Development**
215 E. Buffalo St.
Permitting, Plan Review, Planning, Real Estate, Engineering
- 16 U.S. Post Office**
101 N. Colorado St.



- 17 San Marcos Golf Resort**
1 N. San Marcos Pl.
- 18 Center for the Arts**
250 N. Arizona Ave.
- 19 Chandler Chamber of Commerce**
25 S. Arizona Place, Suite 201
- 20  Ports America Building**
Parking only after 5 p.m. and weekends
- 21  First Credit Union**
Parking only after 5 p.m. and weekends
-  Car Charging Station Locations**

Traveling? Miles from Chandler:

Flagstaff	164
Grand Canyon	249
Lake Havasu	223
Las Vegas	312
Nogales	161
Payson	86
Phoenix	19
Prescott	121
Sedona	138
Tucson	98

Welcome to Chandler was produced by the City of Chandler's Communications and Public Affairs Department, 175 S. Arizona Avenue, fifth floor, Chandler, AZ 85225.

Notice to Individuals with Disabilities: The City of Chandler is committed to compliance with Americans with Disabilities Act (ADA) and to maintaining accessible facilities, services, programs and activities; promoting inclusion through reasonable accommodations; and striving to make all interactions with City government positive and successful for all. Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a City of Chandler program, service, or activity, should contact the City's ADA Coordinator, Warren White, at 480-782-3337 (or 711 via AZ Relay Service) or ada.coordinator@chandleraz.gov, as soon as possible but no fewer than two business days before the scheduled event or meeting. Communication aids and services at City Hall and City Council Chambers also may be requested through the City Clerk at 480-782-2180. Optional forms for requesting a reasonable accommodation are available from the City's website, the City Clerk's Office, and the ADA Coordinator. Complaints that a City program, service, facility or activity is not accessible to individuals with disabilities should be directed to the ADA Coordinator. For more information about the ADA and City services, programs, and activities, please see the City's website (chandleraz.gov) or contact the ADA Coordinator.

El boletín informativo "Bienvenidos a Chandler" fue publicado por el Departamento de Comunicaciones y Relaciones Públicas de la Ciudad de Chandler, 175 S. Arizona Avenue, 5th Floor, Chandler, AZ 85225.

Aviso a personas con discapacidades: La Ciudad de Chandler está comprometida a cumplir con la ley de protección a discapacitados (ADA) y mantener acceso irrestricto a sus instalaciones, servicios, programas y actividades; promoviendo la inclusión a través de adaptaciones razonables y haciendo todo lo posible para que las interacciones de las personas con discapacidades y la Ciudad sean positivas y exitosas. Toda persona que requiera ayuda o servicios para una comunicación efectiva, o una modificación de políticas o procedimientos para participar en un programa, servicio o actividad de la Ciudad de Chandler, debe comunicarse con nuestro Coordinador de ADA, Warren White, al 480-782-3337 (o 711 vía AZ Relay Service) o al correo: ada.coordinator@chandleraz.gov, tan pronto como sea posible pero no con menos de dos días laborales antes del evento o junta programados. También es posible solicitar asistencia y servicios de comunicación en el Ayuntamiento y en las Cámaras del Concejo Municipal a través de la Secretaría Municipal, 480-782-2180. Hay formularios opcionales para adaptaciones razonables disponibles en el sitio electrónico de la Ciudad, en la Oficina de la Secretaría Municipal y con el Coordinador de ADA. Las quejas sobre un programa, servicio, instalación o actividad que no está accesible a personas con discapacidades deben dirigirse al Coordinador de ADA. Para obtener más información sobre ADA y los servicios, programas y actividades del municipio, favor de visitar el sitio electrónico (chandleraz.gov) o comunicarse con el Coordinador de ADA.