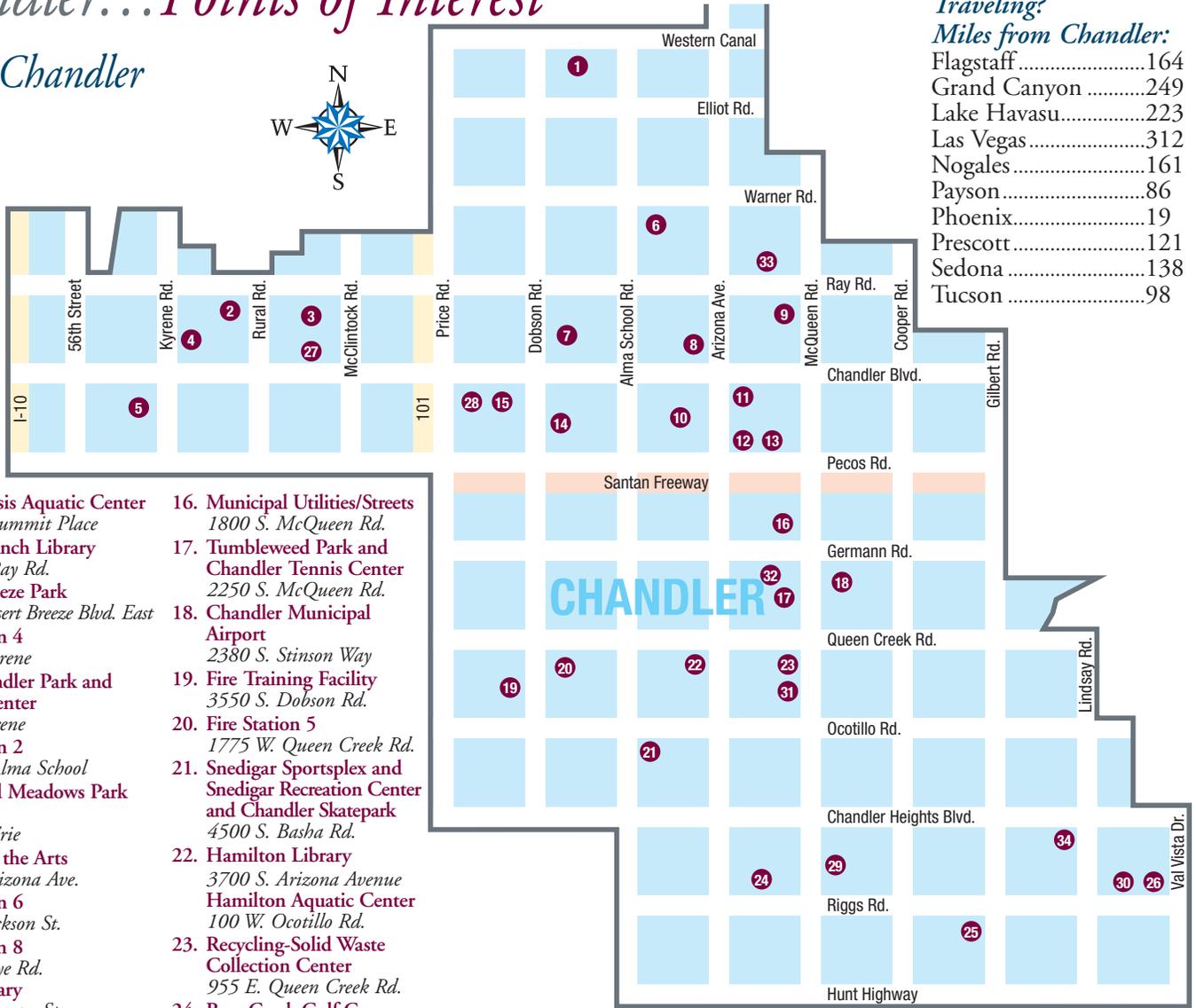


Chandler...Points of Interest

City of Chandler

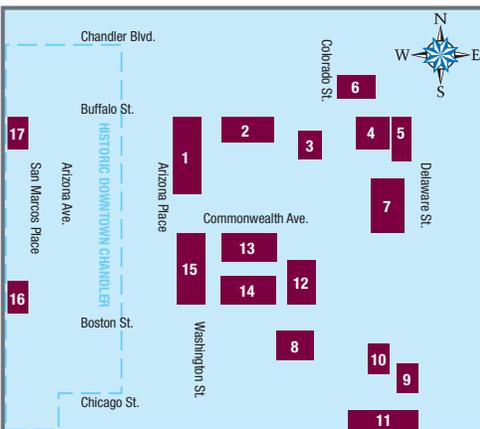


Traveling?
Miles from Chandler:

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

- | | | | |
|--|---|--|---|
| 1. Desert Oasis Aquatic Center
1400 W. Summit Place | 16. Municipal Utilities/Streets
1800 S. McQueen Rd. | 28. Fire Support & Services
1635 S. Price Rd. | 31. Paseo Vista Recreation Area
450 E. Knox Rd. |
| 2. Sunset Branch Library
4930 W. Ray Rd. | 17. Tumbleweed Park and Chandler Tennis Center
2250 S. McQueen Rd. | 29. Fire Station 10
5211 S. McQueen Rd. | 32. Tumbleweed Recreation Center
745 E. Germann Rd. |
| 3. Desert Breeze Park
660 N. Desert Breeze Blvd. East | 18. Chandler Municipal Airport
2380 S. Stinson Way | 30. Mesquite Groves Aquatic Center
5901 S. Hillcrest Dr. | 33. Chandler Bike Park |
| 4. Fire Station 4
249 N. Kyrene | 19. Fire Training Facility
3550 S. Dobson Rd. | | |
| 5. West Chandler Park and Aquatic Center
250 S. Kyrene | 20. Fire Station 5
1775 W. Queen Creek Rd. | | |
| 6. Fire Station 2
1911 N. Alma School | 21. Snedigar Sportsplex and Snedigar Recreation Center and Chandler Skatepark
4500 S. Basha Rd. | | |
| 7. Arrowhead Meadows Park and Pool
1475 W. Erie | 22. Hamilton Library
3700 S. Arizona Avenue | | |
| 8. Center for the Arts
250 N. Arizona Ave. | 23. Recycling-Solid Waste Collection Center
955 E. Queen Creek Rd. | | |
| 9. Fire Station 6
911 N. Jackson St. | 24. Bear Creek Golf Course
500 E. Riggs Rd. | | |
| 10. Fire Station 8
711 W. Frye Rd. | 25. Fire Station 7
6200 S. Gilbert Rd. | | |
| 11. Main Library
22 S. Delaware St. | 26. Basha Branch Library
5990 S. Val Vista Dr. | | |
| 12. Fire Station 1
911 S. Hamilton | 27. Fire Station 9
211 N. Desert Breeze Pkwy West | | |
| 13. Folley Pool
600 E. Fairview | | | |
| 14. Chandler Regional Hospital
475 S. Dobson | | | |
| 15. Fire Station 3
275 S. Ellis | | | |

City of Chandler Municipal Complex



- | | | |
|--|---|---|
| 1. Chandler Office Center
55 N. Arizona Place
Mayor & Council, City Clerk, City Manager, Tax/License, Human Resources, Utility Billing, Comm. & Public Affairs, Neighborhood Programs | 7. Chandler Public Library
22 S. Delaware
City Council Chambers, | 12. Senior Center
202 E. Boston |
| 2. City Parking Garage | 8. Fire Department Headquarters
151 E. Boston St. | 13. Community Center
125 E. Commonwealth Ave.
Parks Information/Rentals, Community Services Admin., Recreation |
| 3. Chandler Museum
178 E. Commonwealth Ave. | 9. Police Headquarters
250 E. Chicago | 14. Parking Garage |
| 4. Public Works
215 E. Buffalo
Housing & Redevelopment | 10. City Court, City Magistrate
200 E. Chicago | 15. Chandler Corporate Plaza
25 S. Arizona Place
Environmental Management, Real Estate, Risk Management, Chamber of Commerce |
| 5. Planning and Development
215 E. Buffalo
Planning, Engineering, Permits, Economic Dev. | 11. City Operations Yard
249 E. Chicago
Administrative Services, Streets, Offsite Inspection, Building & Facilities, Purchasing Housing Maintenance, Parks Maintenance | 16. Vision Gallery
80 San Marcos Place |
| 6. Post Office
101 N. Colorado | | 17. San Marcos Resort
1 S. San Marcos Place |

Chandler, Arizona

Welcome to Chandler



A
Newcomer's
Guide



Bienvenido a la Ciudad de Chandler



Chandler • Arizona
Where Values Make The Difference



Chandler...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, Chandler has experienced a successful diversification

process. Its agricultural base has given way to high tech industries, earning Chandler the nickname of "Silicon Desert" 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.



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, an exercise course, walking trails, a lake, picnic pavilions, playgrounds, swimming pools, a skate park, three dog parks and a bike grind park.
- The City Council consists of a mayor and six councilmembers elected at large. Councilmembers serve a four-year term and the mayor serves a two-year term. Terms in office are limited to two consecutive terms for council members and four terms for the mayor.
- 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 Department of the Census, Arizona is projected to be the second fastest growing state between 2000 and 2030.



Contents

- 4 Information
- 5 Annual Events
- 6 Frequently Asked Questions
- 8 Quality of Life
- 9 Parks and Recreation
- 10 Chandler Public Library
- 11 Neighborhood Services
- 12 Recycling
- 13 Water Conservation
- 14 Public Safety
- 15 City Utility Billing Quick Facts
- 16 Map of the City



In 2005, 2007 and again in 2008, Chandler was named one of the 100 Best Communities for Young People in the country. The winning communities – ranging from small towns to urban neighborhoods across America – are celebrated for their commitment to provide healthy, safe and caring environments for young people.

Welcome to Chandler was produced by the City of Chandler's Communications and Public Affairs Department, 55 N. Arizona Place, Suite 301, Chandler, AZ 85225.

The City of Chandler endeavors to make all of its programs, services, activities and facilities accessible to, usable by and available to qualified individuals with disabilities, and does not discriminate on the basis of disability. For information concerning special accommodations for disabled people, contact Leah Powell, ADA Coordinator, 55 N. Arizona Place, Suite 301, Chandler, AZ 85225, 480-782-4349 or 1-800-367-8939 TDD.

Si desea esta información en español, por favor llame al teléfono 480-782-2220.

Chandler... ¡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 "Desierto de Silicón" 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.



¿Sabía Usted...?

- En 1980, la población de Chandler era de 29,673 personas. ¡Actualmente la Chandler cuenta con más de 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 50 parques públicos y sitios futuros para parques, con una variedad de instalaciones, incluyendo campos de fútbol, sóftbol, canchas de tenis, voleibol, frontenis, y baloncesto, áreas para hacer ejercicio, senderos marcados para caminar, un lago, pabellones de descanso, áreas de recreación, albercas, un parque de patinaje, y tres 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 anualmente 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.



Contenido

- 4 Información
- 5 Eventos Anuales
- 6 Preguntas Frecuentes
- 8 Calidad de la Vida
- 9 Recreación y Parques
- 10 Biblioteca Pública de Chandler
- 11 Servicios a los Vecindarios
- 12 El Reciclaje Hace la Diferencia
- 13 Conservación de Agua
- 14 Seguridad Pública
- 15 Datos Rápidos Sobre su Cobro de Servicios Públicos de la Ciudad
- 16 Mapa de la Ciudad



En 2005, 2007 y 2008, la Ciudad de Chandler fue nombrado una de las 100 Mejores Comunidades para la gente joven en el país. Celebran a las comunidades que ganan - extendiéndose de ciudades pequeñas a las vecindades urbanas a través de América - para que su comisión proporcione los ambientes sanos, seguros y que cuidan para la gente joven.

El boletín informativo "Bienvenidos a Chandler" fue publicado por el Departamento de Comunicaciones y Relaciones Públicas de la Ciudad de Chandler, 55 N. Arizona Place, Suite 301, Chandler, AZ 85225.

La Ciudad de Chandler se esfuerza para que todo programa, servicio, actividad e instalación esté disponible y sea accesible y usado por personas discapacitadas, y no discrimina basándose en la discapacidad. Para recibir información concerniente a arreglos especiales para personas discapacitadas, por favor llame a: Leah Powell, Coordinadora-ADA, 55 N. Arizona Place, Suite 301, Chandler, AZ 85225, 480-782-4349 ó 1-800-367-8939.

Para más información, por favor llame al 480-782-2220.

Chandler... Information

Chandler residents are provided with regular information through several sources. A monthly newsletter, *CityScope*, is 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 Chandler Cable Channel 11 and the City's Web site at www.chandleraz.gov.



Are you watching Chandler's Cable Channel?



Chandler Cable Channel 11 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 Cable Channel 11 is also the place to find City job listings.

- City Council meetings are televised live on the 2nd & 4th Thursdays of each month at 7 p.m.
- Study Sessions are televised live on the 2nd & 4th Mondays of each month at 7 p.m.
- Planning & Zoning Commission meetings are televised live on the 1st & 3rd Wednesday of each month at 5:30 p.m.

Mayor's Review

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

Come Out & Play, Chandler

Community Services staff members host the award-winning program promoting the recreation and leisure opportunities that abound in Chandler.

Chandler in Focus

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

CityScope

The popular resident's newsletter comes to life in this video magazine.

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.



THE OFFICIAL CITY WEB SITE FOR CHANDLER, ARIZONA

www.chandleraz.gov

Visit Chandler's Web site 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

Now view live video and download your favorite programs at your convenience! Channel 11 is available through streaming video on the Internet. Visit www.chandleraz.gov and click on 'streaming video'.

Questions?

Special Events Hotline 480-782-2735
service@chandleraz.gov

Chandler... 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, log on to www.chandleraz.gov/special-events, watch Cable Channel 11 or look for event information in the CityScope Newsletter which is mailed each month with your water bill.



Calendar of Events

- January** Celebration of Unity
Multicultural Festival
- February** Classic Car and Hot Rod Show
- March** Ostrich Festival and Parade
- April** Family Easter Celebration
Chandler Jazz Festival
- May** Cinco de Mayo Celebration and
Chihuahua Races
- June** Juneteenth Celebration
- July** Chandler 4th of July Fireworks Spectacular
- September** Hispanic Heritage Month Events
Mariachi Festival

- October** Fall Rhythm Fest
Hispanic Heritage Month Events
Howlin' Halloween Spooktacular
- November** Chandler Golf Challenge
Woofstock - Great Chandler Dog Walk
- December** Santa comes to Chandler
for Santa's House, the
"Lunch with Santa"
Coloring Contest,
and "Santa's Calling"
Program
Parade of Lights
Tumbleweed Tree
Lighting Ceremony



Historic Downtown Chandler

We're waiting for you in Historic 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. And don't forget Olde Towne Market Square, nestled just one block south of the main square.

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 is also host to a number of special events such as the Chandler Jazz Festival and the Tumbleweed Tree Lighting Ceremony, which attracts people from across the Valley. There are so many things Historic Downtown Chandler has to offer. So, next time you're in the mood for something new, go for the old... in Historic Downtown Chandler. We are making history!

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 Channel 11, Web site resources, the Ranch at Tumbleweed Park, and many other activities. To learn more, visit www.chandleraz.gov/history or call 480-782-2751.

Another fun way to learn about our history is to head to historic downtown Chandler and visit the **Chandler Museum**, open to the public Monday through Saturday, from 11 a.m. to 4 p.m. (Closed 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 www.chandlermuseum.org for more information.

Chandler... *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 refuse service. If you have not already contacted the City for service, call **480-782-2280** for more information. You may also 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 is also available in some areas of the City.

- Southwest Gas at **602-861-1999**

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 bulk 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
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
480-783-4000
- 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 (Chandler Blvd. West of Kyrene) 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 at any State Motor Vehicle office or at the Chandler City Clerk's office.

The City Clerk's office is located at 55 N. Arizona Place, Suite 203, or you can call **480-782-2180**.

Where can I get a passport?

Passports are also issued in the City Clerk's Office. Call **480-782-2180** 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 after-hours or non-urgent situations, please call **480-782-4130**.

For questions about fire or emergency medical services in Chandler call the Fire 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 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 and 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 **480-782-2220**.

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**. This manual provides basic information on common home improvement projects. Development Services staff is also 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 www.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** or visit www.tapintoquality.com.

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 www.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 are also 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 and 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 Department participates in a Valleywide 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 Department at **480-782-2121**.

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. Development Services at **480-782-3000** can provide specific information regarding pool fencing.

What recreational programs are available?



Chandler has many national award-winning Parks and Recreation programs offered through the Community Services Department. Detailed information on these programs and facilities is located on the City's Web site under the "Leisure and Lifestyle" section. Find more information about leisure and lifestyle programs at the downtown Community Center, 125 E. Commonwealth Ave., or in the department's *Break Time* magazine, which is mailed to subscribing Chandler residents each quarter.

Enjoy the many parks, libraries, aquatic facilities, community centers, art centers and special facilities that contribute to the quality of life in Chandler. We also invite you to join with others in the community at the numerous annual special events listed on page 5.

Additional information on local activities and places of interest can be found at the Chandler Chamber of Commerce office located at 25 S. Arizona Place or call **480-963-4571**. For recreation areas outside of Chandler, contact the Arizona Department of Tourism at 1100 W. Washington St., Phoenix, or call **602-230-7733**. You can also view its web page at www.arizonaguide.com.



Chandler...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.



Community Services

Meaningful leisure activity is essential in building a strong community and Chandler is proud of the many opportunities it provides its residents.

Quality family parks and aquatic facilities are located throughout the City. Residents can fish at Desert Breeze and Veterans Oasis parks, play tennis at the Chandler Tennis Center, golf at Bear Creek Golf Complex, attend free concerts, join fellow residents on exciting outdoor adventures, and much more.

Community Services also provides many diverse youth activities and offers companionship, meals and numerous activities for seniors at the Chandler Senior Center.

Chandler Community Services is a 1998 National Gold Medal Winner, Special Recreation Finalist for excellence in parks and recreation, and 2000 National Recreation and Parks Association Excellence in Aquatics Award recipient.



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 is also 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 www.chandlercenter.org.



Need More Information?

Adopt-a-Park480-782-2667
Aquatics Hotline480-782-2733
Basha Branch Library480-782-2850
Bear Creek Golf Complex480-883-8200
Center for the Arts.....480-782-2680
Chandler Main Library.....480-782-2814
Chandler Museum.....480-782-2717
Code Enforcement.....480-782-4320
Chandler Community Center480-782-2727
Disability Access.....480-782-2216
Environmental Education Center480-782-2890

Friends of the Library.....480-782-2771
Hamilton Branch Library.....480-782-2828
McCullough-Price House480-782-2876
Neighborhood Programs480-782-2218
Public History Program480-782-2751
Senior Center.....480-782-2720
Snedigar Recreation Ctr......480-782-2640
Special Events Hotline.....480-782-2735
Sunset Branch Library480-782-2840
Tumbleweed Recreation Center ...480-782-2900
Volunteer Opportunities.....480-782-2349

Chandler...Parks & Recreation



Whether it's recreation facilities, classes for you and your family, or special events taking place in the community, the City of Chandler Parks and Recreation Division has something just right for you. Parks, facilities and future park sites are at

your disposal throughout the year. The City also offers leisure time classes for all ages and abilities. Do you want to learn more?

Watch "Come Out and Play, Chandler!" - the Community Services cable TV show on Channel 11 that highlights leisure opportunities available through the department.

Break Time

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, the Library and the Center for the Arts. *Break Time* also includes a schedule of classes and programs



offered to all residents, ranging from toddler classes to teen social activities, adult leisure programs and more. You can also find information about area parks and facilities and rental information.

To sign up for a free subscription, visit www.chandleraz.gov/breaktime or call 480-782-2727.



City of Chandler Parks and Facilities

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

Aquatic Facilities

Arrowhead Pool

1475 W. Erie Street

Desert Oasis Aquatic Center

1400 W. Summit Place

Folley Pool

600 E. Fairview

Hamilton Aquatic Center

3838 S. Arizona Ave.

Mesquite Groves Aquatic Aquatic Center

5901 S. Hillcrest Dr.

West Chandler Aquatic Center

250 S. Kyrene Rd.

Bark Parks

Snedigar Sportsplex

4500 S. Basha Rd.

Shawnee Park

1400 W. Mesquite

West Chandler Park

250 S. Kyrene Rd.

Community & Recreation Centers

Chandler Community Center

125 E. Commonwealth

Environmental Education Center

4050 E. Chandler Heights Rd.

Senior Center

202 E. Boston St.

Snedigar Recreation Center

4500 S. Basha Rd.

Tumbleweed Recreation Center

745 E. Germann Rd.

Community Parks

Some of our biggest, most popular parks.

Arrowhead Meadows Park

1475 W. Erie St.

Chuparosa Park

2400 S. Dobson Rd.

Desert Breeze Park

660 N. Desert Breeze Blvd. East

Espee Park

450 E. Knox Rd.

Folley Memorial Park

601 E. Frye Rd.

Paseo Trail

along the Consolidated Canal

Paseo Vista Recreation Area

3850 S. McQueen Rd.

Pima Park

625 N. McQueen Rd.

Snedigar Sportsplex

4500 S. Basha Rd.

Tumbleweed Park

2250 S. McQueen Rd.

Veterans Oasis Park

4050 E. Chandler Heights Rd.

West Chandler Park

250 S. Kyrene Rd.

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 www.chandleraz.gov/parks

Special Use Parks

Arizona Railway Museum at Tumbleweed Park

330 E. Ryan Rd.

Chandler Bike Park at Espee Park

450 E. Knox Rd.

Chandler Skatepark at the Snedigar Sportsplex

4500 S. Basha Rd.

Chandler Tennis Center at Tumbleweed Park

2250 S. McQueen Rd.

Dr. A.J. Chandler Park in Historic Downtown Chandler

3 S. Arizona Pl.

Golf at Bear Creek Golf Complex

500 E. Riggs Rd.

Hummingbird Habitat at Desert Breeze Park

660 N. Desert Breeze Parkway East

Xeriscape Demonstration Garden

400 N. Arrowhead Dr.



Chandler...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.

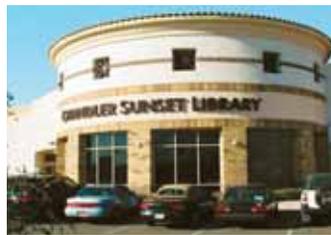


More than Books, More than Ever!



More than one million visits are made to Chandler Public Libraries each year. Last year alone, patrons checked out more than 2 million items, including books, magazines, audio books, DVDs and CDs. Now part of the of the Greater Phoenix Digital Library, Chandler Library cardholders can browse, checkout and download audio books, eBooks, music and video to their personal computer or portable device.

Your library provides a variety of technology resources that allow customers to virtually have the world at their fingertips! In addition to offering more than 300 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 Web site at www.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 storytimes, book discussion groups, author presentations, 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. Over 250 volunteers enhance library services by contributing more than 13,000 hours of service.



Visit the Chandler Library

The City invites you and your family to be regular visitors to the libraries. With four convenient locations throughout the community AND access via our Web site, imagine the possibilities! All locations now have wireless access!

Downtown Library (480) 782-2800

22 South Delaware Street

Hours:

Monday - Thursday 9:00am - 9:00pm

Friday - Saturday 9:00am - 6:00pm

Sunday 1:00pm - 5:00pm

Hamilton Library (480) 782-2828

3700 South Arizona Avenue

Hours:

Monday - Wednesday 7:30am - 8:00pm

Thursday - Friday 7:30am - 5:00pm

Saturday 1:00pm - 5:00pm

Sunday Closed

Sunset Library (480) 782-2840

4930 West Ray Road

Hours:

Monday - Thursday 10:00am - 8:00pm

Friday - Saturday 10:00am - 6:00pm

Sunday 1:00pm - 5:00pm

Basha Library (480) 782-2850

5990 South Val Vista Drive

Hours:

Monday - Wednesday 7:30am - 8:00pm

Thursday - Friday 7:30am - 5:00pm

Saturday 10:00am - 2:00pm

Sunday Closed

Internet www.chandlerlibrary.org



Chandler... *Neighborhoods*

Neighborhoods are the heart of any city. Chandler's neighborhoods provide images of our history and insight into our future as the community continues to grow. To maintain and build strong neighborhoods, the City offers various



programs to assist residents and homeowners.

Three divisions within the City that offer neighborhood assistance are Neighborhood Programs 480-782-2218, Code Enforcement and Community Development 480-782-3214.



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.



Purpose

- Disseminate information and resources regarding neighborhood issues.
- Assist neighborhoods in gathering knowledge of public, private, and non-profit resources.
- Provide HOA resident training through enrollment in the Leadership Centre.
- Provide staff support to the Neighborhood Advisory Committee.
- Maintain a registration database of homeowners associations and traditional neighborhoods.
- Create and maintain mailing lists for organized neighborhoods.
- Develop and implement neighborhood initiative programs to strengthen neighborhoods on the brink of decline.
- Assist active resident leaders in their efforts to enhance the long-term viability of neighborhoods by halting neighborhood decline and improving the physical appearance of older neighborhoods.

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 www.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 non-profit and faith-based agencies as well as other City departments to address and meet basic and critical human needs.

Chandler... 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

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 or p-nuts
- ❏ Aluminum beverage cans
- ❏ Steel-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 www.chandleraz.gov 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 pickup 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 of \$25. 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 and link to Multi-Family Recycling.

*Separate from trash curbside bulk service.

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 online.



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.

Holiday Collection

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

- New Year's Day
- 4th of July
- Thanksgiving
- Christmas

Collection for days that fall on or after these holidays resume 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

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. 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.

Chandler...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 www.chandleraz.gov/water for more information.

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.



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 landscape design, plant care, drip irrigation installation and maintenance, turf care or vegetable gardening. Classes are held at the senior center on weekday evenings. Call 480-782-3580 to register.

Resources for Residents

- Interactive CD – 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.
- Water-saver kits - includes a low-flow showerhead, faucet aerators, toilet tank displacement bag and leak detection tablets. 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 – we can speak to civic groups on water management and water-efficient landscaping.
- Landscape Water Evaluation – HOAs and neighborhoods can learn ways to save money on water and landscaping with a free consultation.



Rebates



You can receive up to \$600 by converting turf areas into low-water-use landscape. A rebate of \$200 is available for installing water-efficient landscape at new homes. Don't forget to ask about our irrigation, timer and high-efficiency clothes washer rebates. Details are available on our Web site at www.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. Call 480-782-3580 for an appointment.



School Programs

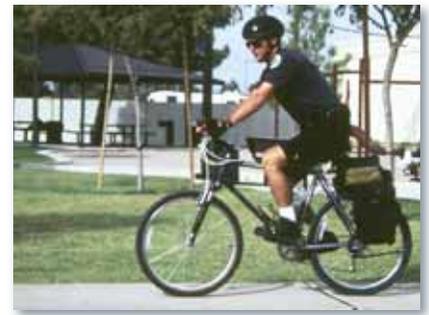
The Water Conservation Office offers magic and puppet shows to elementary school students. Also, free Project WET (Water Education for Teachers) training is available for K-12th grade teachers and includes in-class presentations by Water Conservation staff.

Chandler... *Public Safety*

Our City's safety is in good hands with the Chandler Fire and Police departments watching over us. They are committed to preserving safety, order, and peace within our community. Both depart-



ments 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 Fire and Police 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 was the seventh community in the nation to earn accreditation of both its Fire and Police departments.



Chandler Fire Department Public Education



The Chandler Fire 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 education programs available to residents:

CPR Training

Bicycle Helmet Program

C.E.R.T.-Community Emergency Response Training

Child Passenger Safety Seat Program

Fire Safety House

Senior Volunteers in Public Education

Urban Survival Program K-3rd grade in Chandler Schools

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 Fire Department offers discussions on fire prevention and safety, demonstrations of fire fighting activities and tours of their fire stations. For more information call 480-782-2120.

Chandler...Utility Billing Quick Facts



Our Number 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 Office Center in the south-east corner of the building, at 55 N. Arizona Place, Suite 105 (corner of Arizona Place and Commonwealth Ave.) or visit our Web site at www.chandleraz.gov.

Payments



There are several convenient ways to pay your utility bill. You can pay online by credit card at www.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 can also pay in person at our downtown Chandler office, or at the drive up box in the median on Commonwealth Avenue just east of Arizona Place. 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 in order 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 2 feet wide by 6 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.