

## COMMUNITY EDUCATION

### TO ENHANCE TASK FORCE PARKING RECOMMENDATIONS



#### GOAL

Increase the availability of educational as it relates to citywide vehicle parking conditions and enhance the quality of life in neighborhoods.

#### OVERVIEW

Based on the input received from the Focus Group discussions and the Parking Task Force review, education on city ordinances regarding parking is an essential component of this process for these reasons:

- It communicates to the broader Chandler community, the effect that parking can have on the livability of neighborhoods.
- It provides residents an understanding of how City ordinances regulate parking and how the City enforces on parking violations.
- It provides timelines for enforcement action.
- It provides contact information for residents who have questions or concerns.

There was consensus by the Task Force that community education plays a critical role in the City's ability to impact neighborhood parking issues. By providing education to the public in both English and Spanish, community members are able to modify behaviors and change parking habits to avoid future enforcement action.

#### WHAT WE HEARD...

The list below provides a sample of the general comments captured indicating what residents viewed as important educational efforts the City should take as part of this process:



- Provide a door hanger and flyers regarding the top code violations. Use volunteers for distribution.
- Information and official notices should be provided in English/Spanish
- Target Traditional Neighborhoods for flyers and information about parking enforcement.
- Provide procedures on website regarding the steps involved in enforcing and prosecuting for both civil and criminal parking violations.
- Educate neighborhood leaders regarding parking concerns through the Traditional Academy
- Water bill – Top 10 Code Violations
- Consider ways to get the information out beyond computer and newspaper
- Provide “do’s and don’ts” of ordinances. Include information on the consequences
- Present information on parking related enforcement at neighborhood meetings.

#### EDUCATIONAL TIMELINE AND RESOURCES

The Education Timeline commenced in September 2012 with internal staff meetings among those Divisions that enforce on parking. The meetings serve two purposes, the first to educate staff from various Divisions on how current enforcement is occurring, and second to begin to establish collaboration between Divisions on enforcement and best practices.

The citywide outreach is scheduled to commence January 2013. This will be achieved by utilizing a series of available tools to assist with educational outreach such as:

- Cityscope and Quicklook (Utility Billing)
- Channel 11
- Mayor’s Listening Tour Meetings
- News for Neighbors articles
- Neighborhood Meetings

## COMMUNITY EDUCATION (Continued)

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- Parking Brochures
- Overview at applicable City sponsored resident classes or trainings such as the Traditional Neighborhood Academy, Police Academy, etc.
- Newspaper Articles
- Regular on-line postings with information to address neighborhood parking issues on [www.chandleraz.gov](http://www.chandleraz.gov).
- Code and Police will perform joint saturated patrol and/ or enforcement in a target areas. The goal is to utilize the monthly liaison meetings to identify target areas where both Code and Police staff can work together.
- Code and Police staff will work on providing more parking information to homeowner associations and traditional neighborhoods through staff or neighborhood initiated meetings. Staff will utilize these meetings as an opportunity to increase education on Parking Ordinances and Policies in neighborhoods.

### STAFF COLLABORATION

Through this process, staff recognized collectively that communication was a key component in enhancing the Task Force parking recommendations. This process also demonstrated that there is a lot of overlap between what Police and Code do in the preservation of neighborhoods. As a result, Code and Police staff have agreed to increase collaboration by beginning to work together to improve on the following items:

- Improve internal staff communication. This could be accomplished in various ways such as assigning a staff liaison (i.e. Police Volunteer and Code Inspectors or conducting regular meetings between the Neighborhood Preservation Manager and Police Commanders).
- On-going staff discussions on the development of consistent enforcement (e.g. if the City develops a “Stored Vehicle Ordinance” staff will need to work together so that there is consistency in the information that residents are receiving and in the enforcement process.
- Staff will work on a process to saturate neighborhoods with “Green Warning” stickers. Police will modify the language in their Violation Warning stickers so that other City Departments that are working in neighborhoods can use them when they see a parking violation. The modified “Violation Warning” sticker will not have any “enforcement armor” but it will provide information and visibility.