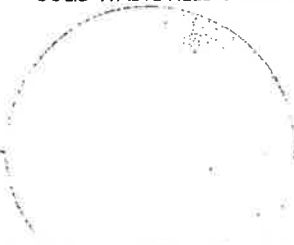




City of Phoenix

SOLID WASTE FIELD SERVICES DIVISION



DATE: ____ / ____ / ____

TIME: _____ AM/PM

Dear Resident:

THIS CARD IS TO INFORM YOU OF A PROBLEM THAT MUST BE CORRECTED.

Your cooperation is required for the City to provide efficient and cost-effective refuse and recycling collection services to you and your neighbors.

Your days of collection are

MONDAY / THURSDAY TUESDAY / FRIDAY
_____ / _____

Your container **MUST** be placed at the curb no later than 5:30 a.m. on collection day, **AND** removed from the curb by 5:30 a.m. the day after collection day.

Containers placed out for collection **MUST** be spaced **AT LEAST FOUR FEET** from another container or any fixed object.

Your container was blocked by a vehicle.
License # _____ Color / Make _____

Container must be placed at the curb with the handles facing the house.

It is your responsibility to keep the container clean. All household refuse **MUST** be bagged and securely tied before placing in container. Place bagged grass clippings, leaves, weeds, twigs, and small yard trash in the container together with bagged household trash.

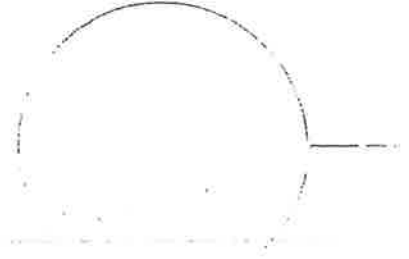
KEEP THE LID CLOSED! DO NOT OVERLOAD THE CONTAINER.

Material placed in container **must not** extend above the rim or hang down the side.

Refuse outside container will **not** be picked up. Do not stack **anything** within four feet of the container.



- All animal waste must be picked up, bagged and securely tied, and placed in container **AT LEAST TWICE A WEEK.**
- Container placement problem. See "**COMMENTS**".
- Cut all boxes into small pieces before placing loosely in container. **DO NOT OVER PACK CONTAINER!**



ILLEGAL MATERIALS IN REFUSE CONTAINER:

- | | |
|---|----------------------|
| (A) Dirt/Rocks/Concrete | (D) Auto parts/Tires |
| (B) Bricks/Concrete blocks | (E) Furniture/Carpet |
| (C) Roofing/Construction or reconstruction material | (F) Tree limbs |
| | (G) Palm fronds |

The City does not collect items A-D, which may damage the truck's compaction system, and **must be disposed of by the resident.** *Items E-G can be disposed of through bulk trash collection.*

You are in bulk trash collection area # _____ .
 Earliest put out date is _____ .
 Collection will begin _____ , at 5:30 a.m.

- Alley collection** - Items for bulk trash pickup must be placed on **your** side of the alley, along **your** property line, in a neat stack. *Do not place your bulk trash out for collection before the earliest put out date.*
- Street collection** - Items for bulk trash pickup must be placed at the edge of your front yard, **not** on the sidewalk or in the street. *Do not place your bulk trash out for collection before the earliest put out date.*

See bulk trash collection flyer for information on items eligible for collection, placement requirements and dates of scheduled collection.

COMMENTS: _____

SOLID WASTE ENVIRONMENTAL SPECIALIST ID NUMBER

If you have any questions, call Solid Waste Field Services Monday through Friday, 8 a.m. to 5 p.m., at

602-262-7251

PHOENIX CITY ORDINANCE
Sec. 8-2 Barking or Howling dogs.

No person shall keep a dog within the City limits which is in the habit of barking or howling or disturbing the peace and quiet of any person within the City. (Code 1962, 8-2)

Violation of this ordinance is a Class I misdemeanor and may result in criminal charges being filed against the dog owner.

City Of Phoenix options for help with a barking dog(s):

BARKING DOG LINE

If you requested that information be sent to the dog owner, it has been mailed. Information can be sent by calling the Barking Dog Line, (602) 262-6466, and leaving the name (if possible) and address of the dog owner. If the barking is still a problem after that, please contact our office to start the mediation process.

MEDIATION PROGRAM

Mediation services are the preferred way of handling this problem. The services are free. The Prosecutor's Office asks that you try mediation before filing a petition to initiate prosecution. If all parties voluntarily participate in mediation, the matter can be resolved in a few weeks.

Mediation involves a meeting with your neighbor in a non-threatening atmosphere. Two neutral mediators facilitate the communication as you discuss the problems, what each party wants, and solutions. The goal is to reach an agreement that satisfies both parties.

If you have contacted your neighbor without a resolution to the problem or want some help, please call the Mediation Program at (602) 256-4309 on weekdays between 8:00a.m. to 5:00p.m.

When you call the Mediation Program, it is best that you have the name and address of the dog owner. If the dog owner owns the property, you may call Phoenix Property Records at (602) 262-6878 for the information.

BARKING DOG PETITION

A Barking Dog Petition may be filed. A petition may be obtained by calling the Mediation Program at 602-256-4309. This may result in a criminal misdemeanor charge being filed against the dog owner.

After a petition has been submitted, it is reviewed by a prosecutor, sent to the Police Department to verify information, and again reviewed by a prosecutor. At this point, the case may be referred to the Mediation Program. If mediation is unsuccessful, and the petition is approved for a criminal charge, it can be 2 1/2 months before the first trial date.

If you have questions about this information, or would like to try the Mediation Program, please call (602) 256-4309.

INFORMATION TO HELP WITH BARKING DOGS IN THE CITY OF PHOENIX

When there is a problem with barking dogs, it is helpful to talk to or leave a note for the animal owner. Although this may be difficult to do at first, communicating with the animal owner is usually the most effective way to resolve the problem. ****

To talk to your neighbor:

- Try to do this when you are not frustrated about the barking;
- When you approach your neighbor, be calm and plan to discuss the barking in a friendly manner. We have found this makes a big difference;
- Have the attitude that you want to make your neighbor aware of the problem;
- Let them know the time of day or night that the dog is barking.
- If possible, agree that you will contact them right away if the problem continues

If leaving a note for your neighbor:

- Try to explain what the dog does when the family is away from the residence.
- Choose words that are not offensive or intimidating to the dog owner.
- If you feel comfortable; leave them your name, a telephone number or your address so they can respond to your letter.

ADDITIONAL RESOURCE INFORMATION:

City of Phoenix Barking Dog Line	(602) 262-6466
Arizona Humane Society Calls on mistreated, abused, and neglected animals	(602) 997-7585
City of Phoenix Solid Waste Calls on accumulated feces and odors	(602) 262-7251
Rabies/Animal Control - Maricopa County Picks up dogs at large and dogs that bite	(602) 506-7387
Neighborhood Preservation Calls on crowing roosters	(602) 262-7844

If this is an on going problem and you live in Phoenix, you may contact the Mediation Program for assistance at 602-256-4309. If you live outside of Phoenix, contact the Police Department in your area for information.

***VINTAGE WEST HOMEOWNERS:

Please mail or fax complaints regarding barking dogs so can send a letter regarding the issue as a first step!

ASSISTANCE WITH CONCERNS ABOUT ANIMALS

**FOR A BARKING DOG PROBLEM
IN THE CITY OF PHOENIX**

- For General information -
Call the 24 hour barking dog line
602-262-6466

OTHER ANIMAL CONCERNS

Arizona Humane Society
Welfare of animals. No strays unless injured.
602-997-7585

Animal behavior hot line-Monday-Friday
7am-4pm
602-997-7585 ext. 112

**MARICOPA COUNTY
ANIMAL CONTROL**

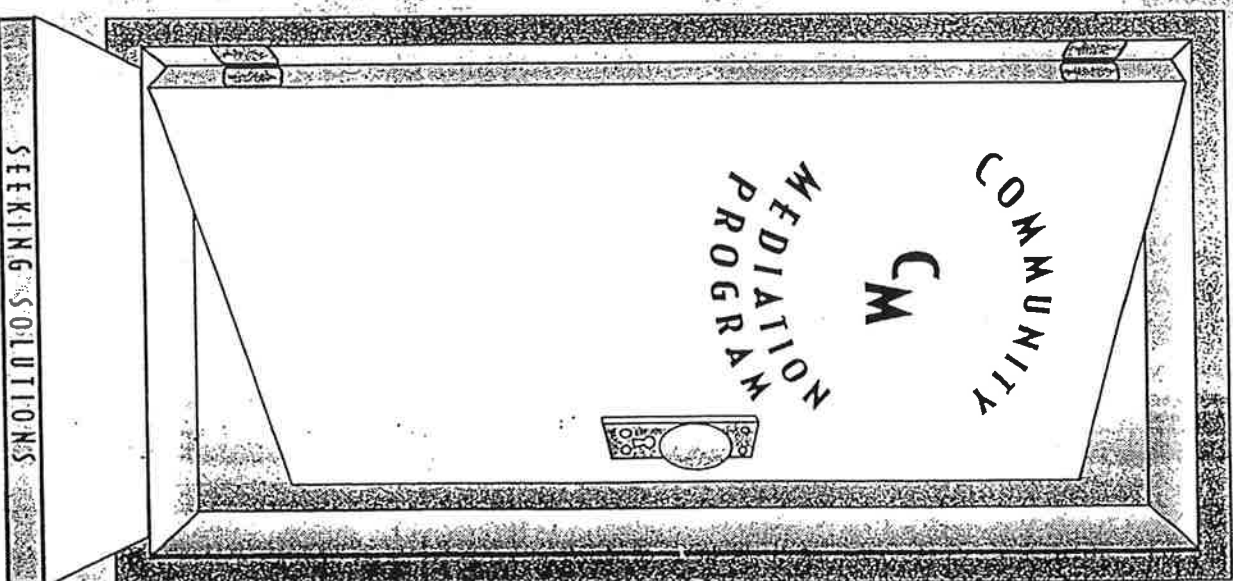
Dogs at large, vicious dogs, licensing,
shelters, and adoption.
602-506-7387



P.O. BOX 4500
PHOENIX, AZ 85030-4500
602-256-4309
FAX: 602-534-9806



City of Phoenix



WHAT IS MEDIATION?

Mediation is a way for people to resolve conflict peacefully and to reach a mutually satisfactory solution.

It's a private, confidential session where people having a problem sit down with two neutral mediators. Each person explains their concerns. Then, with the help of the mediators, they work on finding solutions they feel will resolve the problem.

WHAT DOES THE COMMUNITY MEDIATION PROGRAM PROVIDE?

When a person contacts the program, a case coordinator is assigned to answer questions, help solve problems, and schedule a mediation.

This is an opportunity for people to discuss their problems and concerns in a non-threatening setting. It is a faster way of getting results and does not involve the police or courts.

The parties actively participate in the process to produce their own solution.

With the assistance of the case coordinator, many situations are resolved over the telephone.

MEDIATION CAN ASSIST WITH:

- Noise complaints
- Neighbor disputes
- Property damage
- Animal complaints
- Roommate complaints
- Harassment
- Trespass complaints

THE MEDIATION SERVICES INVOLVE:

- No cost to participants
- No judgements - No blame
- Addressing the real problem(s)
- A chance to speak freely
- Considering alternatives
- Preserving or creating peace
- Being in a safe, controlled environment with neutral mediators

— for Your Convenience —
Various Times and Locations Are Available

JUST MAKE THE CALL

COMMUNITY MEDIATION PROGRAM
602-256-4309



OTHER AGENCIES

ALTERNATIVE DISPUTE RESOLUTION (ADR) SUPERIOR AND JUSTICE COURTS OF ARIZONA IN MARICOPA COUNTY 602-506-7884
adoffice@superiorcourt.maricopa.gov
Coordinates the Justice Court Mediation Program for settlement of civil cases; the Superior Court Civil and Family Division settlement conferences; and the Probate Mediation Pilot Program.

AMERICAN ARBITRATION ASSOCIATION
Phoenix 602-734-9300 1-800-982-3792

www.adr.org

Provides mediation and arbitration for commercial, construction, employment, labor, real estate, and other complaints.

ARIZONA CORPORATION COMMISSION
Phoenix 602-542-4251 1-800-222-7000

Responds to complaints about utility companies. Examples are: gas, water, electric, sewer, telephone billing, and deposit or repair problems.

ARIZONA OMBUDSMAN-CITIZENS AIDE
602-277-7292 1-800-872-2879

Helps consumers resolve conflict with agencies or State government.

ARIZONA STATE REGISTRAR OF CONTRACTORS
602-542-1525 1-888-271-9286

www.rc.state.az.us

Investigates complaints about licensed contractors and unlicensed activity. Consumers may have access to the Residential Contractors Recovery Fund for losses caused by licensed contractors.

THE BETTER BUSINESS BUREAU OF CENTRAL/NORTHERN ARIZONA
602-264-1721

Provides dispute resolution services for complaints about businesses. Consumers should first try to resolve the problem.

CONCILIATION SERVICES OF THE SUPERIOR COURT
Phoenix 602-506-3296 Mesa 602-506-2300
Provides mediation for child custody and visitation disputes.

TIPS FOR DOG OWNERS

- Always find out WHY your dog barks. Unless it has a watchdog reason, then you must correct it at that time.
- Do not turn a garden hose on a dog or throw rocks or tin cans at him.
- Spanking/hitting is an ineffective substitute for water treatment and rarely solves any problems.
- Whenever your dog barks for a trained watchdog reason, praise it or pat it.
- Remember, dogs are companion animals and should be kept in the house during the normal night hours whenever possible.

IS YOUR DOG TRAINABLE?

A dog that is chained up or left alone indoors and is allowed to bark hour after hour may no longer be trainable. Such a dog may have become too neurotic for an inexperienced trainer. If this is the case with your dog, consult your veterinarian or qualified dog trainer.

REWARDS

Correcting unnecessary barking is more convenient during the day, but getting up a few times at night will prove worthwhile. After that, you and your neighbors will know when your dog barks, there's a real reason. If your neighbors are home and you're not, they will check to see if police should be notified.

The security of knowing you have a real watchdog, as well as enjoying a peaceful and quiet night, and allowing your neighbors to enjoy one too, is well worth the effort.



National Retired Teachers Association
American Association Of Retired Persons

Noise Counseling Program

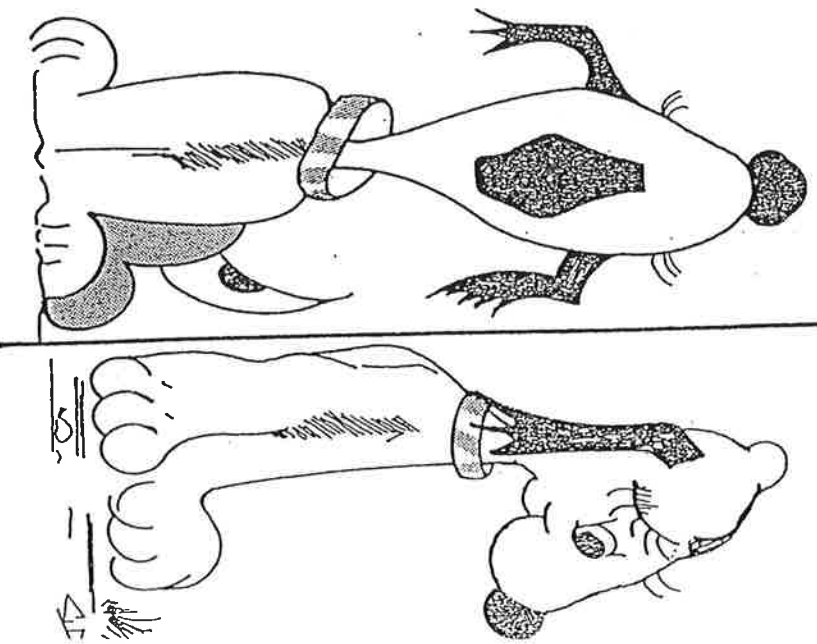
1909 K Street, N.W.,
 Washington, D.C. 20049
 and



The Humane Society of the United States

2100 L Street, N.W., Washington, D.C. 20037

Adapted from Materials
 Provided by
 City and County of Honolulu
 Honolulu Humane Society
 Citizens Against Noise



ARIZONA HUMANE SOCIETY

P. O. Box 9231
 Phoenix, Arizona 85068

GP1466(980)

QUIET

MAN'S BEST FRIEND

GOOD DOG OR NUISANCE?

Determine for yourself whether your dog is a good companion, a good watchdog, or a neighborhood nuisance, by answering the following:

Does your dog bark excessively —

- When he is left alone and lonesome?
- When another dog barks?
- When the kids next door come out to play?
- When he's outside and wants to get in the house?
- When the neighbors leave or return home?
- When you come home?
- At garbage collectors, passing cars?
- When he hears a siren?

If your answer is "yes" to any one of these, your dog could be a neighborhood noise nuisance.

Dogs bark for many reasons: when other dogs bark; when they are generally excited or frustrated; or when a stranger intrudes on their territory.

Excessive barking can be extremely annoying to neighbors as well as to those who have to live with a noisy dog. A constant barker is more likely to be ignored if there is an intruder, since he seems to "cry wolf" all the time.

One of the most common public complaints is about neighbors' barking dogs. Is your dog an excessive barker and a potential public nuisance? The National League of Cities, together with the Humane Society of the United States, would like to pass on an *effective training method* to responsible owners.

WATER TRAINING METHOD

The WATER TRAINING METHOD WORKS for almost all dogs.

If possible, consider going to a reputable local obedience training school. An obedience trained dog will stop barking on command, and knowing obedience signals will help you control your dog in other situations and make life happier for all.

Consider the times when your dog's barking is a nuisance. If it's when he's left alone all day, help his loneliness by leaving the radio on. If your dog is an outside pet, allowing it more freedom or movement in a fenced yard or pen may quiet its barking. If practical, you might consider a companion pet. Be sure you have plenty of toys available for amusement.

Don't make a big thing out of leaving or returning home. Over-excited dogs are more likely to bark and yelp.

- The first training rule is to be *consistent* and *persistent*. You can't expect a dog to learn—if barking for the wrong reason is corrected one time and not the next.
- Second, be ready for an *immediate response*. Have ready a *plant mister* filled with water.
- Say "QUIET DOG" (or whatever its name is) and give one or two squirts of water at the dog *while it is barking*. He will stop at once. If you wait until he stops barking it may confuse him.
- If the dog moves away, *repeat* saying "Quiet" as you go to him and give one more squirt of water at him. Repeat each time he barks needlessly.
- Usually a *day or two of training* is enough if you are consistent. (5 to 10 water treatments)
- Remember to reassure the dog that you

are still friends by petting him later when he's quiet.

- With this conditioning procedure your dog will soon learn to expect a squirt of water when you shout "Quiet" for once he has made the association, you won't need to squirt him again—only rarely, should he forget.