

# Frequently Asked Questions (FAQs)

## Prepared with and for NEIGHBORHOODS

*The following are questions that neighborhood leaders and City staff are frequently asked. The answers provide resources and service information of value to neighborhoods. If you see an answer that needs to be expanded or updated or have a question of your own to add, please let City staff know at [neighborhood@tucsonaz.gov](mailto:neighborhood@tucsonaz.gov) or call (520) 837-5013.*

---

### **Neighborhood Services**

---

**Q: How do I contact Neighborhood Resources to update my neighborhood association's contact information, send my neighborhood's annual newsletter, or ask questions?**

**A:** You can reach Neighborhood Resources by email at [neighborhood@tucsonaz.gov](mailto:neighborhood@tucsonaz.gov) or by phone at 837-5013. For more information: <https://www.tucsonaz.gov/pdsd/neighborhood-resources>.

**Q: Where can I find the paperwork that my neighborhood association needs to submit after officer elections at our annual meeting?**

**A:** That form can be printed from this website: [https://www.tucsonaz.gov/files/integrated-planning/J. Officer Release Form individual 0.pdf](https://www.tucsonaz.gov/files/integrated-planning/J.OfficerReleaseFormindividual0.pdf).

**Q: How do I order roll-offs for a neighborhood cleanup?**

**A:** Registered neighborhood associations or groups of ten or more individuals with City of Tucson Environmental Services accounts can request free roll-offs with the forms provided on this website: <https://www.tucsonaz.gov/es/neighborhood-cleanups>.

**Q: I live in an area of town that does not fall within the bounds of a registered neighborhood association. Can I start one?**

**A:** Yes! Find information on forming an association at <https://www.tucsonaz.gov/integrated-planning/neighborhood-association-registration> and registration guidelines at [https://www.tucsonaz.gov/files/integrated-planning/E. REGISTRATION GUIDELINES Mayor Council Policy 1992 0.pdf](https://www.tucsonaz.gov/files/integrated-planning/E.REGISTRATIONGUIDELINESMayorCouncilPolicy19920.pdf).

---

### **Streets and Traffic**

---

**Q: How do I report potholes, debris in the roadway, burnt-out streetlights, broken road signs, and other street maintenance issues?**

**A:** Call the City of Tucson Department of Transportation, Streets and Traffic Maintenance Division, at 791-3154 or email a description of the problem to [TDOTSR@tucsonaz.gov](mailto:TDOTSR@tucsonaz.gov).

# Neighborhood FAQs

---

## Crime

---

### **Q: Who do I contact to start a Neighborhood Watch group?**

**A:** Each of the Tucson Police Department's Operations Divisions has a different Neighborhood Watch coordinator. Find contact information for yours – along with other crime prevention information – on this website: <https://www.tucsonaz.gov/police/neighborhood-watch>.

### **Q: Can I view recent police activity in my neighborhood?**

**A:** The Neighborhood Support Network (NSN) offers listings of recent police incidents, which are organized by neighborhood and updated most days. To view these NSN listings go to: <http://neighsupport.net/topics-2/crime-and-disorder/police-incident-listings/>. Alternatively, you can view a city-wide map of recent police activity at <https://www.crimereports.com/>.

### **Q: How do I file a police report?**

**A:** You can report *nonemergency crimes* – that is, those that have already taken place or those with no evidence – online at <https://www.tucsonaz.gov/apps/crime-reporting/>. Alternatively, call the Tucson Police Department's nonemergency line at 791-4444.

*For all emergencies and crimes-in-progress, please call 911.*

### **Q: How do I report a loud party or unruly gathering?**

**A:** Call 911. The police can respond to unruly gatherings – that is, those gatherings characterized by excessive noise or traffic, obstruction of streets, fighting, or serving alcohol to minors – with a “red tag.” Learn more at [https://www.tucsonaz.gov/files/ward3/Unruly\\_Gathering\\_June\\_2014.pdf](https://www.tucsonaz.gov/files/ward3/Unruly_Gathering_June_2014.pdf).

### **Q: Some University of Arizona (UA) students are not being good neighbors. What can I do?**

**A:** If the individuals are engaging in illegal activities, please call 911. Beyond that, the UA Dean of Students Office offers the following resources for neighborhoods:

- Call the 24-hour Neighborhood Hotline with concerns or questions involving UA student neighbors at (520) 282-3649.
- Email the Dean of Students Office at [DOS-deanofstudents@email.arizona.edu](mailto:DOS-deanofstudents@email.arizona.edu).
- If behavioral issues have arisen in off-campus housing, you can report them to the Dean of Students Office online if you know the name of the student or students. See this website to read the UA Student Code of Conduct and find the online reporting form: <https://deanofstudents.arizona.edu/accountability/faculty/student-accountability>.

---

## Code Violations and Nuisances

---

### **Q: How do I report graffiti?**

**A:** Call 792-CITY (2489), fill out an online report by going to <https://www.tucsonaz.gov/tdot/graffiti-removal-report>, or download the MyTucson app on your smart phone. It does not matter who owns the tagged property; the Tucson Department of Transportation will sort the reports and alert the owner.

# Neighborhood FAQs

**Q: What are some common code violations and how do I report them?**

**A:** Common code violations include accumulated junk, litter, or debris; inoperable motor vehicles that are improperly stored; overgrown grass or weeds; old furniture or mattresses on the curb or right-of-way; construction without permits; and unsafe housing or building conditions. See also [https://www.tucsonaz.gov/files/pdsd/Code-Enforcement/Code\\_Enforcement\\_Brochure.pdf](https://www.tucsonaz.gov/files/pdsd/Code-Enforcement/Code_Enforcement_Brochure.pdf).

You can report code violations online at <https://www.tucsonaz.gov/pdsd/code-enforcement-violation-report> or by phone (791-5843).

The Neighborhood Support Network offers listings of recent reports of code violations, updated most days and organized by neighborhood; go to <http://neighsupport.net/topics-2/crime-and-disorder/code-violation-listings/>.

When a code violation results in a citation, the Neighborhood Support Network's listing of City Court events may be of assistance in learning when neighbors can appear as interested parties. Go to: <http://neighsupport.net/topics-2/crime-and-disorder/city-court-upcoming-events/>.

**Q: How does the code enforcement process work?**

**A:** See this document for an overview of the City's code enforcement process: [https://www.tucsonaz.gov/files/pdsd/Code-Enforcement/Code\\_Enforcement\\_Information.pdf](https://www.tucsonaz.gov/files/pdsd/Code-Enforcement/Code_Enforcement_Information.pdf).

**Q: A neighbor moved out and left unwanted furniture on the curb. What should I do?**

**A:** For orphan trash (couches, chairs, etc. at the curb), it is best to call City of Tucson Environmental Services (ES) first at 791-3175. ES will do what it can to remedy the situation. If for some reason ES cannot find a remedy, ES will turn the problem over to City Code Enforcement.

**Q: Who can I call to have an abandoned shopping cart removed?**

**A:** Call 792-CITY (2489) to report the location of the shopping cart, or download and use the [MyWaste smart phone app](#).

**Q: How can I report a broken or graffiti-marked garbage or recycling container?**

**A:** Call the City of Tucson Environmental Service (ES) customer service line (791-3171). This phone number is also printed on every ES container.

**Q: Who should I call if I find a stray pet?**

**A:** Stray animals fall within Pima County's jurisdiction. Call the Pima Animal Care Center at 724-5900 for assistance. For more information, go to: [http://webcms.pima.gov/community/animal\\_care/reporting\\_complaints/loose\\_animals/](http://webcms.pima.gov/community/animal_care/reporting_complaints/loose_animals/).

**Q: Who do I contact with animal noise complaints?**

**A:** If you suspect animal cruelty, please contact the Pima County Animal Care Center (724-5900). If no animal neglect or cruelty is involved, you can report the noise to the Tucson Police Department, or register a complaint with the Pima Animal Care Center. See this website for more information: [http://webcms.pima.gov/community/animal\\_care/reporting\\_complaints/animal\\_noise\\_complaints/](http://webcms.pima.gov/community/animal_care/reporting_complaints/animal_noise_complaints/).

# Neighborhood FAQs

**Q: If I notice a large number of cockroaches coming from a sewer, will someone treat the area?**

**A:** Sewer cockroach control falls under Pima County's jurisdiction. Call 724-3401 to report the location, and see this website for more information:

[http://webcms.pima.gov/government/wastewaterreclamation/roach\\_control/](http://webcms.pima.gov/government/wastewaterreclamation/roach_control/).

---

## ***Locating Information***

---

**Q: What is the Neighborhood Support Network?**

**A:** The Neighborhood Support Network (NSN) is a volunteer group by and for neighborhood leaders. NSN works to build capacity and connections among stakeholders and elected neighborhood leaders, past and present, as they work to improve Tucson's quality of life. NSN helps to make connections through which knowledge can be shared and best practices can be implemented. View the NSN website at <http://neighsupport.net/>.

**Q: Is there an easy way to find a range of public information for a specific address?**

**A:** ZoomTucson is an excellent and user-friendly map resource:

<http://maps.tucsonaz.gov/zoomTucson/>. Enter an address to find information on everything from the lot's zoning to its Brushy and Bulky pickup dates.

For more extensive information, but in a more challenging format, give MapTucson a try:

<https://maps2.tucsonaz.gov/Html5Viewer/?viewer=maptucson>.

**Q: How can I find information about active permits, rezoning cases, and other development information for a specific address?**

**A:** Enter the address on Tucson's Property Research Online (PRO) website:

<http://www.tucsonaz.gov/PRO/pro/devactionsrch.jsp>.

**Q: How can I find out who owns a specific property?**

**A:** Search by taxpayer name or address on Pima County's Parcel Information Search page:

<http://gis.pima.gov/maps/landbase/parsrch.htm>.

**Q: I want to use Tucson PRO or Pima County's Parcel Information Search, but I don't know the address of the parcel in which I'm interested. Is there a way to find it?**

**A:** Use the ZoomTucson website, mentioned above. Zoom in to the property and click on it. The address will appear in the search bar at the top of the page.

**Q: Where can I find contact information for the Mayor, City Council Members, and City Departments?**

**A:** This information is provided online at <http://government.tucsonaz.gov/departments>.

**Q: Where can I find a list of all City of Tucson neighborhood associations with maps?**

**A:** The Neighborhood Support Network maintains listings of neighborhoods with maps and current association presidents or primary contact persons:

<http://neighsupport.net/neighborhoods/neighborhood-profiles/>. You can also search for neighborhood information on the City's website at <http://sahuaro.tucsonaz.gov/apps/associations-and-neighborhood-maps/>.

# Neighborhood FAQs

**Q: Where can I find City ward maps?**

**A:** You can find a map showing all of the wards at [http://www.tucsonaz.gov/files/clerks/Redistricting/2013\\_Ward\\_Map\\_11\\_x\\_17.pdf](http://www.tucsonaz.gov/files/clerks/Redistricting/2013_Ward_Map_11_x_17.pdf) and maps for individual wards at <http://government.tucsonaz.gov/gov/ward-maps>.

**Q: Where can I find demographic information for my area?**

**A:** You can find census data by zip code by using the U.S. Census Bureau's Community Fact Finder. Go to [http://factfinder.census.gov/faces/nav/jsf/pages/community\\_facts.xhtml](http://factfinder.census.gov/faces/nav/jsf/pages/community_facts.xhtml).

**Q: Where can I find information about upcoming Mayor and Council meetings?**

**A:** Use this link to find upcoming meeting agendas and meeting minutes: <http://www.tucsonaz.gov/gov/meeting-schedules-and-agendas>, and this link for the year's meeting schedule: [https://www.tucsonaz.gov/files/agdocs/2016\\_MC\\_Schedule.pdf](https://www.tucsonaz.gov/files/agdocs/2016_MC_Schedule.pdf).

**Q: Where can I find upcoming agendas and past documentation for the City's Boards, Committees, and Commissions?**

**A:** <http://www.tucsonaz.gov/clerks/boards>

**Q: Where can I view the Tucson City Code?**

**A:** [http://library.amlegal.com/nxt/gateway.dll/Arizona/tucson\\_az/tucsonarizonacharterandgeneralordinances?f=templates\\$fn=default.htm\\$3.0\\$vid=amlegal:tucson\\_az](http://library.amlegal.com/nxt/gateway.dll/Arizona/tucson_az/tucsonarizonacharterandgeneralordinances?f=templates$fn=default.htm$3.0$vid=amlegal:tucson_az)