

### SCOTTSDALE DOWNTOWN PLAN UPDATE "CIVIC SERVICES" DISCUSSION GROUP



### DISCUSSION RESULTS

Originally adopted by the City Council in 1984, the existing Downtown Plan still serves as the long-range policy document that guides growth and development decisions for Downtown Scottsdale. Over the past twenty years, the plan has framed public policy and development with regard to Downtown Scottsdale.

The **Downtown Plan Update** will review the 1984 policies and consider Downtown's future for the next twenty years. Like the City's General Plan, the Downtown Plan takes a *broad* look at the future, setting *goals and policies* that will shape future Downtown development and investment. In considering the discussion questions, participants were asked to think of them from the "10,000 foot level," thus establishing the *vision* for the future of Downtown.

#### CORE QUESTIONS – Asked of every group

- 1. What do you see as the <u>strengths</u> of Downtown Scottsdale in other words, things you want to keep the same or have maintained?
  - Landscaping
    - Flowering pots
    - Landscaping is great
    - Downtown decorative lighting
  - Diversity
    - Variety of businesses
    - Like the variety of experiences
    - Diversity of businesses; Not dominated by big box or franchises
    - Variety of restaurants
  - Walkability
  - Tourism
    - There is plenty to see
  - Urban Form
    - Smaller buildings consisting of a couple stories high; two stories max
    - Variety of building types
  - Civic center Mall
    - Is unique
    - Is a focal point for government and the arts
  - Old + New
    - Historic and new development. "I like the mix."
  - Arts and Culture
    - Art Walk
    - Art districts
  - Good People

## 2. What would you like to see <u>changed or improved</u>; what is your vision for the next ten years?

- Parking
  - Parking availability during festivals and Spring training is lacking
  - New parking garages are needed. The current ones are not big enough
  - Signage for parking is problematic
  - "Fred Unger's buildings have parking but you need to know its there." "Where are the signs?"
  - Lack of visibility of facilities-especially parking
- Downtown Pedestrian Amenities

- Lighting
  - Side street lighting isn't bright enough
  - Lack of lighting makes pedestrians feel unsafe
- Noise
  - Bars and night clubs and other night time businesses are too noisy
  - Noise is also generated from roadway surfaces; need to use something quieter.
- Sidewalks
  - Problems with "Segways" on sidewalks scattering tourists
  - "According to Arizona State statute they can use the sidewalks"
- Shade
  - Need more shade
- Safety
  - Need to see policemen walking around. It would give more confidence about personal safety
  - Main Street and Brown Avenue have dangerous, narrow and unsafe sidewalks
  - Crossing intersection timing is to short
- Restrooms are needed
- Density and Neighborhoods
  - There is not enough density
  - Want to see more people living and just being in the Downtown

#### SPECIALIZED QUESTIONS

1. Many Downtown businesses have a "back of house" or areas for loading and in particular, storing refuse for recycling for collection. Solid waste management currently consists of alley or onsite dumpsters and bins, serviced by public and private trash companies offering limited recycling services. These operations are a necessity of life yet can be unsightly and in conflict with other goals, such as an aesthetically pleasing Downtown.

#### Can you identify a more effective solid waste management strategy that addresses area refuse and recycling concerns while maintaining an attractive and exciting Downtown?

- Have businesses maintain joint dumpsters which will consolidate services. This
  will create fewer dumpsters and haulers; so it will be easier to provide more
  enforcement
- Dumpsters should be located closer to businesses who use them

- In Amsterdam, dumpsters are sometimes located underground which keeps it cooler and emits less smell. They are also less of an eyesore. Trucks come along and pull them out, empty them, and replace them into the ground
- Businesses pay for dumpsters but others [who have not paid] use them
- Need a dumpster locking system
- "How about installing some kind of dumpster screening?"
- What about smaller trash compactors that can collapse boxes to get greater volumes into the dumpster?
- Collection in the early morning is very noisy, but it is necessary.
- Require deposits on glass and other product recycling. It will make recycling more popular and cost effective.
- Need dumpster monitoring to allow collections when dumpsters are full instead of once or twice a week pick up
- Businesses have problems with dumpster divers. They go through trash throwing things around and some trash winds up outside of the dumpster.
- There are problems with yard crews dumping into private dumpsters
- Need extra trash cans and dumpsters during weekend events, but they "need to be picked up right away."
- The City needs to research best practices found in other cities and see what works best.
- 2. Many cities use Public/Private partnerships to allow government and private business/institutions (large and small) to collaborate on addressing various public policy goals. Some of the more recognizable of these include revitalization of individual buildings or area of a community, and providing necessary infrastructure or services. Other policy goals addressed by these types of partnerships consist of marketing, promotion, and maintenance of their downtowns (some examples include Phoenix, Tempe and San Diego).
  - a. Should a similar marketing, promotion, and maintenance relationship between the City and Downtown businesses be created in Scottsdale?
  - Small business can't afford to participate in this
  - Small business can't afford to fix their buildings let alone participate in something like this!
  - What about Harold Stewart? The City does help with the façade program doesn't it?
  - Chandler has a \$100,000 matching façade program. Could Scottsdale do the same?
  - City should hold classes to teach business owners necessary marketing skills.

# b. What roles do you see for City government and the business community in such a partnership?

- There should be some kind of partnership between the City and business
- The City needs to protect small buildings and the businesses housed in them.
- The City should provide more parking to encourage shopping
- Parking is an issue. The City needs to provide more
- In-lieu parking is a problem and it is confusing
- If the City would increase or expand routes for the trolley, more people would use it and more parking would not be needed
- Will the tourists use the trolley even if the residents do? Or will they rent cars that need to be parked somewhere?

#### c. How could such a partnership be funded jointly?

- The City could contribute based upon the building owner's square footage.
- Businesses should prove to the City that if more of these services are provided to them, then more taxes will be generated through increased sales.
- Need to help out the mom and pop stores
  - We can't afford to let them go under
  - Tempe and Phoenix did and it has proven to be hard to get them back.
- Need to nurture our uniqueness with more mom and pops and art galleries
- The problem these smaller business owner tenants are having is demand for higher rents from landowners.
- "Need to stop selling junk from China".
- 3. Many Scottsdale citizens recognize that the construction and maintenance costs of sewer, water, and roadway infrastructure rely on dedicated governmental funding sources. What many citizens may not know is that some of these publicly funded investments also receive contributions from private funding sources. For example: community facility districts, improvement districts, and enhanced municipal services districts. What other Downtown amenities would you support public/private funding for (e.g. open spaces, street furniture, shade trees, landscaping and parking)?
  - Be careful with street furniture because it can take up too much of the walkway.
  - Need to improve sidewalk spaces generally, especially for dining purposes.
     An example is the Breakfast Club
  - Downtown needs more shaded areas for sitting and people watching.
  - Downtown needs design changes to unify the districts.
  - Design should be distinctive so you recognize that you are in different areas.
  - Lighting, signage, benches, and color can be used to accomplish this end

- Downtown needs more streetscapes with dining and farmers' markets
- Need amenities in the Downtown that are not tourist related.
- Do the development agreements between the City and developers really make the developers pay their fair share of services and infrastructure costs?
- 4. Downtown Scottsdale's Civic Center Mall government buildings, theaters, libraries, and museums represent a collection of civic services that comprise the City's cultural hub.
  - a. What works well and what needs improvement in this area?
  - Libraries work very well because they bring people together over coffee and offer children ands teen centers of activity
  - There needs to be some kind of publication about architecture in this area
  - Libraries are great
  - Name of Civic Center Mall is not appropriate
    - Would "Plaza" work?

### b. What other experiences or civic institutions would you like to see added to this collection?

- Lighting
- Maybe more landscape lighting.
- A good lighting example is that of the Botanic Garden type of landscape lighting.
- Use LEED lighting
- c. What types of improvements would you suggest be made to further enhance your enjoyment of these and other public spaces located in the Downtown?
- Need to address night-clubbers in some way
- Civic spaces need more gardens.
- Some of the Civic Center spaces can be hilly and need to be rethought
- Redo the west entry to the Civic Center
  - Need signage to identify Civic Center Mall at Brown Avenue and Main Street
- Downtown alleys need to be better maintained
  - Need to tie it back into solid waste management
  - Plant some flowers in the alley to help it out.
  - The alleys need better lighting
  - Alleys need to be better paved, cleaned, and should include some kind of greenery like shrubs.

- d. Some public spaces Downtown are formally programmed (e.g. events on the Civic Center Mall) and others are not formally programmed. Should all Downtown public spaces and venues be formally programmed or leave these areas for more informal gatherings?
- Should have car shows at the [Marshall Way] bridge over the canal
- City would need to permit all of these "formal" events
- City should let it be known that "informal" events can use these spaces
- 5. Many cities look to levels of citizen comfort as a means to measure the success of their civic services (e.g. street lighting, technology capabilities (WI-FI), public safety and spaces/venues, shade and walkability) to benchmark how well government is doing in providing services.
  - a. How would you describe the level of civic services offered Downtown?
  - I think the City does a good job overall!
  - The city has done a pretty good job, but there is always room for improvement.
  - It depends upon which part of the Downtown you are in!
    - "The [aesthetic] quality of the shops in certain areas, especially Main Street, is not as good as other areas. Some are down right funky. Frankly some of the business or building owners need to do some sprucing up."
  - The government buildings are in good condition [have a good appearance].
  - The museums are fine, although the theater is struggling a little.

#### b. Can you identify types of services that could be improved or included?

- Would like to see more policemen in the evening. The day time staffing seems to be okay.
  - There is a problem policing this [downtown] area because of the sheer volume of new residents.
- District One should move to McKellips and the substation should remain Downtown.
- As Downtown's population increases, services must also increase proportionately.
- "Need to have street sweeping in the early morning hours to help the police get the bar goers to go home. They do not like the noise the sweepers make; so they leave."