

**Marina Heights  
Electronic Tenant® Portal**

**Created on December 2, 2022**

## **Emergency Procedures: Overview**

This Manual is provided as a resource to our tenants, and the general population visiting, dining, or involved in business related activities to help plan for an emergency situation. We recommend that each tenant appoint a captain or floor monitor as applicable and co-captain to implement emergency procedures. The number of co-captains, etc. needed depends upon the number of employees and the size of the office. The captains and co-captains must (1) be knowledgeable and capable of providing leadership in an emergency situation and (2) work in their respective areas within the building.

### **Our recommendations include the following:**

Designate evacuation routes which will best promote an evacuation that is both quick, and safe. Captains and co-captains should familiarize themselves with building evacuation routes and clearly communicate this information to all employees.

Provide a review of all personnel present at the designated meeting location and require the immediate notification of emergency personnel if it is believed someone may still be inside the building.

If there are handicapped persons within your office, be prepared to assist them to the safest possible location. If you are unable to get them completely out of the building, notify emergency personnel immediately upon their arrival. Captains and co-captains should be aware of the presence of handicapped persons and alternative evacuation routes which would make egress as quick and safe as possible.

In accordance with code requirements, we will conduct periodic emergency evacuation drills. We require all occupants to actively participate in these exercises. It is a valuable opportunity to test and improve our emergency preparedness.

## **Emergency Procedures: Assistant Call Boxes**

Assistant call boxes are located at all of the entrances/exits to the stairwells on B1 & B2 and on floors 1 - 7 in Building 1 and Building 5 Garages.

# Emergency Procedures: Bomb Threats

Although bomb threats are usually associated with telephone calls or letters announcing that a bomb has been placed on the property, bombs are also sent via mail, special delivery or messenger services. Avoid human and property loss by being on alert for oddly addressed packages and unusual packages.

## Oddly Addressed Packages

- Sender Unknown
- No return address
- Restrictive warnings such as "Personal", "Private", "Fragile- Handle with Care", and/or "Rush - Do not Delay"
- Addressee who never gets personal mail at the business address
- Inaccuracy in the name, title or address
- Distorted or unusual handwriting

## Unusual Packages

- Odd shape, size, wrapping color
- Stains on the wrapper (particularly oil stains)
- Odors
- Bulges
- Unbalanced or excessive weight
- Contents that slosh
- Any sound (particularly ticking or buzzing)
- Wires, tin foil or strings protruding
- Excessive postage

If you are suspicious of a package or letter, do not open the article. Isolate the article, contact 911 and evacuate the area immediately.

## Responding to a Bomb Threat via Mail

- Save all materials (envelope, packing material, contents)
- Be careful to preserve fingerprints.

Never ignore a written warning. Call 911 immediately and then report the threat to Security and to the Building Management Office. Activate appropriate search and/or evacuation procedures based upon the information contained in the threat.

## Responding to a Bomb Threat via Telephone

The following is a telephone threat checklist that should be adhered to when a bomb threat is received via telephone.

Remember to Remain Calm

### **Who Received the Call?**

- Name
- Telephone Number
- Date Call Received
- Time Received
- Signature

### **General Questions to Ask**

- What Is It?
- When is the bomb going to explode, or, when will the substance be released?
- Where did you put it?
- What does it look like?
- When did you put it there?

- How will the bomb explode, or, how will the substance be released?
- Did you put it there?
- Why did you put it there?

### **Bomb Threat Questions**

- What type of bomb is it?
- What is in the bomb?
- What will make the bomb explode?

### **Chemical/Biological Threat Questions**

- What type of substance is in it?
- How much of the substance is there?
- How will the substance be released?
- Is the substance a liquid, powder or gas?

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## **Emergency Procedures: Bomb is Found**

If a Bomb is found:

- Dial 911.
- Notify Security.
- Do not touch or disturb the bomb or suspicious articles in any way unless it is a life- or-death situation.
- Based on direction from the police or appropriate law enforcement agency, evacuate occupants and guests immediately.
- Evacuate people at a distance safe from flying glass and debris, usually at least 300 feet.
- Do not allow anyone to return to their office until officially approved to do so.
- Initiate damage control procedures.

A bomb threat response plan must address the possibility of receiving bomb threats in writing or by telephone. While all threats should be taken seriously, your firm's response may depend on the circumstances present at any given time.

## **Emergency Procedures: Criminal Actions**

Criminal activity and violence can assume almost any form. Violence and crime most often invoke images of the stereotypical street thug or the professional criminal, but criminal activity is not so predictable. In real life, the criminal may also be a co-worker, an estranged spouse or lover, or someone you considered a friend.

### **If a Crime Occurs:**

- Immediately report the crime to the Police by calling 911
- Do not subject yourself to physical harm at the crime scene.
- Never argue or debate with assailant.
- Never block an assailant's escape.
- Attempt to gain an accurate description of the assailants.

### **After a Crime Occurs:**

- Do not disturb anything at the crime scene.
- Await the arrival of police.
- Ask all witnesses to wait at the site until the police complete their interview process.
- Contact the Transwestern Management Office.

# Emergency Procedures: Earthquakes

## Action to Take:

First and foremost, stay calm. Think through the consequences of any action you take. If you are inside, stay inside. If you are outdoors, stay there. In earthquakes, most injuries occur as people are entering or leaving buildings.

## If you are Indoors:

Take cover under a heavy desk, table, or bench - or along an inside wall. Tuck your head between your knees and protect your head with your arms. Watch for falling objects. Stay away from glass. Don't use candles, matches, or other open flames during or after the tremor because of possible gas leaks.

## If you are Outside:

Move away from buildings and utility wires. The greatest danger from falling debris is just outside doorways and close to outer walls. Once in the open, stay there until the shaking stops.

## If in a Moving Car:

Stop as quickly as safety permits, but stay in the vehicle. A car may jiggle violently on its springs, but it is a good place to stay until the shaking stops. When you drive on, watch for hazards created by the earthquake, such as fallen or falling objects, downed electric wires, or broken or undermined roadways.



# **Emergency Procedures: Elevator Emergencies**

## **ELEVATOR EMERGENCY CALL BUTTON**

Emergency call buttons are in each elevator and are to be used when the elevator malfunctions. Pushing the button activates the call and will ring directly to the Security Operations Center. The SOC will place a 3-way call to Otis Elevator (1-800-233-6847) keeping the entrapped person on the phone. At the same time he will dispatch Engineering to the Fire Command Room of the building where the elevator emergency occurred and dispatch a security officer to the malfunctioned elevator. Alerts will be sent to Transwestern and State Farm representatives via radio communication or a direct phone call. Marina Heights Security or Marina Heights Management will assess the situation and when deemed necessary, will contact emergency number (911).

## **ELEVATOR ENTRAPMENT PROCEDURES**

The following procedure will be followed:

When an emergency call is placed to the Security Operations Center, the location of the building and which elevator the call is being placed from will be reflected on the Otis Elevator Monitoring screen. An SOC officer and an Otis operator will remain on the call with the trapped individual and at the same time, they will page the mechanic on call. Once the mechanic has been reached, Otis operator will provide both the person trapped and Security with an ETA. From this point the Otis operator along with the SOC officer are trained to help keep the person calm and help ease the issue. If the person trapped needs to call another person, the SOC officer has the ability to patch in an outside phone call and stay in a conference call if needed.

Otis has employees that are fluent in Spanish and French as well. If the entrapped person speaks a different language they have a translation service available that they will contact and have a third party help interpret the call.

All of the calls are recorded and the information is time stamped in their computer system with call times, dispatch times, arrival times and special notes as needed.

Marina Heights Security will notify Marina Heights Engineering, State Farm and dispatch an officer to the elevator. Marina Heights Engineering will report to the Fire Command Center to work with the Otis Elevator Technician to clear the malfunction. Marina Heights Security Officer will remain at the malfunctioning cab.

**NOTE:** Marina Heights Security Officers will not power down the main switch and they will not attempt to remove the individual(s) from the elevator.

**Otis Dispatch Phone # 1-800-233-6847**

## **Emergency Procedures: Emergency Contacts**

Building Emergencies (after-hours)	480-990-5100
Fire & Rescue - Emergencies	911
Building Management Office	480-990-5180
Transwestern	
Tempe Police - Emergencies	911
Tempe Police - Non-Emergencies	480-350-8311
Poison Emergencies	Coming soon!
US Weather Service	602-275-0073 #4

## **Emergency Procedures: Emergency Response**

Emergencies, disasters and business interruptions occur every day. Interruptions to normal business activities have both operational and financial impacts that can be devastating. No business is immune to these risks. Bomb threats, crime emergencies, earthquakes, elevator entrapments, fires, floods, hurricanes, medical emergencies, tornadoes, winter storms and other emergency situations pose continuing risks.

The following pages are intended to help you adequately prepare for emergencies, disasters and business interruptions quickly and effectively. These pages are succinct and to-the-point. Clear guidelines are presented to preserve one of the most valuable resources - time.

Tenants are encouraged to review these emergency procedures provided in this manual and to "practice" how to protect lives and property. Everyone should know what to do and when to do it. There is no substitute for advanced planning and training.

## **Emergency Procedures: Evacuation Procedures**

Each tenant is responsible to appoint one floor monitor and one or more alternates to ensure that all occupants are accounted for during an evacuation. It is the responsibility of each employee to know his/her company emergency leader and alternates.

### **DO'S**

- Keep calm
- Follow instructions of your company emergency leader
- Close the door of your office as you leave.
- Form evacuation line - two abreast.
- Use enclosed stairwell for evacuation.
- Keep talking to a minimum.
- No smoking
- Use handrails in enclosed stairwells.
- Listen for instructions and follow them.
- The company emergency leader will coordinate evacuation of handicapped.

### **DON'TS**

- Do not go to the elevators - they will not respond.
- Once you have left your area, do not return for coats, purses, etc.
- Do not run or create panic.
- Do not return to the office until "ALL CLEAR" is given.

Please review evacuation plans at each floor.

## **Emergency Procedures: Fire Emergencies**

Marina Heights is equipped with an annunciation system. When a fire alarm on a floor is activated, the alarm bell will automatically ring on each floor at the floor of incident, 1 floor above and 2 floors below.

Smoke and heat detectors are located in areas that might be prone to fire - those areas with electrical equipment and wiring such as mechanical rooms, electrical rooms, telephone closets, elevator lobbies and janitorial closets.

When a smoke detector or heat detector is activated due to a fire condition, all elevators will remain unavailable. Use the stairwell ONLY in case of a fire.

All tenants should familiarize themselves with the location of fire extinguishers. Tenants should also know the locations of the exits and recognize the sound of the fire alarm. Proceed directly to the nearest exit whenever the fire alarm is heard. Prior to opening any doors, feel the door front to determine if there is heat behind it. If the door is hot, do not open and find another means of egress.

### Upon Discovering a Fire:

- Call 911.
- Notify the Security Office. The Security Office will notify the Management Office.
- Evacuate the building by exiting through the nearest stairwell. Doors should be touched prior to being opened. A hot door could possibly indicate fire on the opposite side and the door should not be opened.
- Stairwell doors should be kept closed except when people are moving through them. Holding the doors open will cause smoke to be drawn into the stairwell.
- If smoke is encountered, occupants should breathe through a handkerchief or piece of clothing to reduce inhalation of smoke.
- If caught in heavy smoke, occupants should drop to their hands and knees and crawl. They should hold their breath as much as possible.
- If clothing catches fire, individuals should stop, drop and roll. Attempting to run will fan the flames and spread the fire.
- Once out of the building, a meeting place should already be defined in order for all individuals to be accounted for.
- Never return to a burning building.

### Fire Prevention Rules:

#### **All employees shall observe the following to prevent a fire:**

- Keep stairwell doors closed at all times except when people are moving through them during evacuation. Keeping stairwell doors closed minimizes the spreading of fire from the "chimney" effect.
- Keep aisles clear of obstacles. Do not store equipment in aisles or block doorways. Do not block exits.
- Safeguard all flammable materials.
- Do not plug in an excessive quantity of electrical equipment into one outlet. Continuous overloading of electrical lines causes insulation to become brittle and fall away from the wires. The lack of adequate insulation may cause wires to become overheated which could readily ignite, causing a fire. Overloaded plugs or power strips should be avoided. If fuses or circuit breakers repeatedly blow out, then the circuit is probably overloaded, submit a work order request to Building Management to determine the possible deficiency.
- Maintain good housekeeping in all areas of the building since this is one of the most effective means of preventing fire.
- Unauthorized installation and operation of coffee makers, heating plates, microwave ovens, personal fans and similar items must be avoided. Electric space heaters are prohibited unless approved in advance by Property Management.
- Smoke only in designated areas.
- Do not use trash cans or paper disposal areas for cigarette ashes or butts

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## **Emergency Procedures: Severe Weather Procedures**

If severe weather conditions exist, an assessment of the conditions will be provided by Marina Heights containing current site conditions along with current and near future forecasts. Availability of food service, and other support services, along with parking, and utility challenges will also be communicated. A recommendation based upon available resources will be relayed to all tenants to assist with their business decisions.

Marina Heights Security and Marina Heights Management will monitor weather conditions which are or may become dangerous to Marina Heights and their occupants. Marina Heights Security response to severe weather will take priority over anything else (i.e. access control, physical key issuance, phone calls, etc.) as it is an emergency situation.

Marina Heights Security will position weather cameras to monitor incoming weather conditions.

Radio communication will be performed utilizing the appropriate "blast" channel to ensure updated information is communicated to all appropriate personnel.

A Severe Weather Checklist will be filled out by Marina Heights Security, when any severe weather has been established for Maricopa County.

Marina Heights Management will make recommendations to Tenant representatives who will make all weather related evacuation decisions regarding their employees. Severe weather evacuation and shelter in place procedures are contained within the Marina Heights manual.

## **Emergency Procedures: Floor Evacuation Plan**

A floor evacuation map will be located near the elevator bank area. All floor occupants and floor evacuation teams should adhere to these procedures in the event of an emergency requiring evacuation of the building.

1. All floor occupants are responsible for evacuating the building immediately upon hearing or seeing the alarm. Each person should proceed to the nearest exit.
2. Each Floor Evacuation Team is responsible for the safe and orderly evacuation of all floor occupants.
  1. This will best be accomplished through an organized team consisting of a floor warden, assistant floor warden(s), safety directors, exit monitors, impairment monitors and accountability monitors.
  2. The process of evacuation begins on the floor and ends outside at the assembly area.
  3. The technique of sweeping the floor will be used to confirm that everyone has heard the alarm and responded appropriately by evacuating the building.

Sweeping is the physical task of walking the entire floors, opening closed doors (or knocking if locked), and checking the restrooms to ensure all occupants are aware of the alarm.

In the event there is a vacancy on the team, the Floor Warden shall make every attempt to fill the vacancy by moving an alternate person, if applicable and making sure the evacuation team floor roster is updated.

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## Emergency Procedures: Life Safety Equipment

This building is equipped with different types of fire protection devices. These devices vary based on the size of the building and the jurisdiction in which it is located. Your building is reviewed annually for safety compliance. The fire protection systems are inspected and tested in conjunction with local codes and regulations.

Your building may be equipped with:

- **Automatic Sprinkler System:** Each sprinkler head is individually heat activated. Entering the mechanical room typically accesses the sprinkler shut-off valves.
- **Local Fire Alarm:** A local fire alarm typically consists of multiple manual pull stations distributed throughout the building. One is typically located near each exit. By pulling any one of the manual pull stations a fire alarm will activate notifying the occupants of an emergency. This alarm may or may not notify the fire department.
- **Smoke Detectors:** In the event that a smoke detector is activated, it will sound an alarm. This alarm may or may not notify the fire department.
- **Fire Extinguishers:** Fire extinguishers are typically mounted in special holders on the walls throughout the occupancy. These can be used on small fires if the operator is **trained** in their use and operation.



## **Emergency Procedures: Medical Emergencies**

Persons in a building may become ill or be injured from a variety of sources. In the event that someone requires medical assistance, tenants should know how to request assistance. Statistics show that response is most effective if authorities are called directly (using 911). Direct calling to emergency medical service dispatchers allows information to be given directly to a dispatcher who can relay information to the responding unit.

1. Call 911 - provide the following information:
  - Your name;
  - The address of the building with cross streets;
  - Floor number and location of emergency;
  - The patient's suspected injury or illness;
  - Is the individual conscious and breathing?
2. Notify Security - 480-990-5100 - Typically, this should be done by a person other than the individual making the 911 call to speed up notification and allow the other individual to remain on line with the emergency dispatcher. Security will notify the Transwestern Building Management Office.
3. Unless individuals have been properly trained, they should be directed not to attempt to move or assist the injured person unless the person in need of assistance is in danger of further, more severe injury. Try to make them as comfortable as possible.
4. Reassure the accident victim or ill person that emergency assistance is on the way.
5. Security will meet the emergency unit in the lobby of the building to escort them to the injured person.

## **Emergency Procedures: Pandemic**

No one likes to think about - let alone talk about - an emergency that could disrupt our daily lives, or worst, do harm to us or our loved ones. A little planning can make the difference between tragedy and survival.

To combat the spread of flu, you should take the usual steps associated with healthy living; eat a balanced diet, exercise daily, get enough rest and drink plenty of fluids. It is also a good idea to get your seasonal flu shot.

In addition, you should:

- Wash hands frequently using soap and water.
- Cover coughs and sneezes with a tissue; or cough or sneeze into your sleeve. Put used tissue in the trash and then wash your hands.
- Avoid close contact with people who are sick; and
- Stay away from others as much as possible if you do get sick.
- In the event of a pandemic, services and supplies we count on every day may not be available. Every individual and family could be on their own and without care, for extended periods. You should put together emergency supplies for your staff and make sure they are freshened regularly. The most recent Pandemic Checklist from the Centers for Disease Control is attached. These are the current recommendations for businesses to prepare for a pandemic event.

[Pandemic Influenza Planning Checklist](#)

## **Emergency Procedures: Suspicious Packages**

If you suspect a package is suspicious note the following:

- Do not touch the package. It may trigger a detonation. A suspicious package may have the following characteristics:
  - Odd shape, size, wrapping color
  - Stains on the wrapper (particularly oil stains)
  - Odors
  - Bulges
  - Unbalanced or excessive weight
  - Any sound (particularly ticking or buzzing)
  - Wires, tin foil or strings protruding
  - Excessive postage
  - An unattended package that have remained for a period of time
- Report the situation to the Transwestern Building Management Office immediately. Before calling the police, the Building Management personnel will attempt to find out if the suspicious package belongs to any one of the tenants or visitors in the building.
- Evacuate and cordon off the immediate area to prevent inadvertent exposure to danger. Vibrations from movement near the suspicious item may cause an explosion or a timing mechanism may be set to activate the device within minutes of placement.

The Management Office will determine if it is appropriate to call the authorities based on the circumstances.

## **Emergency Procedures: Weapons, Explosive Devices and Fireworks**

Marina Heights prohibits the use, possession, display or storage of any weapon, explosive device or fireworks on all land and buildings.

**General Information: After Hours Heating and Cooling**

If you anticipate working during non-building hours and will require heating or cooling in your office, then you must submit a work order no less than 24-hours in advance.

**General Information: Assistant Call Boxes**

Assistant call boxes are located at all of the entrances/exits to the stairwells on B1 & B2 and on floors 1 - 7 in Building 1 and Building 5 Garages.

# General Information: Bicycles / Scooters

## Bicycles/Scooters:

Any person operating a bicycle shall observe all signs and control signals applicable to motor vehicles. Bicycles shall be parked in or immediately adjacent to the bicycle racks provided. They shall not be parked on lawns, sidewalks, chained to trees, light poles, fences, benches, etc.

[Marina Heights Bicycle Registration Form](#)

## Tempe Bicycle/Scooter Registration

Tempe has one of the highest percentages of bicycle commuters in the country who use their bicycles for transportation, exercise and sport. Bicycle registration was designed to aid in the recovery of lost or stolen bicycles by providing unique identifying information that can help the Police Department identify and return found bikes to their owners. Once your contact information is registered in the system, applicants will receive several small stickers to place on the frame of their bicycle in case the bike is lost or stolen. When an officer or any citizen in Arizona finds a bicycle, a quick sticker scan can help reunite bike and owner with ease.

To Register Your Bike with the City of Tempe you will need the following information about the owner and bike:

- Name
- Person Particulars (Date of Birth, Sex, Race)
- Address
- Phone Number(s)
- Email
- Bicycle Information including Serial Number

To register, visit: <https://www.myassettag.com/bike/>

**Please don't abandon your bike. Others may find uses for it and your fellow cyclists will appreciate the vacant bike parking space!**

## Marina Heights Bike Cage Policy

Marina Height Bicycle cage is a secured storage facility for employees of State Farm. In order to gain access to the bicycle cage, the employee must complete a bicycle registration form which are located at every Lobby Desk including the Security Operations Center in Building 2.

A bicycle shall be deemed abandoned if it: (1) is in a state of disrepair as to be incapable of being operated in its present condition, or (2) has not been moved or used in more than 3 days and bears physical indication of having been deserted. This can include, but not be limited to; excessive rust, rust on chain, seat and handlebars coated in dirt or dust, flat tires.

If a bicycle is not relocated or claimed by its owner within 5 days of affixing the notice of abandonment, the bicycle will be removed and retained by DTA for a period of 30 days. If after being removed by DTA, and a bike is not claimed by its owner within the 30-day time period, it will be donated or recycled depending on the condition the bicycle is in.

## Abandoned Bicycle/Scooter Policy

Not only do abandoned bicycles represent an eyesore, but they take up valuable bike parking spaces, may present tripping hazards, and most importantly tempt thieves. In an effort to increase safety and promote a clean vibrant campus, Marina Heights has implemented the following abandoned bicycle policy.

A bicycle shall be deemed abandoned if it: (1) is in a state of disrepair as to be incapable of being operated in its present condition, or (2) has not been moved or used in more than 14 days and bears physical indication of having been deserted. This can include, but not be limited to; excessive rust, rust on chain, seat and handlebars coated in dirt or dust, flat tires.

Any bicycle deemed abandoned pursuant to the above will have a notice affixed to it which informs the bicycle's owner that the bicycle appears to be abandoned. Downtown Tempe Authority (DTA) is authorized to affix such notices upon bicycles. This notice indicate: (1) the phone number to contact DTA to inform them that the bicycle is not abandoned; and (2) the date after which the bicycle may be removed if it is not claimed by its owner.

Efforts will be made to identify the owners of possibly abandoned bikes. If the owner's e-mail address can be found and is still valid, a message is sent to notify that person that the bike is subject to impound, just as the paper warning notices does. A notice is sent to inform the owner how to recover the bike and it also gives the option of relinquishing claim on the bike, allowing DTA to dispose of the bike without the restrictions imposed by state law.

If a bicycle is not relocated or claimed by its owner within 5 days of the affixing of a notice of abandonment, the bicycle will be removed and retained by DTA for a period of 30 days. If after being removed by DTA, a bike is not claimed by its owner within the 30 day time period, it will be donated or recycled depending on the condition they bicycle is in.

If any member belonging to the Marina Heights facility is planning on leaving their bicycle on site for an extended period of time (i.e. vacation, leave of absence, business travel, etc) they must register their bike with DTA, who is located at the service window, and indicate the time frame in which they will be away. Anyone leaving their bike on site for an extended period of time is strongly encouraged to secure it in one of the bicycle corrals, preferable located in building 1.

### **Exclusion of Liability:**

By using this garage, you agree that Marina Heights and its garage operators are not responsible for custody of, damage to, or theft of vehicles or property on these premises. All persons using or otherwise present upon these premises assume all risk of loss, damage or injury to their persons or vehicles.

### **Parking Authority Contacts:**

If you have any questions regarding the policies and procedures pertaining to the facilities parking structures, please feel free to contact the Marina Heights Parking Authority at: (480)-990-5120.

### **GRID BIKE SHARE**

Bike share is a transit system consisting of a network of stations where bikes are publicly available for short-term rental though several different fare options. The bikes will help you connect with Valley Metro by solving the 'first-mile, last-mile' problem. Most trips are typically short and quick, usually under two miles.

How it works:

- Reserve – You can find and reserve a bike using GRID BIKE's mobile app, online at [app.socialbicycles.com](http://app.socialbicycles.com), or at hub location on the bike's keypad. A GRID Hub is located north of building 5 on linear park
- Release – After reserving a ride, you'll receive a 4-digit PIN code which you'll use to unlock the bike.
- Ride – If at any point during your ride you need to stop Press the "HOLD" button and lock the bike to a rack. You'll be able to unlock and continue riding using your 4-digit PIN code.
- Return – At the end of your trip, simply lock your bike at one of the convenient hub locations or at any regular bike rack for a small additional fee.

For pricing/fare information please visit GRID Bike online at [app.socialbicycles.com](http://app.socialbicycles.com).



# General Information: Building Hours

Building access is available twenty-four (24) hours a day seven (7) days a week by using your building badge/access card.

## General Information: Dining

Welcome to dining at Marina Heights. Below is a listing of our current food options. As new options become available, we will immediately post to this page so please check in from time to time.

- **Market Building 4 & 5 | Snacks and Beverages (All Patrons)** – Hours: Self-service 24/7 cashier-less system – credit/debit

**Markets: Ashley McGuyer** | (480) 228-3212 | [ashley.mcguyer@compass-usa.com](mailto:ashley.mcguyer@compass-usa.com)

**Foodsby** - Lunch Delivery from Local Restaurants for only \$1.99, no tipping, no minimums, and no hidden fees. The food is delivered to the kiosk in the lobby of the following buildings. Register to your building below to see the restaurants scheduled every day of the week!

- [Building 1](#)
- [Building 2](#)
- [Building 3](#)
- [Building 4](#)
- [Building 5](#)

**Food Truck** Schedule for Marina Heights and to order ahead go to [StreetFoodFinder.com/MarinaHeights](https://StreetFoodFinder.com/MarinaHeights).

**General Information: MH Rules & Regulations**

## **General Information: Netfacilities Work Order System**

Netfacilities Work Order System is a secure login portal to request repairs, cooling and heating requests.

[To Request Access](#)

[Logging into Netfacilities Directions](#)

## General Information: Parking

- [Marina Heights Vehicle Registration](#)
- [Car Detailing](#)
- [Marina Heights Parking](#)
- [Retail Employee Parking](#)
- [Plaza Site Access](#)
- [Access to Marina Heights](#)

### Parking: Policies and Procedures

#### **Marina Heights Parking Authority:**

Policies and procedures pertaining to traffic and parking at Marina Heights are necessary to establish safe driving conditions and the orderly parking of vehicles. The facilities management staff fully recognizes the difficulties of this task and has sought every means possible to develop traffic and parking regulations that are reasonable. The general policies and procedures for vehicles parking at the Marina Heights facility were developed to provide as equitable an assignment of parking privileges as possible, and a maximum use of all parking areas consistent with the best interests of the entire population at the facility, including employees, vendors, and visitors.

#### **Authority & Liability:**

Under the direction of the General Manager of Transwestern, who is empowered to decide traffic and parking matters not covered by the written policy, the Downtown Tempe Authority (DTA) shall implement and enforce policies and procedures governing traffic and parking matters. Marina Heights assumes no liability or responsibility for loss or damage to any vehicle or its contents parked in the parking areas or facilities. In the event that a parking gate hits your vehicle, report the incident to the Security Command Center, located in Building 2, immediately. Security will write an incident report and obtain your contact information. A member from the Property Management team will contact you.

#### **Assistant Call Boxes:**

Assistant call boxes are located at all of the entrances/exits to the stairwells on B1 & B2 and on floors 1 - 7 in Building 1 and Building 5 Garages.

#### **Compact Stalls:**

In an effort to increase visibility and ease of access, parking in stalls marked COMPACT is prohibited to non-compact vehicles and compact vehicles with trailers, truck camper shells, and vehicles with hitches.

These vehicles can create visibility problems for other drivers by obscuring their view of tight corners, signs, and other vehicles in the drive path.

Please utilize any of the open area parking stalls that are not marked compact to park vehicle that full under this category.

#### **Marina Heights Windshield Replacements/Repairs Policy and Procedures:**

Individuals with the desire to conveniently get their windshield replaced or repaired while at work can receive the proper permit at the service window located in Building 2 the day before the scheduled repairs. All windshield repairs will take place in lot E unless given permission by the parking authority or management to perform the work within the garage on days with inclement weather.

A permit will be issued at the service window which must be displayed on the vehicles dash, visible from the windshield. The permit will be valid only for the day the maintenance is taking place and all trash and debris created during repairs must be picked up either by the individual conducting the repairs or the associate themselves. Any individuals found without the proper permit is subject to immobilization and/or receiving a fine.

Questions, please contact the Marina Heights Parking Authority at [\(480\)-990-5120](tel:480-990-5120) or visit the service window in building 2.

Please note - no other vehicle repairs will be allowed.

### **Vehicle Charging Stations:**

At this time EV charging stations are not available at Marina Heights and personal chargers are not authorized to be used. Vehicles found charging will be disconnected and subject to immobilization and/or receiving a fine.

### **Plaza / Surface level Parking Policies:**

Plaza parking is solely reserved for retail customers only with a 2 hour maximum, additional long term covered parking is located within the parking structure on the first floor. There is no parking for associates on the plaza, any vehicle belonging to a working associate found parked on the plaza will be booted upon site.

Within the garage, ALL surface level parking stalls are reserved primarily for retail visitors only with the exception of several reserved parking stalls and motorcycle parking. Any employee found parked within visitor parking will be given a written warning upon the first offense, any infraction that follows will result in being booted and issued a fine.

### **Parking Garage Rules and Regulations:**

The following regulations are intended to facilitate the work of the tenants, staff and visitors through control of parking and movement of motor vehicles while on the property:

All Marina Heights tenant vehicles parking within jurisdictional areas must be registered with DTA in order for parking credentials to be activated. Restrictions in gated lots remain in effect at all times, even when gate arms are in the "up" position or in need of repair. Unless given permission by the operator of this garage, no person shall enter or remain in this garage for any purpose other than to park or retrieve a vehicle during the hours the garage is open. All other are considered trespassers in this garage pursuant to ARS 13-1502. Parking on Marina Heights property is a privilege that may be withdrawn for noncompliance with the regulations.

All signs and markings are in the interests of parking control and safety, and must be obeyed under penalty of citation and/or relocating the vehicle at owner's expense. Removal, damage or defacing of such signs or markings is illegal; violators are subject to arrest and prosecution.

While parking at Marina Heights, only marked stalls may be used. A warning may be issued for parking outside of marked stalls or for "creating a space". When a legitimate parking space is unavailable and in some cases obstructed by another vehicle, seek an alternate stall. Inability to locate a legal parking space will not excuse a parking violation.

The speed limit on the facility and the Parking Garage has been restricted to 10 miles per hour. Persons exceeding the posted speed limit will receive a warning citation and the possibility of a more severe consequence due to jeopardizing the safety of others. Garage and/or its operators reserved the right to exclude person from entering this facility.

The possession of any weapon or firearm on person or stored in a vehicle is prohibited at this facility. Do not post or place on cars any handbills, flyers or posters

Marina Heights Management team reserves the right to close any parking area or roadway for reasons of cleaning, repair, safety, and other instances as needed. Vehicles parked within such areas closed by barricades, signs, or notification may be relocated at owner's expense.

There are, throughout the facilities parking structures, an adequate number of handicapped parking spaces per ADA regulations. These spaces are reserved solely for vehicles bearing special license plates and/or permits issued by a state motor vehicle department. The handicap spaces with the hash marks, handicap ramps, are specifically for the handicapped parking spaces. This area allows the vehicle to deploy its ramp, as well as, provide space for wheel chair access. All handicapped ramps must remain free of obstruction at all times. Vehicles parked in these spaces without an appropriate permit will be subject to a \$100 fine and relocating at any time without further notice. All handicap stalls located on ground level (level 1 & Plaza) are solely reserved for retail guest/customers and are not intended for the use of any tenants and their associates.

Circumstances permitting, the Parking Authority will attempt to assist tenants requiring a jump start of their vehicles. However, neither the parking authority, nor any other Marina Heights Management staff, shall assume responsibility for damages or liability.

Acknowledge that the garage may have turns that are visually impaired, cutting corners will not be tolerated in order to minimize the risk of accidents to other vehicles and pedestrians using the garage.

### **Citation:**

The following is a list of common reason a vehicle can be cited but not limited to;

- Parking in a HANDICAPPED space without displaying the proper credentials
- Parked in a NO PARKING zone
- Parked in a Fire lane, 15ft from a Fire Hydrant or causing a Safety Hazard
- Blocking entrance to building or driveway (fire department regulation)
- Unauthorized parking in a RESERVED PARKING AREA
- Improperly parked (on/over stall lines, taking up multiple stalls)
- Vehicles not in acceptable condition (leaking fluids, disabled)
- Parked in a loading/unloading zone
- Improper use of plaza parking spaces
- Tampering with any parking equipment
- Backing into a space with a solid wall
- Excessive speeding
- Non-compact vehicles parking in compact stalls
- Employees parking in visitors sections

### **Note: Repeat offenders will be booted and fined**

### **Notice:**

ALL vehicles found illegally parked are subject to being relocated or booted at the owner's expense. Depending on the severity of the offence and/or the number of infractions a vehicle has been cited for will determine the severity of the reprimand. If an individual has reoccurring offenses, restrictions to the garage will be determined and the possibility of parking privileges being revoked. In the event a vehicle is cited for a violation, a record is created containing the registered owner's information, the reason for the citation and photographs highlighting the incident.

### **Prevent Theft:**

Park your vehicle in a stall. Lock your vehicle; do not leave any valuables in your vehicle. Please, report any suspicious activity to DTA the garage operator or Security.

### **Lost or stolen badges / AVI tags:**

Due to the security risk, immediately report a lost or stolen badge to the security desk so that it can be deactivated and a new badge be reissued.

### **Booting, Relocating and towing:**

Booting can occur after receiving the "first and final" warning for violating the rules and regulations of the facilities parking structures. This can also be applied at any time depending on how extreme the violation is. If a booting device is necessary, an administration fee of \$50.00 will have to be collected before the removal of the boot can take place. In more severe situations, if the Parking Authority cannot reach the owner of the vehicle and it is deemed necessary, the vehicle will be relocated or towed at the owner's expense.

### **Overnight Parking:**

In the event a vehicle is staying over a 24 hour period, an overnight parking permit request needs to be filled out. In an effort to assign a proper location for the vehicle to park for an extended period of time, a request must be filled out 24 hours before the vehicle is parked. Once a request has been received, a safe and unobstructed location will be assigned for that vehicle to reside in per the duration of the permit. Once a

permit is assigned, the permit will need to be displayed on the dash, visible from the front windshield. Additionally, if disabled vehicles cannot be removed and will remain beyond 5 P.M., it must be reported to the Parking Authority so that an overnight parking permit can be issued.

**Exclusion of Liability:**

By using this garage, you agree that Marina Heights and its garage operators are not responsible for custody of, damage to, or theft of vehicles or property on these premises. All persons using or otherwise present upon these premises assume all risk of loss, damage or injury to their persons or vehicles.

**Parking Authority Contacts:**

If you have any questions regarding the policies and procedures pertaining to the facilities parking structures, please feel free to contact the Marina Heights Parking Authority at: [\(480\)-990-5120](tel:480-990-5120).

**HID Badge:**

Once a vehicle has pulled up to the gate and activated the reader, an HID badge can be scanned to gain access to the garage. If the vehicle has an AVI tag present, the scanner will try to read the AVI first before accepting an HID scan.

Note: In the event neither access tool works, pull a ticket and notify the front lobby or the Parking Authority.

**Equipment:**

**Invalid Card** - The scanner will display an "**Invalid Card**" message in the event the reader scans a card that is; not registered in the Marina Heights Parking System.

**Wrong Presents** - The scanner will display a "**Wrong Presents**". When receiving this message it means the system has the vehicle as already entered in the garage. This occurs primarily when let out of the garage by other means than the access tool used to enter. If the AVI is used to enter, only the AVI will work to exit and the HID badge will not and vice versa.

**Motorcycles** - It is strongly advised not to place an AVI tag on a motorcycle due to various placement positions and the difficulty the scanner has trying to read them. It is highly encouraged that motorcyclist prepare their badges ahead of time in an easily accessible location to insure a consistent and reliable method of accessing the garage.

For further questions please contact the Parking Authority at [\(480\)-990-5120](tel:480-990-5120) for assistance.



# General Information: Statistics and Fun Facts

[Click here to view Statistics and Fun Facts information.](#)

## **Introduction: About Transwestern**

Transwestern is a privately held real estate firm of collaborative entrepreneurs who deliver a higher level of personalized service - the Transwestern Experience. Specializing in Agency Leasing, Management, Tenant Advisory, Capital Markets, Research and Sustainability services, our fully integrated global enterprise adds value for investors, owners and occupiers of all commercial property types. We leverage market insights and operational expertise from members of the Transwestern family of companies specializing in development, real estate investment management and research. Transwestern has 34 U.S. offices and assists clients through more than 180 offices in 37 countries as part of a strategic alliance with BNP Paribas Real Estate. Experience Extraordinary at [transwestern.com](https://www.transwestern.com) and @Transwestern.

## Introduction: Management Team

	<p><b>TeriLynn Meeker</b> General Manager 480-990-5180 <a href="mailto:terilynn.meeker@transwestern.com">terilynn.meeker@transwestern.com</a></p>
	<p><b>Gilbert W. Romero</b> Property Manager 480-990-5180 <a href="mailto:gilbert.romero@transwestern.com">gilbert.romero@transwestern.com</a></p>
	<p><b>Bob Mackey</b> Director of Engineering 480-990-5180 <a href="mailto:bob.mackey@transwestern.com">bob.mackey@transwestern.com</a></p>

## **Introduction: Marina Heights**

Marina Heights is a 20-acre, Class A urban office development located on Rio Salado Parkway between the Arizona State University Football Stadium and Tempe Town Lake in Tempe, Arizona. The project includes five office towers, two stand-alone retail buildings and two below grade parking garage levels.

# Introduction: Mobile Property

## Go Mobile...With Mobile Property!

Your Electronic Tenant Handbook is now in the palm of your hand! By downloading / bookmarking Marina Heights' Mobile Property app to your Smartphone, you can add an icon to the 'home screen' of your mobile device and have all the information and features of your Electronic Tenant Handbook wherever you go.

Simply follow these 2 steps to add Mobile Property to your Smartphone's home screen:

### Step 1: Access the Mobile Site:

Type, or copy and paste, the below URL into your Smartphone's Web browser:

<https://marinaheights.tenanthandbooks.com/mobile.cfm?mode=toc>

### Step 2: Add the App to your Mobile Device's home screen:

#### iPhone / iPad:

1. When you have the mobile property app displayed in your web browser, click on the share icon (bottom/center - box with arrow icon) and choose "Add to Home Screen."
2. Choose a name for the new application, or leave as is, and click "Add."

#### BlackBerry:

1. When you have the mobile property app displayed in your web browser, use the menu button and choose "Add to Home Screen."
2. Choose the name and location for your application, or leave the default settings, and press "Add."

#### Android:

1. When you have mobile property app displayed in your web browser, use the menu button and choose "Add Bookmark."
2. Go to your desktop / home screen and hold down a finger on any blank area until prompt comes up. At this prompt - select shortcuts - Bookmarks - Mobile Site.

## **Policies & Procedures: Access To Offices**

Anyone not having a key or access card to your suite or offices will not be admitted by Transwestern personnel. This includes your employees.

The Building Management Office should periodically receive a list of emergency phone numbers of key personnel in your company who should be contacted in emergency situations. Tenants are requested to maintain a current phone list of these emergency phone numbers and to provide a copy to the Building Management Office. A list of each tenant's key management personnel with the appropriate telephone numbers is essential so that they can be reached in the event of an emergency. Please alert the Management Office of any personnel changes.

## **Policies & Procedures: Alterations**

Tenant shall not mark, paint, drill, cut, string wires within or in any way deface any part of the building common area and/or public space outside the leased parameter without the prior written consent of Landlord and as Landlord may direct. Upon removal of any wall decorations or floor coverings by Tenant, any damages to the walls or floors shall be repaired by Tenant at Tenant's expense.

## **Policies & Procedures: Animals, Bicycles, Vehicles**

Tenants shall not bring or keep within the building any animal, bicycle, motorcycle or other types of vehicles except as required by law. Motorcycles and other types of vehicles are permitted in the garage. Bicycle racks will be available in the plaza level parking garage.



## **Policies & Procedures: Cleaning Services**

The cleaning for Marina Heights is handled by contract services. Cleaning service is provided five nights a week, Monday through Friday. Carpets will be vacuumed, unobstructed surfaces dusted and trash will be emptied. If trash that is to be disposed of is not in wastebaskets, then please inform cleaning personnel by leaving a large note on such items marked TRASH and BASURA (Spanish word for trash). Please DO NOT leave items that are not trash on top or near wastebaskets that might be misconstrued as garbage. If you have special cleaning needs, such as carpet shampooing, contact the Building Management Office. Special cleaning services can be arranged at tenant expense.

If a small cleaning problem should arise during working hours, then please contact the Management Office and the building porter will be dispatched.

If you have any questions or comments regarding the cleaning services, then please notify the Management Office.

## **Policies & Procedures: Common Areas**

Tenants shall use the common areas only as a means of ingress and egress and Tenants shall not permit any loitering by any persons in the common areas or elsewhere within the building. The common areas and roof of the building are not for the use of the general public. No tenant shall install any radio or television antenna, loudspeaker or other device on the roof or exterior walls of the building.

## **Policies & Procedures: Electric Heaters & Fans**

Electric space heaters are strictly prohibited unless approved in advance by [Property Management](#).

### **Fan Requirements:**

- Battery Powered is preferred.
- Up to 8 inches in diameter
- Draws no more than 2 amps or 240 watts total per cubicle.
- No USB power cord connection to the computer

## **Policies & Procedures: Fire & Safety Regulations**

Subject to all fire or other safety regulations, all doors opening onto common areas, and all doors upon the perimeter of the demised premises shall be kept closed. During non-business hours, doors should be kept locked, except when in use for ingress or egress. Tenant shall cooperate with energy conservation by limiting the use of lights to areas occupied during non-business hours.

## **Policies & Procedures: Lost and Found**

Tenants who have lost an item may enquire at the Front Desk of Building 4. If an item has been found you may leave it with Security at the front desk in Building 4.

## **Policies & Procedures: Office Equipment**

Tenants shall place all office equipment and any other device of any electrical or mechanical nature in the demised premises in settings approved by Landlord, so as to absorb or prevent any vibration, noise or annoyance. Unauthorized or non-inspected installation and operation of coffee makers, heating plates, microwave ovens, personal fans and similar items are prohibited.

**Policies & Procedures: Pest Control Services**

Pest Control service is provided on a monthly basis. If your office needs special attention submit a work request to Building Management.

## **Policies & Procedures: Plumbing Fixtures**

Tenants shall not use the restrooms or plumbing fixtures of the building for any other purpose than the purpose for which they were constructed or manufactured.



## **Policies & Procedures: Quiet Enjoyment**

Tenant shall not obstruct or interfere with the rights of other tenants in Marina Heights, or of persons having business in the building, or in any way injure or harass such tenants and persons.

## **Policies & Procedures: Recycling Pages**

Transwestern has made a commitment to provide recycling programs in all properties under our management. On-site recycling collection services are available for corrugated cardboard, office paper, newspaper, aluminum and bi-metal cans, plastic bottles, glass bottles and jars. Transwestern's program is not related to State Farm's confidential document shredding program. Confidential document shred bins will be located throughout the general work area on each floor.

This building has single stream recycling, which refers to a system in which all paper, plastics, metals and other containers are mixed in a collection truck. Each office is provided with a recycling container for paper that is not food soiled, glass and aluminum.

The cleaning company is responsible for emptying recycling containers from each individual office, daily. The cleaners will then empty the recyclables from your office into designated receptacles in the building's trash area.

Please contact the Management Office for further information regarding the recycling program.

## **Policies & Procedures: Smoking**

All Marina Heights building are tobacco-free. Smoking is only permitted in designated areas.

Electronic cigarettes are prohibited inside any building on site.

The Arizona Medical Marijuana Act does not authorize smoking marijuana in a public place. The use of marijuana related products are prohibited at Marina Heights.

[Click here to view a map of designated smoking areas.](#)

## **Policies & Procedures: Soliciting**

Soliciting is not permitted. If someone is soliciting in your suite, please notify Security and they will send appropriate personnel to have them escorted off the premises. Canvassing, soliciting and peddling in the building are prohibited and tenants shall cooperate to prevent such activities.

## **Policies & Procedures: Trash Removal**

Cleaning personnel empty trash Monday through Sunday. Should you require assistance or a special waste pick-up, please submit a work request to Building Management. Please use the freight elevator to remove the trash.

## **Safety & Security Procedures: Access Control System**

The building is equipped with an access control system. You may gain access to the building with your activated access control cards. The lobby doors will be unlocked at approximately 6:00 a.m. (unless there is an emergency) Monday through Friday. The lobby doors will be locked at 6:00 p.m. Monday through Friday and twenty-four (24) hours a day on weekends and holidays. It is important not to let any individuals enter with you if you do not know them.

## **Safety & Security Procedures: Assistant Call Boxes**

Assistant call boxes are located at all of the entrances/exits to the stairwells on B1 & B2 and on floors 1 - 7 in Building 1 and Building 5 Garages.

# Safety & Security Procedures: Elevator Procedures

## How does the Elevator CompassPlus Destination System Works?

1. You must enter your floor number into the concierge pad every time you ride the elevator regardless if another passenger is traveling to the same floor.
  - Doors are timed to open and close based on the number of passengers for each car.
  - Entering your floor on each ride ensures a speedier ride to your destination.
  - If you do not enter your floor on each ride and there are several people traveling to the same floor, the elevator will make additional stops.
2. Do not hitch a ride; the elevator management system counts passengers to ensure a faster ride to your destination.  
The concierge pad will assign an elevator by displaying a letter A - F, along with an arrow pointing in the direction of your elevator.
3. Your assigned elevator letter will be illuminated above the elevator door. Follow the direction to your assigned elevator and enter.
4. Arrive at your destination and exit the elevator.

## What if I get in the wrong elevator or change my mind once I'm in the elevator?

You should always check the display in the doorjamb upon entering the elevator to verify that your destination floor is illuminated. If you change your mind once you're in the elevator, press the door open button or exit at the first stop and re-enter your desired floor using the nearest call button, keypad or touch screen.

## If I get delayed in the lobby do I lose my elevator assignment?

The CompassPlus system accounts for the time it takes to walk to the elevator. However, if you are significantly delayed, you may lose your elevator assignment. Simply re-enter your floor destination at the nearest keypad or touch screen to receive another assignment.

## Why does the CompassPlus system assign me to an elevator when there is another elevator at my floor with the doors open?

The elevator waiting with the doors open may have already been assigned to another destination, while your elevator is specifically designated to take you to your requested floor more quickly. Do not enter the elevator with the doors open wait for your assigned elevator.

Elevators are one of the safest modes of transportation. The specifications for elevator construction, installation and operation are highly regulated. Safety devices, combined with regular inspections from regulatory agencies, further insure the safety of elevator travel.

Even with these precautions, the increasingly sophisticated circuitry found on many modern elevators can result in a malfunction.

## How does the system work for persons with disabilities?

Press the accessibility button first to initiate vocal instructions, then your destination. This will give the elevator door extra time to reach and enter the elevator.

[Please click here to view the Compass Card.](#)



## **Safety & Security Procedures: Keys**

The Building Management Office is responsible for key control and must handle any changes made to the locks in the building. Requests for lock changes or additional keys must be made by submitting a work request to Building Management.

## **Safety & Security Procedures: Office Security**

If you see suspicious persons or activities on the property please notify Security. Outlined below are several measures you can take to prevent thefts in your office:

- Keep all doors and desks locked after you leave the office.
- Instruct employees to keep valuables, including purses, in locked desks when unattended.
- Keep calculators and expensive items off desktops when not at desk.
- Articles of value, including handbags and coats should not be left in unguarded reception areas or desks, even for a few minutes.
- Do not leave articles of value in automobiles in the parking garage.
- Lock suite entry door when entry area is unattended.

## **Safety & Security Procedures: Security Guards**

Security guards are located in each building lobby, within the security operations center, and throughout the project in several locations as well as on the Plaza which they will roam around the site. The security guard is not armed, and should not be expected to physically intervene under any circumstances.

The main security operations center (SOC) is located in the lobby of Building 2. Should an access badge replacement be needed, check in at the SOC lobby window, and a temporary badge will be issued.

The security guards have been instructed not to allow anyone in the building who has not been properly badged and vetted into restricted areas, controlled tenant areas or after-hours operations. Access to the property will be by access card only for all non-public areas.

For security reasons, anyone not having a key to your suite or offices will not be admitted by Transwestern Building Management personnel or the security guard.

Please notify Security and the Building Management Office of any personnel changes.

Security: 480-990-5100

Building Management Office: 480-990-5180

**The Neighborhood: Event Street Closures & Restrictions**

# The Neighborhood: Maps

## Directions to Marina Heights

### From West I-10 (Maricopa Freeway):

Heading North get onto I-10 (Maricopa Freeway) take exit 153A toward Sky Harbor Airport onto North AZ-143 (Hohokam Expressway) heading North take exit 3A onto East AZ- Loop 202 (Red Mountain Freeway) heading East take exit 7, Scottsdale Rd/Rural Rd, turn right onto Scottsdale Road, heading South turn right onto Rio Salado Parkway.

### From South I-10 (Maricopa Freeway):

Heading East get onto I-10 (Maricopa Freeway) take exit 147A-B onto East AZ Loop 202 (Red Mountain Freeway) heading East take exit 7, Scottsdale Rd/Rural Rd, turn right onto Scottsdale Road, heading South turn right onto Rio Salado Parkway.

### From I-17 North (Black Canyon Freeway):

Heading South get onto I-17 (Black Canyon Freeway) take exit 200A towards I-10 East (Maricopa Freeway) toward Central Phoenix, heading East on I-10 take exit 147A-B onto East AZ Loop 202 (Red Mountain Freeway) heading East take exit 7, Scottsdale Rd/Rural Rd, turn right onto Scottsdale Road, heading South turn right onto Rio Salado Parkway.

### From North Phoenix taking AZ-51 (Piestewa Freeway):

Heading South get onto AZ-51 (Piestewa Freeway) take East AZ Loop 202 (Red Mountain Freeway) heading East take exit 7, Scottsdale Rd/Rural Rd, turn right onto Scottsdale Road, heading South turn right onto Rio Salado Parkway.

### From North Scottsdale taking AZ Loop 101 (Pima Freeway):

Heading South get on AZ-Loop 101 (Pima Freeway) take exit 51 onto West AZ-Loop 202 (Red Mountain Freeway) Heading West take exit 7 Scottsdale Rd/Rural Rd, turn left onto Scottsdale Road, heading South turn right onto Rio Salado Parkway.

### From Mesa take AZ-Loop 202 (Red Mountain Freeway):

Heading West get onto AZ-Loop 202 (Red Mountain Freeway) take exit 7 Scottsdale Rd/Rural Rd, turn left onto Scottsdale Road, heading South turn right onto Rio Salado Parkway.

### From Mesa/Gilbert taking US-60 (Highway 60):

Heading West get onto US- 60 (Highway 60) take exit 176B North AZ-Loop 101 (Pima Freeway) heading North take exit 51A onto West AZ-Loop 202 (Red Mountain Freeway) heading West take exit 7 Scottsdale Rd/Rural Rd, turn left onto Scottsdale Road, heading South turn right onto Rio Salado Parkway.

## **The Neighborhood: Transportation**

Please feel free to use the following transportation resources:

The Ollie Trolley has been discontinued for the winter and will reopen in the spring.  
[Ollie Trolley Schedule](#)

Valley Metro Bus: [Bus Route 48](#)

Valley Metro Light Rail: <http://www.valleymetro.org/metrolightrail>

Marina Heights Bus Schedule: *Information Pending*

Local Traffic: <http://www.abc15.com/traffic>

Recommended Traffic App: [Inrix](#) - We recommend that you download this app to your smart phone, via your App Store!