

Who to Call



CLEANING & BEAUTIFICATION

Sidewalk litter, overflowing public trash cans, weeds, feces cleanup, graffiti requests, damaged banners	DMA Clean Team (480) 890-2613 Tracy Doren, Deputy Director (480) 265-8285
Submit a cleaning or maintenance request	downtownmesa.com/about/maintenance-request

SAFETY & COMMUNITY RESOURCES

Immediate danger, crime in progress, fire, or medical emergency	911
Suspicious activity, trespassing concerns, or other non-emergency police assistance	Mesa Police Department (480) 644-2211, option 2
Homelessness outreach and resource referrals	Mesa Homeless Resource Line (480) 644-HOPE (4673) hope@mesaaz.gov
Food, housing, healthcare, and other assistance	2-1-1 Arizona: Dial 211 211arizona.org

STREETS, LIGHTING & UTILITIES

Potholes, damaged traffic signs or signals, streetlights, hazardous sidewalks, street trees	City of Mesa Transportation (480) 644-3038
Colonnade or parking garage lights out	City of Mesa Facilities Maintenance (480) 644-4321
Water leaks or leaking / damaged fire hydrants	City of Mesa Control Center (480) 644-2262
Report non-emergency City maintenance issues and attach photos or track a report	Mesa CityLink (See page2) mesaaz.citysourced.com

DMA MERCHANT SUPPORT

Gift card enrollment, merchant meeting information, and general merchant questions	Kendra Drake (480) 471-8962 Kendra@downtownmesa.com DMAgiftcard@downtownmesa.com
Parking permits and vehicle updates	Parking Compliance (480) 890-2613 Parking@downtownmesa.com
Business promotions, events, and partnerships	Marketing & Events (480) 890-2613

When reporting

- Give the exact location, describe the issue, and include a photo if possible.
- Cleaning requests go to DMA; police handle enforcement and public safety concerns.

DMA OFFICE: (480) 890-2613 | 100 N. Center St., Mesa, AZ 85201
Mon-Fri: 9:00 AM-5:00 PM | downtownmesa.com

Who to Call



How to Use Mesa CityLink

Use Mesa CityLink to report non-emergency City service issues, such as graffiti, property maintenance concerns, and missed trash collection.

Get started

On your phone. Download the free MesaNow app from the Apple App Store or Google Play. Open it and tap CityLink Report Issue.

On the web. Visit mesaaz.citysourced.com or scan the QR code below. You can report from a phone, tablet, or computer.

Submit and follow a report

1. Choose the issue. Start a service request and select the category that best fits the problem. Search for a term such as graffiti.
2. Confirm the location. Enter the address or place a pin on the map. Check that it marks the issue, especially if you are reporting from elsewhere.
3. Describe the problem. Answer the required questions. Include nearby landmarks and details that help staff find the issue.
4. Attach a photo. Upload a clear photo when safe to do so. Complete any attachment requirements shown for your request.
5. Review and submit. Check your details, review any possible duplicate reports, and select Submit. Sign in or create an account if prompted. Wait for confirmation.
6. Follow the report. Save the request number if provided. Open My Requests or Requests to check updates. Choose notifications when offered; use your account to follow your reports.

When to call instead

Call 911 for immediate danger or a medical emergency. For urgent street hazards, such as a missing stop sign or malfunctioning traffic signal, call Mesa Transportation at (480) 644-3038 immediately.

CityLink routes requests to City departments.

For DMA cleaning services, use the contact information on page 1.



Scan to open Mesa CityLink | mesaaz.citysourced.com

DMA OFFICE: (480) 890-2613 | 100 N. Center St., Mesa, AZ 85201
Mon-Fri: 9:00 AM-5:00 PM | downtownmesa.com