



TOWN OF PARADISE VALLEY 2017 RESIDENT GUIDE



Town of Paradise Valley
6401 East Lincoln Drive
Paradise Valley, AZ 85253
480-948-7411
www.paradisevalleyaz.gov

Paradise Valley Police Department
6433 East Lincoln Drive
Paradise Valley, AZ 85253
480-948-7418
www.paradisevalleyPD.com

Paradise Valley Municipal Court
6517 East Lincoln Drive
Paradise Valley, AZ 85253
480-404-7000
www.paradisevalleyaz.gov/municipalcourt

***This Resident Guide provides
general information about
the Town of Paradise Valley
and is subject to change
without notice.***

*Edited by: Town Resident Nan Murley
and Natalie Montenegro*

*Cover Photo: One of four steel sculptures
at the Municipal Complex, titled Universal
Solar Shadowgraph by Jeff Zischke.
Page 3: Photos by Kathryn Gasser*

Updated April 2017

INTRODUCTION

Welcome to the Town of Paradise Valley. This *Resident Guide* provides information on Town services that will be helpful and useful to new residents. We are pleased that you have selected Paradise Valley to be your home and invite you to contact Town staff or your elected officials at any time. Addresses and phone numbers are provided in this *Guide*, along with contact information for utilities and other agencies that service the Town and its residents.

Paradise Valley is an exceptional community with a quality of life that is all but unmatched. There are several world class resorts that not only provide a source of revenue for the Town, but have an array of outstanding amenities for our residents. There are many places of worship, and both public and private schools.

Resident volunteerism began when our Town was incorporated in 1961. Hundreds of residents have come forward to serve on our various boards, committees and commissions – from the elected officials who sit on the Town Council, and the municipal court judges who sit on the bench, to the volunteers who make up our homeland security and crime prevention squad patrolling our neighborhoods. The result of all the hard work of so many dedicated resident volunteers is a safe and bright future for Paradise Valley. You are invited to become a volunteer.

Town government is committed to providing high quality public services to a community which values limited government. It makes every effort to enhance the community's unique character for its residents and people visiting from around the world. The Town Council expects its employees to act professionally, provide high quality customer service, exhibit teamwork, show respect for others, be accountable, be committed to transparency in their actions, and show an appreciation for the Town's heritage. The Town Council has adopted five strategic initiatives:

- Diligent preservation of Paradise Valley's special character by enforcing the land use policies identified in the Town's general plan, town code, and special use permit agreements
- Provision of high quality public safety services
- Regular investment in public facility and infrastructure projects
- Conscientious management of the Town's financial resources
- Consistent efforts to identify opportunities to create and promote a more sustainable community

Your council's primary goal is and always has been public safety. We are proud of our outstanding police force and our partnership with the City of Phoenix Fire Department to provide our residents state-of-the-art service and protection.

Our Town is well positioned financially and has a strong infrastructure to serve its residents so that they can continue to enjoy the exceptional quality of life that makes Paradise Valley so special. For more information on the Town, read this *Resident Guide* and visit our web site at www.paradisevalleyaz.gov.

I. TOWN GOVERNMENT

TOWN COUNCIL

Mayor

Jerry Bien-Willner*

O 480-442-3532

jbienwillner@paradisevalleyaz.gov

Vice Mayor

Scott Moore*

C 480-828-8518

smoore@paradisevalleyaz.gov

Council Members

Ellen Andeen**

C 480-559-0995

eandeen@paradisevalleyaz.gov

Paul Dembow**

C 480-650-9940

pdembow@paradisevalleyaz.gov

Julie Pace*

C 480-985-2613

jpace@paradisevalleyaz.gov

Mark Stanton*

C 602-799-2401

mstanton@paradisevalleyaz.gov

Anna Thomasson**

C 602-321-2434

athomasson@paradisevalleyaz.gov

*Term expires January 2021. **Term expires January 2023. Go to www.paradisevalleyaz.gov for update.

MUNICIPAL COURT

J. Tyrell Taber, Presiding Judge

602-248-8203

Jeanette Wiesenhofer, Court Director

480-404-7000

jwiesenhofer@paradisevalleyaz.gov

ADMINISTRATIVE STAFF

Jill Keimach, Town Manager

480-348-3533

jkeimach@paradisevalleyaz.gov

Andrew M. Miller, Town Attorney

480-348-3691

amiller@paradisevalleyaz.gov

Peter Wingert, Chief of Police

480-948-7418

pwingert@paradisevalleyaz.gov

Brent Skoglund, Public Works Director

480-348-3540

bskoglund@paradisevalleyaz.gov

Paul Mood, Town Engineer

480-348-3573

pmood@paradisevalleyaz.gov

Jeremy Knapp, Community Development Dir.

480-348-3522

jknapp@paradisevalleyaz.gov

Dawn Marie Buckland, Deputy Town Manager

480-348-3555

dbuckland@paradisevalleyaz.gov

Duncan Miller, Town Clerk

480-348-3610

dmiller@paradisevalleyaz.gov

Robert Lee, Building Official/Fire Marshal

480-348-3631

rlee@paradisevalleyaz.gov

Jinnett Hancock, Human Resources Manager

480-348-3520

jhancock@paradisevalleyaz.gov

GENERAL INFORMATION

General Information: Town Hall 480-948-7411 or Police 480-948-7418

Incorporation: May 24, 1961 Type of Government: Council/Manager

Population: 13,930 (AZ DES) Area: 16 square miles

Borders: Shea Boulevard to the north; Scottsdale Road to the east;
32nd Street to the west; Chaparral Road to the south (see map on page 3)

Address: 6401 East Lincoln Drive, Paradise Valley, Arizona, 85253

Web Address: www.paradisevalleyaz.gov and www.paradisevalleypd.com

Hours: Town Hall 7:00 a.m. – 4:00 p.m. M-F (Closed 12:00-1:00 p.m. for lunch)

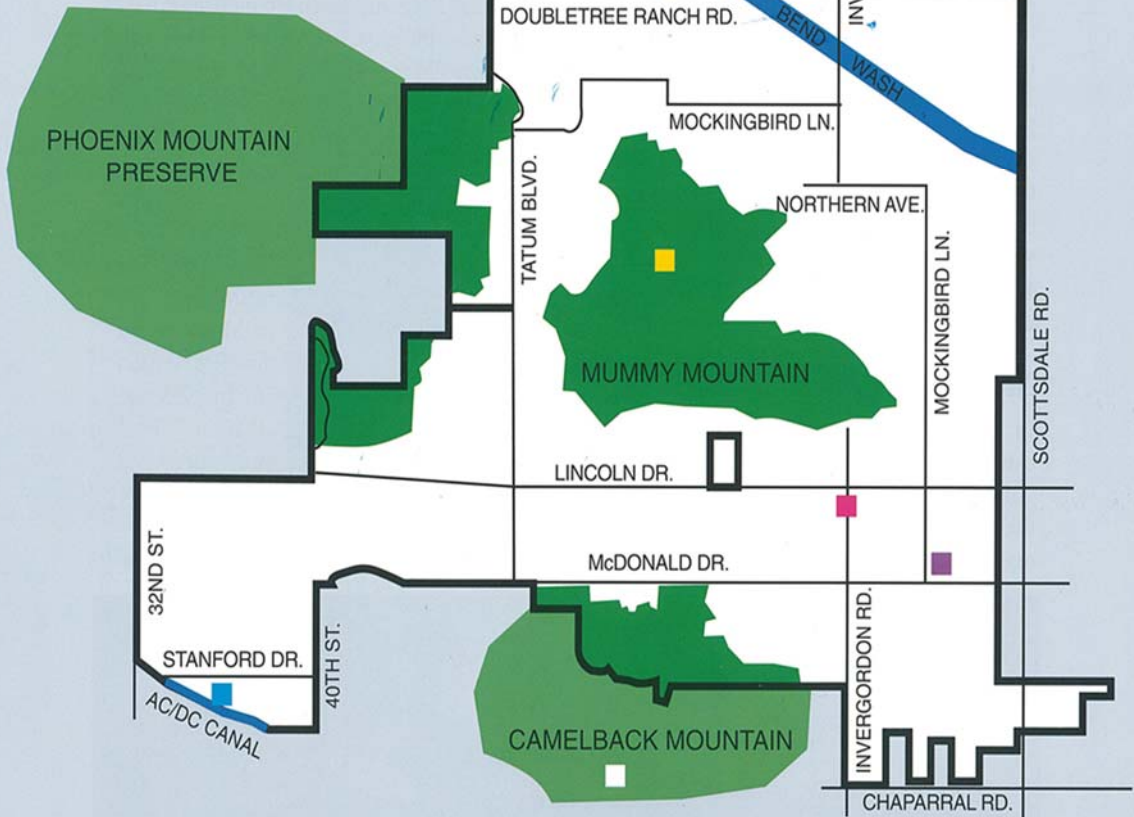
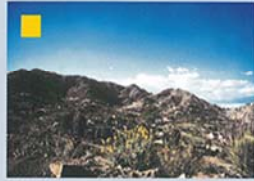
Post Office 8:00 a.m. – 4:00 p.m. M-F

Police Administration 7:00 a.m. – 6:00 p.m. M-Th; Dispatch: 24/7

Public Works/Engineering 8:00 a.m. – 5:00 p.m. M-F; Summer Hours 7:00 – 4:00 p.m.

Municipal Court 7:00 a.m. – 6:00 p.m. M-Th (Closed Fridays)

Town of Paradise Valley



QUICK TELEPHONE REFERENCE

Town Hall

General Information	480-948-7411
Telephone Device for Deaf (TDD)	480-483-1811
Town Manager/Mayor/Council	480-348-3690
Town Clerk	480-348-3610
Town Attorney's Office	480-348-3691
Budget & Finance	480-348-3555
Code Enforcement	480-348-3523
Human Resources	480-348-3520
Planning	480-348-3693
Post Office	480-348-3535
Building	480-348-3692
Building Inspections	480-348-3581
Public Works/Engineering	480-348-3695
Sewer, Fire and Alarm Billing	480-348-3518

Police

Emergency Fire Medical Ambulance	911
Dispatch 24/7	480-948-7410
Non-Emergency Information	480-948-7410
Report a Crime/Cancel False Alarm	480-948-7410
Administration	480-948-7418
TDD (Telephone Device for Deaf)	480-951-8430
Silent Witness	480-WITNESS

Fire Department

Emergency Fire Medical Ambulance	911
Non-emergency/General Information	602-495-5555

Municipal Court

General Information	480-404-7000
Photo Enforcement Program	480-948-7418

Utilities

Arizona Public Service	602-371-7171
Salt River Project	602-236-8888
Southwest Gas	602-861-1999
Cox Communications	602-277-1000
CenturyLink	800-954-1211

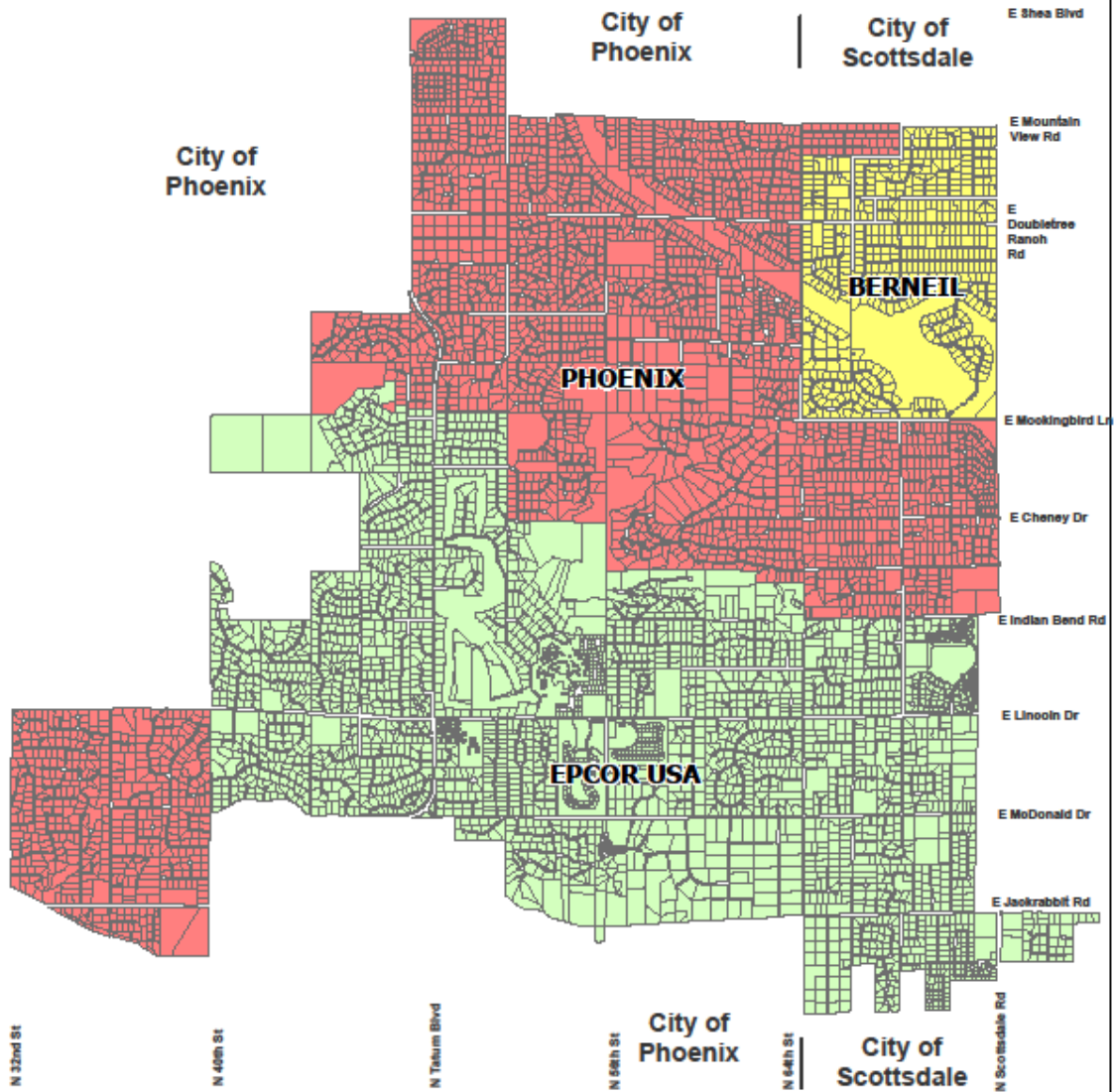
Water Companies

EPCOR USA Customer Service	800-383-0834
EPCOR (local)	480-948-3865
Berneil Water	480-947-5044
City of Phoenix	602-262-6251

Sewer Service	
Town of Paradise Valley	480-348-3518
City of Phoenix	602-262-6251
City of Scottsdale	480-312-2461
Septic (Town of Paradise Valley)	480-348-3528
Septic (Maricopa County)	602-506-3406
Trash & Recycling Collection	
Area Disposal	480-515-4300
Right Away Disposal (RAD)	480-983-9100
Republic Services	602-237-2078
Scott Waste Services	602-438-2243
Waste Management of Arizona	602-268-2222
Arizona Humane Society	602-997-7585
Maricopa County Animal Care & Control	602-506-7387
Maricopa County Recorder's Office	602-506-1511
Mosquitos (www.maricopa.gov/envsvc)	602-506-6616
Roof Rats (www.maricopa.gov/envsvc)	602-506-6616
Sewer Roaches	480-348-3528
Snakes (www.phoenixherp.com)	602-550-1090



Town of Paradise Valley, AZ Water Company Map



Legend
 EPCOR USA (800.383.0834)

Bernell Water (480.947.5044) Water Meter (480.966.5804 Brad)
 City of Phoenix (602.262.6251 Customer Service)
 PHX Water (water.customer.service@phoenix.gov)
 Water Leak (602.261.8000) PHX Sewer Dev Fee (602.495.5601)



TOWN COUNCIL

Terms, Elections and Qualifications

Elections for Town Council are in even numbered years. The primary election is held in August and the general election is held the first Tuesday in November. Six Council Members are elected at-large in nonpartisan elections for staggered four year terms. The Mayor is elected every two years.

In order to run for Council, candidates must be 18 years of age, a registered voter and resident of the Town for at least one year prior to the election.

For additional information on elections, voter registration or absentee ballots, visit www.recorder.maricopa.gov, or contact the Maricopa County Recorder's office at 602-506-1511, or call the Town Clerk's office at 480-348-3610.

Political Districts

U.S. Congressional District 6

State Legislative District 28

Maricopa County Supervisorial Districts 2 and 3

Meeting Schedule

The Town Council meets on the second and fourth Thursday of each month, except November and December when meetings are held the first and third Thursdays. The Council does not meet during July and August. Council meetings generally start with a work/study session and are held at Town Hall in the Council Chamber. Meeting agendas are posted on the bulletin board in the lobby at Town Hall. Council and Planning Commission meetings are broadcast live by video on the Town's website. Meeting agendas and minutes are posted online, and you may also request to speak at a public meeting or comment on an agenda item. To verify the meeting times, call the Town Clerk's office at 480-348-3610 or check the Town's website www.paradisevalleyaz.gov.

RESIDENT VOLUNTEERS

The Town has many volunteer opportunities for its residents. In fact, Paradise Valley has the rare distinction of have more volunteers than paid employees. Appointments are made in March and terms are two, three, or four years. In addition to the Town Council and Municipal Court Judges, below are some of the Town's boards, committees and commission that are also comprised of resident volunteers.

Board of Adjustment

The Board of Adjustment reviews variances from the Town's zoning code. The Board meets the first Wednesday of each month, as needed, at Town Hall in the Council Chamber. Meeting agendas and minutes are posted online on the Town's website.

Planning Commission

The Planning Commission reviews land use planning and specific land development proposals. Planning Commission meetings are held the first and third Tuesday of each month, as needed, at Town Hall in the Council Chamber. The meeting agendas and minutes are posted online and broadcast live by video on the Town's website. www.paradisevalleyaz.gov

Other resident volunteer committees: Hillside Building Committee, Arts Advisory Committee, Historical Advisory Committee, Advisory Committee on Public Safety, Public Safety Personnel Retirement System Board, Personnel Appeals Board, and Mummy Mountain Preserve Trust. Visit the Town's website for information on volunteer opportunities.

POSTAL SERVICES

The Town's post office is a USPS contract station located in the main Town Hall building and is equipped to handle all mail except bulk mail and C.O.D. Post office hours are 8:00 a.m. to 4:00 p.m., Monday through Friday, 480-348-3535. The Town's post office is occasionally closed for audits. Payment by cash, check and credit card. Two U.S. mail drop boxes and a FedEx box are located in the south area of the Town Hall parking lot. Mail to Town residents is delivered from the main post office at Hopi Station, 8790 East Via de Ventura, Scottsdale, Arizona, 480-998-9356. Post office mail boxes are only available at main post office locations. www.usps.com.

TAXES, REVENUES AND FEES

The Town does not assess a primary or secondary tax on properties located within its borders. However, property taxes for other political subdivisions are collected by Maricopa County, the State of Arizona and various public school and special districts.

The Town's revenue sources include sales and bed taxes from its resorts; a share of the State sales, income and gasoline taxes; charges for services such as building permit fees and annual franchise fees from utilities; and interest from investments.

The Town has several enterprise funds which means the services provided are paid for by the fees collected. One of these is a fire service fee that went into effect January 2013 to offset the cost of providing fire protection. The fire service fee is billed monthly on the Town's utility bill and is determined by the square footage of a home. Owners of undeveloped parcels and raw land are charged \$10/month. Other enterprise funds include sewer service and alarm monitoring. Failure to pay will result in a fine and possibly other penalties. For more information, please contact the Town's Sewer, Alarm and Fire Billing Department at 480-348-3518.

II. UTILITIES AND SERVICES

UTILITIES

- Cable TV** Cable television is provided by Town license agreement with Cox Communications 602-277-1000, and CenturyLink 800-244-1111.
- Electricity** Town residents are served by Arizona Public Service, 602-371-7171, or Salt River Project 602-236-8888.
- Natural Gas** Natural gas is available to some areas of Town through Southwest Gas Corporation, 602-861-1999. 24-hour emergency 602-484-5407.
- Telephone** Telephone service is provided by CenturyLink 800-244-1111, or Cox Communications 623-594-1142. Cell phone service is provided through a Distributed Antenna System (DAS) located strategically throughout Town in 42 faux cactus plants. Currently, the cell phone providers include AT&T, and Verizon. According to the Town's agreement with Crown Castle, other wireless providers may co-locate in the DAS.
- Sewer** Homes connected to sewers are served either by the City of Phoenix through direct individual service arrangements, or by the City of Scottsdale through a master Town contract. Homes not connected to a sanitary sewer have septic systems. For additional information on sewer and septic, call the Town's Engineering Department at 480-348-3528.
- Water** Water service is provided by one of three water utilities: City of Phoenix 602-262-6251, EPCOR USA 800-383-0834 or 480-948-3865, and Berneil Water Company 480-947-5044. For information on the water supplier for a residence, see map on page 6 or call the Engineering Department at 480-348-3528.

SERVICES

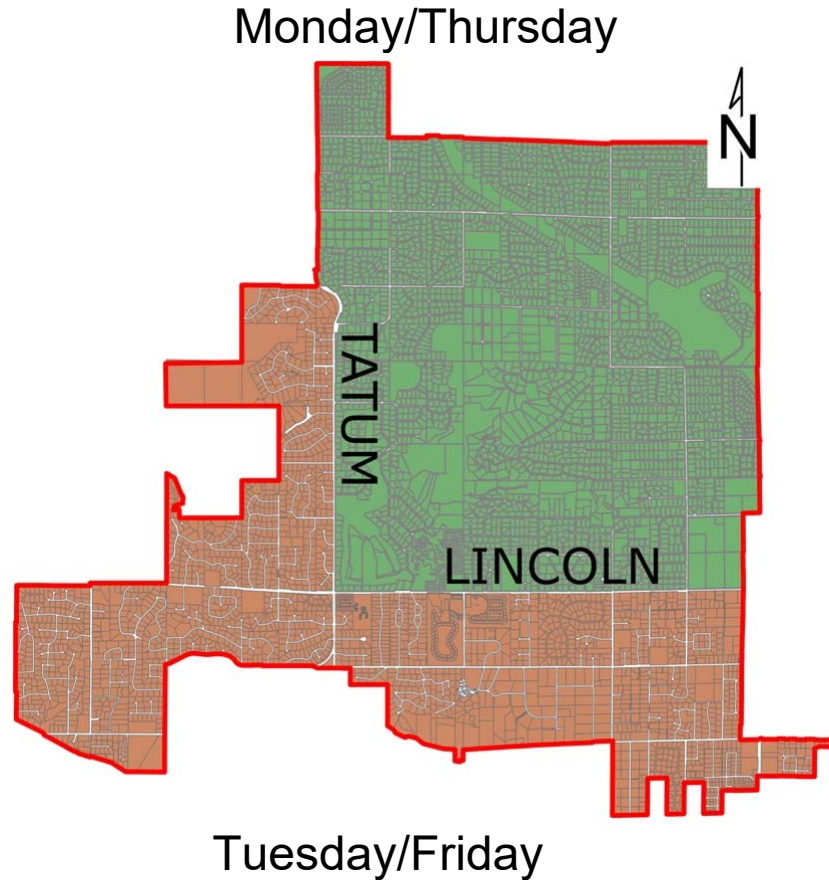
Trash and Recycling Collection

The Town does not provide solid waste and recycling collection. For this service residents subscribe to any one of five privately owned and licensed companies (see list on page 5).

Some providers will collect trash twice per week but are limited to the two authorized days, while other companies will collect trash once per week on one of the authorized days. Monday and Thursday for the green area on the map that is east of Tatum or north of Lincoln, and Tuesday and Friday in the orange area on the map that is west of Tatum or south of Lincoln. Containers may be placed at the curb the night before collection day, and must be removed and stored in a screened area by the end of collection

day. Trash companies may only operate between the hours of 6:00 a.m. and 6:00 p.m. All companies offer curbside recycling.

Below is a map showing when trash and recycling is collected in Paradise Valley.



Newspapers, cardboard and other paper may be taken to recycling containers at Kiva and Cherokee Elementary Schools.

Telephone books are collected annually in a container located in the Town's parking lot in front of the Public Works building. Only telephone books are to be placed in this container.

Paint can be recycled for a fee 602-276-7602, or it can be disposed of as trash once it has been hardened. To harden paint, add cat litter and let it dry. When paint is dry, leave lid off and dispose with regular trash. www.swm.maricopa.gov/Faq.aspx?QID=491.

Community Room

The Community Room is located in the Town Hall building south of the entrance lobby. It is available for meetings hosted by a Town resident who is a member of a non-profit organization or civic group. The meeting room capacity is 175. Audio visual equipment is available. Please contact the Town Manager's Office 480-348-3690 to reserve this room.

Library

Residents may apply for borrowing privileges through libraries in the cities of Scottsdale and Phoenix. www.scottsdalelibrary.org and www.phoenixpubliclibrary.org.

Sidewalks and Bike Lanes

Some areas of the Town have sidewalks for pedestrians, joggers and bicyclists. Many of the Town's primary streets also have painted bicycle lanes. Homeowners are responsible for keeping the sidewalk abutting their property free and clear of debris and obstacles.

Parks

Barry Goldwater Memorial, 6501 North Tatum Boulevard, at Lincoln Drive in Paradise Valley. The memorial is a small desert landscaped park dedicated to Barry Goldwater, a long-time resident and statesman. Goldwater was a U.S. Senator, presidential candidate, avid photographer and friend of the Native American community. A nine foot bronze statue by artist Joe Beeler stands in the native plant garden. Open daily from sunrise to sunset. Parking and entrance from Tatum Boulevard only.

Kiva Athletic Field, 6911 East McDonald Drive, just south of Kiva Elementary School in Paradise Valley. The field is open weekends to anyone for playing sports and is used for youth sports from 4:00 to 9:00 p.m. Monday – Friday. Other events are subject to a special event permit filed at Kiva School, City of Scottsdale, and Town of Paradise Valley. For more information call 480-348-3523. No dogs allowed ARS-13-1502A1.

McCormick-Stillman Railroad Park, 7301 East Indian Bend Road, in the City of Scottsdale. This park has a memorial pavilion with a nine foot bronze sculpture titled "Giddy-Up Daddy" honoring Paradise Valley resident, Bil Keane (1922-2011). Keane was the creator of the Family Circus cartoons. The statue was placed in this family park where many people, especially children, can enjoy it. www.therailroadpark.com

Echo Canyon at Camelback Mountain, 4925 East McDonald Drive, and Cholla Trail, 6131 East Cholla Lane, both in the City of Phoenix. Parking lot and hiking trails are open from sunrise to sunset daily. www.phoenix.gov/parks/trails/locations/camelback

Schools The Town's two public schools are in the Scottsdale Unified School District #48 Education Center, 3811 North 44th Street, Phoenix, Arizona 85018, 602-952-6100. Kiva Elementary School, 6911 East McDonald Drive 480-484-2200, and Cherokee Elementary School, 8801 North 56th Street 480-484-8700 are located within the Town. For a complete list of schools, go to www.susd.org

Residents living west of Tatum Boulevard and south of Lincoln Drive are served by Creighton Elementary School District, 2702 East Flower, Phoenix, 602-381-6000 and Phoenix Union High School District, 4502 North Central Avenue, 602-271-3100.

There are also several private, charter and parochial schools located in the Town.

Street Maintenance

The Public Works Operations Department 480-348-3695 is responsible for maintaining the Town's infrastructure which includes: repair and maintenance of the Town's public streets, recreation paths, facilities; traffic signal maintenance, installation of roadway and street signs, landscaping on center median islands, Town Hall complex and the Goldwater Memorial.

Local Newspaper

The Town of Paradise Valley Independent is published weekly and mailed directly to homes in the 85253 area code. Call 623-445-2777 or 1-800-282-8586, or visit www.arizona.newszap.com.

Maps

Street address maps, parcel data, history of ownership and other information can be found on the Maricopa County Assessor's website www.maps.mcassessor.maricopa.gov. Maps of the Town's homeowners associations, bike paths, sewer service areas, water districts, wireless sites, and zoning are on the Town's website www.paradisevalleyaz.gov.

Public Transportation

Valley Metro buses run along Tatum Boulevard and Scottsdale Road www.valleymetro.org.

Marriage Licenses

Marriage licenses are issued by Maricopa County. The closest location is the Northeast Regional Court Center 602-506-3360, 18380 N. 40th Street, Phoenix, AZ 85032.

www.clerkofcourt.maricopa.gov/marlic.asp.

Passports

The City of Scottsdale provides convenient walk-in passport services at One Civic Center Building - Business Services, 7447 East Indian School Road, Suite 110, 480-312-7277.

www.scottsdaleaz.gov/passports

Hazardous Waste

Information on the disposal of household hazardous waste materials may be obtained by contacting the Public Works Department at 480-348-3695, or

www.paradisevalleyaz.gov/zzz/household-hazardous-waste

Notary Public

Notary Public services are available at Town Hall or at the Police Department free of charge.

Social Media Outreach/Town Hall

- Twitter: @ParadiseVallAZ
- Youtube: Paradi5eValleyAZ
- Facebook: ParadiseValley.AZ

OTHER SERVICES

See the Public Safety section (pages 15-19) for services provided by the Town's Police Department (alarm monitoring, vacation watch, fingerprinting, paper shredding, drug disposal program, etc.).

III. RESIDENT AND NEIGHBORHOOD RESPONSIBILITIES AND PROGRAMS

Dumping and Littering

It is a violation of the Town code to dump dirt, rubbish, landscape clippings and construction debris on Town streets, public rights of way or on private property. Residents are asked to contact the Town's Code Enforcement Officer at 480-348-3523 to report a dumping or littering violation.

Drainage Washes

Residents are responsible for keeping all drainage ways and washes on private property clean and clear of debris. It is a violation of the Town code to impede the flow of water in any natural waterway or drainage easement in the Town. An unmaintained wash cannot only result in flooding your home, but it can also affect your neighbor's home. The natural drainage must not be altered in any way, and the point of entry/exit of the water running through a property must not be changed. To report an unmaintained wash call 480-348-3523.

Fire Hydrants

It is the responsibility of the property owner to keep fire hydrants on or immediately adjacent to their property clear of vegetation and debris. There must be a minimum of 3 feet clearance around all fire hydrants.

Grading

Property owners may not grade their property without approval from the Town Engineer. A grading plan must be submitted to the Town's Community Development Department for approval prior to starting any grading or drainage alterations.

Special Event Permits

Special events such as parades, runs, block parties, film production and other activities which temporarily use tents or other temporary structure, valet service and/or public street parking may require a special event permit. Special event permits are only issued to property owners hosting the event. For more information contact the Code Enforcement Officer 480-348-3523.

Landscaping Guidelines

The Town has landscaping guidelines that lists native trees and shrubs that promote a desert vegetation environment. Residents wishing to follow these guidelines for their property can obtain the list from the Community Development Department at Town Hall.

<http://paradisevalleyaz.gov/documentcenter/view/37>

IV. PUBLIC SAFETY

POLICE SERVICES

Police service is available 24 hours a day, 7 days a week. The front doors of the building are locked between 10:00 p.m. and 6:00 a.m. but persons can enter the building by contacting the dispatcher via intercom during those hours, or calling 480-948-7410.

Police, Fire, Ambulance	911
Dispatch 24/7, report a crime, cancel false alarms	480-948-7410
Non-Emergency Information to Dispatch	480-948-7410
Administration and Non-Emergency	480-948-7418
TDD (Telephone Device for Deaf)	480-951-8430
Police Department website	www.paradisevalleypd.com

HOME AND NEIGHBORHOOD SECURITY

CodeRED® Notification Program

The CodeRED® system notifies subscribers of AMBER alerts, hazardous road conditions, storm water advisories, evacuation alerts and other information. To enroll call 480-948-7418 or 480-948-7410.

<https://public.coderedweb.com/cne/en-US/BF125D4E5808>.

LeadsOnline

Paradise Valley Police Department subscribes to LeadsOnline, a service that helps police solve crimes. Go to www.reportit.leadsonline.com to create an account and keep a secure, online record of valuable property, accessible from anywhere.

Smart911™

Smart911™ is a database that may include family member information, photos, medical conditions, disabilities, and addresses to assist dispatch in the event of an emergency call. www.smart911.com

Safe Exchange Zone

Two parking spots marked by signage as a Safe Exchange Zone are located directly in front of the police station and are monitored by security cameras 24/7. This is a safe place where online purchases can be concluded, or a place where families with visitation rights can make the custodial exchanges. If a resident is still uncomfortable, they can always use the police department lobby.

You Are Not Alone (YANA)

YANA is a free program offered to Paradise Valley seniors who have limited family or community contacts. Paradise Valley seniors interested in becoming a YANA participant can register with the Paradise Valley Police Department by calling 480-948-7418.

Social Media Outreach/Police Department

The Police Department offers various ways to alert residents on issues in their neighborhood. Whether it's a crime that just occurred, locating a child that has gone missing, a hazardous material situation, major road closures, or any other instance where the public needs to be aware, the Police Department will contact you in a manner you would like to be notified.

- Notify Me – receive email notifications or a text message every time the Police Department updates its “Press Release” section www.paradisevalleydpd.com/list.aspx
- Facebook – @PVPolice or www.facebook.com/PVPolice
- Twitter – @PVPolice or www.twitter.com/PVPolice
- Smart Phone “my PD app” will allow you to keep in contact with the Police Department. For example, you can take and send photos of graffiti directly to the Police Department for action. Search for and download the free “my PD app” and select Paradise Valley Police Department.
- Nextdoor.com is a private, free and secure social network site used by the Paradise Valley Police Department. The police department and residents use Nextdoor to discuss community issues, crime and safety concerns or to post. www.paradisevalley.nextdoor.com

Alarm Monitoring

Alarm monitoring service is available from the Police Department for a monthly subscription fee. Residential alarm signals are directly monitored, dispatched, and responded to by Paradise Valley Police Officers. For additional information on the Town's alarm monitoring service, contact the Town's Alarm Support Specialist at 480-948-7418.

False Alarms

One free false alarm is allowed in a calendar year. To cancel a false alarm and avoid a false alarm fee, immediately call 480-948-7410, day or night.

Graffiti Removal

To report graffiti call Police Dispatch at 480-948-7410 for prompt removal.

Vacation Watch

Vacation watch service is provided to all Town residents upon request. Residents can go online to print a vacation watch form and drop it off at the Police Department, or submit the form electronically. Police officers will conduct periodic checks of your home while you are away for one week or longer. www.paradisevalleyaz.gov

Crime Prevention

The Town's Community Resource Officer (CRO) is available to conduct neighborhood safety and crime prevention meetings for residents upon request. Presentations and community events include VIN etching; Watch Your Car Program; identity theft prevention; computer, cell phone and battery recycling; bicycle safety; paper shredding; firearm safety programs; and other events. To schedule a community event for your neighborhood contact the CRO 480-348-3567.

Door-to-Door Solicitation

Except for non-profit organizations, solicitors are required to register with the Town of Paradise Valley Police Department and get a solicitation permit. If a resident is unsure if a solicitor is permitted, promptly call the Police Department 480-948-7410. To discourage unwanted solicitors, canvassers and peddlers, residents may post "No Trespassing" signs.

TRAFFIC AND PARKING

Speed Limits

Speed limits are clearly posted on Town streets and are strictly enforced by conventional radar, photo radar and red light camera systems. Photo enforcement citations are processed by contract with Redflex and mailed to the registered owner of the vehicle. Residents may sign a waiver allowing officers to park on their property to monitor traffic violations in their neighborhood. Residents and neighborhood groups may also request speed display trailers or a mobile photo radar unit for streets with excessive speeding. For additional information, call the Paradise Valley Police Department 480-948-7418, or visit <http://www.paradisevalleyaz.gov/153/PhotoRadar>

Traffic Complaints

To report traffic problems call the Town's Police Department at 480-948-7410.

Parking Permits

A number of neighborhoods have posted parking restrictions. Temporary parking permits for special occasions are available from the Police Department.

VEHICLE RESTRICTIONS

Motorbikes, Motorized Skateboards and Trucks

It is unlawful to operate any motor vehicle, motorcycle or mini-bike on the private property of another without the permission of the owner; on Town streets without a valid driver's license; and on any recreation path, public sidewalk or canal bank.

Motorized skateboards may not be operated on sidewalks, or on streets with speed limits higher than 25 miles per hour, or on McDonald Drive. No one under the age of 14 may operate a motorized skateboard. A safety helmet and footwear are required.

The Town prohibits all trucks weighing more than 10,000 pounds from using Town streets except for local deliveries.

ANIMALS

Horses

Some subdivisions have deed restrictions which prohibit horses. The Town allows two horses for each full acre in zoning districts R-175 and R-43. It is the resident's responsibility to contain their horses within their property.

Dogs

Dog licensing is under the jurisdiction of Maricopa County Department of Animal Care and Control 602-506-7387. Dogs must be licensed every year and have a rabies vaccination every three years.

Leash Law and Animal Waste

The Town has a leash law which requires that dogs be physically restrained or under the control of the owner or qualified trainer at all times. The Town Code mandates the immediate picking up and removal of animal waste.

Animal Noise

The owners of animals or fowl whose noise annoys neighbors may be subject to civil or criminal prosecution, or the Town may issue an Order of Abatement. To report a complaint or for information about the report-filing process, call the Police Department at 480-948-7410.

Lost Pets

Call the Police Department dispatcher at 480-948-7410 to inquire if a pet has been brought to the station or is being kept by a resident. Lost pets are posted on the PD Facebook site. For other animal issues contact Maricopa County Animal Care and Control at 602-506-7387.

SPECIAL SERVICES

Fingerprinting

The Police Department performs fingerprinting services for Town residents Wednesdays only between 3:00 pm to 3:30 p.m. for a fee. Individuals being fingerprinted must provide cards from the agency requesting fingerprints. For additional information call 480-948-7418.

Police Volunteers

The Police Department uses Paradise Valley resident volunteers for Homeland Security/Crime Prevention and for special events. There is a standard application and screening process for all volunteers that includes fingerprinting and a background investigation. Residents interested in serving should contact the Town's Community Resource Officer who supervises the program at 480-348-3567.

Shredding

The Town has a paper shredding program for its residents twice a year. Residents can take items to a shredder located in the Town Hall parking lot. To find out when the next shredding event will take place, call the Town's Community Resource Officer 480-348-3567, or visit www.paradisevalleypd.com.

Drug Disposal Program

The Town has a permanent unused prescription drug disposal program. To dispose of an expired prescription and/or over the counter medications, ointments and vitamins, residents are encouraged to use the secure drop off box conveniently located in the Police Department lobby, 6433 East Lincoln Drive. Anyone can drop off unwanted drugs at any time day or night, no questions asked. For more information about this program, please contact the Town's Community Resource Officer at 480-348-3567.

Community Policing

Paradise Valley police officers are encouraged to get to know the residents and neighborhoods they patrol. The Town is divided into three geographical areas where officers patrol the same neighborhoods so they get to know the residents and area well. The goal of community policing is to work with residents to identify and resolve any unique issues that may affect that neighborhood and/or the Town as a whole. Community policing also stresses prevention, early identification, and timely intervention to deal with problems.

Coffee With A Cop

The Town's Community Resource Officer is available to meet with residents one-on-one, or facilitate neighborhood informational meetings at Town Hall to discuss topics that promote crime prevention and awareness. To schedule a one-on-one or neighborhood meeting, please call 480-348-3567 www.paradisevalleyaz.gov/411/Community-Resource-Officer

V. FIRE SAFETY

FIRE DEPARTMENT

The Town of Paradise Valley and the City of Phoenix have an intergovernmental agreement for fire protection services. The Town's two fully equipped fire stations are operated by Phoenix firefighters. The operating costs of the fire stations are shared by both entities. Every Phoenix fire engine has two paramedics on board.

LOCATIONS

Fire Station No. 1 8444 North Tatum Boulevard, Paradise Valley, Arizona, 85253 (Pumper 91)
Fire Station No. 2 6539 East Lincoln Drive, Paradise Valley, Arizona, 85253 (Pumper 92)

PHONE NUMBERS

Fire & Medical Emergency 911
Non-emergency/General Information 602-495-5555

AMBULANCE SERVICE

The Town has contracted with PMT for ambulance service. For any medical emergency, call 911.

WEEDS

Fire prevention and Town aesthetics are shared responsibilities. Property owners and tenants are required to keep their property and the land between their property and the street or road free from weeds and from the accumulation of rubbish, debris and other matter. It is a violation to have weeds, brush, grass or other dry vegetation grow to a height of more than 6 inches. Absentee owners of undeveloped lots or vacant homes should arrange for property maintenance. Contact the Code Enforcement Office at 480-348-3523 to report a violation.

BURNING

Because of a fire hazard, outdoor burning of trash, tumbleweeds and other brush is prohibited.

ADDITIONAL SERVICES

Fire Sprinkler Inspections

The Town's Community Development Department provides fire sprinkler inspections for a fee. For more information, call 480-348-3692.

Blood Pressure Checks

Phoenix Fire Department provides free blood pressure checks at both fire stations, when the fire crew is available.

Classes

CPR/AED/First Aid Training

Phoenix Fire Department conducts combined classes in CPR/AED and CPR/First Aid for a fee. Classes are offered to groups of 8 or more and can be held at your home or in the Town Hall Community Room.

Participants receive certification cards at the end of training. Contact the Phoenix Firefighters Union 602-277-1500 to schedule a class and 480-348-3690 to reserve the Community Room.

Babysitter Certification

Phoenix Firefighters Union has Babysitter Certification Classes for a fee at different locations for groups of 8 or more. Participants must be 10 or older. Students learn CPR and what to do in emergencies to keep the children they watch safe and to keep themselves safe as well.

Participants receive a 2-year certification card. Call Crystal Allman at 602-277-1500 to schedule a class.

VI. MUNICIPAL COURT

LOCATION AND JURISDICTION

The Paradise Valley Municipal Court building is located at 6517 East Lincoln Drive, Paradise Valley, Arizona, 85253. The Court is part of the State of Arizona Judicial System. The Court's jurisdiction includes civil traffic, criminal traffic and misdemeanors, Town of Paradise Valley code violations and juvenile offenses. All offenses filed in the Municipal Court must have occurred within the Town limits.

HOURS OF OPERATION

The Town's Municipal Court building is open from 7:00 a.m. to 6:00 p.m., Monday through Thursday, closed on Friday. 480-404-7000 or visit www.paradisevalleyaz.gov/municipalcourt

PHOTO ENFORCEMENT CITATIONS

For information on traffic citations issued by Paradise Valley's Photo Radar Enforcement Program, call the Municipal Court 480-404-7000 or the Town's Police Department 480-948-7418.

PROTECTIVE ORDERS

Upon filing a petition to the Municipal Court, protective orders may be issued. These orders include protection in harassment and domestic violence cases. The incident need not have occurred within the Town to qualify for a protective order to be issued by this Court.

VII. COMMUNITY DEVELOPMENT

BUILDING

The Town of Paradise Valley's building and zoning regulations and practices may be more restrictive than other communities. Residents purchasing property in the Town for development, significant remodeling, or for investment, are advised to become familiar with the Town's zoning ordinance, and the Town's policies and practices relating to development.

All construction related activities require a building permit issued by the Town. Development must be in conformance with the adopted Building Codes. For Building Code information, please contact the Community Development Department at 480-348-3692.

ZONING

The Town is primarily zoned for single-family residential use, allowing one home per lot. Most of the Town is zoned R-43, which means the size of each lot must be at least one acre. Some areas of Town are zoned R-175 residential 4 acres, R-35 residential 35,000 sq. ft., R-18 residential 18,000 sq. ft.-and R-10 residential 10,000 sq. ft. There are also some residential lots that are zoned R-43, but were less than one acre when they were annexed into the Town. These properties are called non-conforming lots and are legal because of pre-existing conditions.

Any land use other than residential must be within an authorized Special Use Permit district, which may only be granted after public hearings before both the Planning Commission and the Town Council. Some currently authorized special uses include religious facilities, resorts, private schools, medical clinics, and golf courses.

The Town's Zoning Ordinance contains information on building and structure heights, setbacks and floor area ratios. For additional zoning information, please refer to www.paradisevalleyaz.gov, or call the Community Development Department at 480-348-3692.

HILLSIDE CONSTRUCTION

Applications for hillside construction and remodeling must be approved by the Hillside Building Committee prior to issuance of a building permit. All painting of homes, roofing, outdoor lighting, walls and fences, lot disturbance, and landscaping must be approved by the Town. For more information see the Hillside Building Ordinance or call the Building Department at 480-348-3692.

FLOOD CONTROL

The Phoenix area is subject to periodic serious flooding. The Town has implemented effective flood control measures in recent years. The Town has a Flood Plain Ordinance mandating strict controls on construction in areas subject to flooding. No construction of any kind is permitted within Indian Bend Wash.

RIGHT-OF-WAY MAINTENANCE

Property owners are responsible for the maintenance in the right-of-way abutting their property, including the trimming and watering of landscaping. The property owner's responsibility includes the area located between the property line and the curb line.

It is unlawful to construct anything in the Town right-of-way without the Town's written permission. Before commencing any construction on the Town right-of-way, such as a mailbox or driveway marker, residents must contact the Town's Public Works/Engineering Department 480-348-3695. Walls, fences, and entry gates are totally prohibited in the right-of-way.

MAILBOX PLACEMENT

Mailboxes may be constructed in the right-of-way after the issuance of an encroachment and building permit. Mailboxes must not exceed 2 feet by 2 feet in size and 5 feet 4 inches in height. Permits for mailboxes may be obtained at the Community Development Department 480-348-3692.

OUTDOOR LIGHTING

Tennis court lights, safety lights, and other outdoor lighting are permitted subject to certain restrictions. For hillside development, outdoor lighting design standards for buildings and landscaping are regulated by the Hillside Building Ordinance. Residents should contact the Building Safety Manager 480-348-3631 if any outdoor lighting is contemplated.

DUST CONTROL VIOLATIONS

Land clearing, earth moving and using mechanized equipment generates dust in our residential neighborhoods. To report uncontrolled blowing dust call Maricopa County Air Quality Department Complaint Hotline 602-372-2703.

VIII. CODE ENFORCEMENT

COMPLAINTS HOTLINE

For zoning or other code violations, call the Code Enforcement Officer at 480-348-3523.

SIGNS

The Town prohibits the placement of any structure or sign in the public rights-of-way, except for political signs, which are still subject to certain limitations. Unauthorized structures or signs in the rights-of-way are dangerous and cause a distraction to motorists. All signs on private property must be in accordance with Article XXV Signs of the Town Zoning Ordinance. To report sign violations call 480-348-3523.

YARD SALES

Garage, yard or estate sales must be held within the homeowners property lines and limited to the hours between 7:00 a.m. and 5:00 p.m. The garage, yard or estate sales must sell items that are related to residential use of that property and goods or items must not be brought in from a commercial enterprise or business for the specific purpose to sell or auction. All signage must be placed back from the curb a minimum of 10 feet and must be removed at the end of the daily allowed hours. No signs are to be placed on medians or sidewalks. No balloons or flags should be attached to the signs.

HOME OCCUPATION/BUSINESS LICENSE/HOME RENTALS

Certain home occupations in single-family dwellings may be allowed subject to the regulations in Article XVI of the Town's Zoning Ordinance. Please contact the Town Clerk's office at 480-348-3690 to inquire about a home occupation business license. Property owners who rent their home will also need a business license.

DRAINAGE WASHES

Residents are responsible for maintaining and keeping clean and clear all drainage ways and washes on their property even if the wash is located outside a wall but within their property line. Washes must be maintained or restored to their natural condition as needed year round. It is unlawful to impede the flow of water in any natural waterway or drainage easement in the Town.

SCREENING VEHICLES

Inoperable vehicles, trailers, boats, motor homes, and other similar vehicles must be properly stored and screened from public view.

POOLS AND OTHER BODIES OF WATER

All pools, spas, fountains, or other bodies of water must be properly maintained and must not create a safety hazard, harbor insect infestation, be polluted, or become stagnant.

All new pools and other bodies of water with a depth of 18 inches or greater must be protected by an enclosure meeting the requirements of Article V of the Town Code. However, a five-foot barrier above grade for new or old swimming pools measured on the side which faces away from the swimming pool, is recommended. These design barriers are intended to provide protection against potential drownings and near drownings. For more information, contact the Code Enforcement Officer 480-348-3523.

LANDSCAPE MAINTENANCE

All landscaping including the right-of-way must be maintained in a healthy condition and must not contain weeds, dry or dead vegetation. Property owners and tenants are required to keep all weeds, grasses and other noxious growth cut and removed from the property. Trees and other plants need to be trimmed so branches do not hang over sidewalks or the right of way. Accumulation of rubbish, debris and other unsightly matter must not be kept on property.

CORNER VISION

Corner vision code standards must be strictly adhered to at and near street intersections. For public safety, the Town Code sets limitations on the height of fences, walls, gateways, ornamental structures, hedges, shrubbery, and other items on corner lots. To report corner vision obstructions contact the Code Enforcement Office 480-348-3523.

Also see Resident and Neighborhood Responsibilities and Programs on Page 14 for more information.

INDEX

Administrative Staff	2	Motorbikes & Skateboards	18
Alarm Monitoring/False Alarms	16	Municipal Court	2,4,22
Ambulance Service	4,15,20	MVD Kiosk	22
Animals	18	Notary Public Service	13
Arizona Humane Society	5	Outdoor Lighting	24
Blood Pressure Checks	21	Parking Permits	17
Board of Adjustment	7	Parks	11,12
Building and Zoning	23	Passports	13
Burning	20	Photo Enforcement Citations	22
Classes	21	Planning Commission	8
Code Enforcement/Complaints	25	Police Information	4,15
Code Violations	14,20,26	Police Volunteers	19
CodeRED® Notification Program	15	Political Districts	7
Coffee with a Cop Program	19	Pools & Other Bodies of Water	26
Community Policing	19	Post Office	2,4,8
Community Room	11	Protective Orders	22
Corner Vision	26	Public Transportation	12
Crime Prevention/Safety	17	Quick Telephone Reference	4,5
Door-to-Door Solicitation	17	Recycling Collection	9
Drainage Washes	14,25	Resident Volunteers	7
Drug Disposal Program	19	Right-of-Way Maintenance	24
Dumping and Littering	14	Roof Rats/Sewer Roaches	5
Dust Control Violations	24	Safe Exchange Zone	15
Elected Officials	2	Schools	12
Elections/Voter Registration	7,22	Screening Vehicles	26
Fingerprinting	19	Sewer/Septic Service	5
Fire Department	4,20,21	Shredding	19
Fire Hydrants	14	Sidewalks & Bike Lanes	11
Fire Service Fee	8	Signs	25
Fire Sprinkler Inspections	21	Smart911	16
Flood Control	14,24	Social Media	13,16
General Information	2	Special Event Permits	14
Grading	14	Speed Limits	17
Graffiti Removal	16	Street Maintenance	12
Hazardous Waste	13	Taxes, Revenues & Fees	8
Hillside Construction	23	Telephone Numbers	2,4,5
Landscape Maintenance	26	Town Council Meeting Schedule	7
Landscaping Guidelines	14	Town Map	3
LeadsOnline	15	Traffic Complaints	17
Library Information	11	Trash Collection & Map	9,10
Licenses	25	Utilities	4,9
Local Newspaper	12	Vacation Watch	16
Mailbox Placement	24	Volunteers	7,19
Maps	12	Water Companies	4,9
Maricopa County Animal Control	5	Water Company Map	6
Marriage Licenses	13	Weeds	20
Mayor/Council	2	Yard Sales	25
Mosquitos/Snakes	5	You Are Not Alone (YANA)	15