

TOWN OF PARADISE VALLEY

RESIDENT GUIDE

Town of Paradise Valley
6401 E Lincoln Dr
Paradise Valley, AZ 85253
(480) 948-7411
www.paradisevalleyaz.gov

Paradise Valley Police Department
6433 E Lincoln Dr
Paradise Valley, AZ 85253
(480) 948-7418
www.paradisevalleyaz.gov/police

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

INTRODUCTION

Welcome to the Town of Paradise Valley. This *Resident Guide* provides general information on Town services available to residents. If you have questions that are not covered in this booklet, please call the Town Hall at (480) 948-7411, press 0 for the attendant, and you will be directed to the appropriate department.

Paradise Valley is a residential community of 16.5 square miles, with a population of 14,200, and approximately 5,500 homes. There are very few businesses within the Town limits, other than resorts, churches, schools and other commercial properties that existed before incorporation. Residents enjoy and appreciate the peaceful and quiet surroundings, as well as unobstructed views of the mountains.

The Town has a Council/Manager form of government, with 96 permanent and part time employees. Elections for Council seats are held every two years using a "vote by mail" ballot process. Many residents serve the community on a volunteer basis either as elected members of the Town Council, by appointment to the Town's boards, commissions and committees, or as judges in the Municipal Court.

Residents are always invited to attend Town Council meetings, or any other public hearings held at Town Hall. Notices of public meetings and agendas are posted on the Town's web site at www.paradisevalleyaz.gov or on bulletin boards located in the lobby of Town Hall and the Post Office and at the southwest corner of the Town Hall parking lot at Lincoln Drive and Invergordon Road. Residents may contact Town staff or Council members by phone, e-mail or postal mail. Addresses and phone numbers are provided in this *Guide*, along with contact information for private firms, utilities and other agencies that provide services to Town residents.

I. TOWN GOVERNMENT

TOWN COUNCIL

Vernon B. Parker, Mayor
Virginia “Jini” Simpson, Vice Mayor
Bernie Barry, Council Member
Ron Clarke, Council Member
Mary Hamway, Council Member
Pam Kirby, Council Member
Scott LeMarr, Council Member

ADMINISTRATIVE STAFF

James C. Bacon Jr., Town Manager
John Bennett, Police Chief
Andrew Cooper, Public Works Director
Eva Cutro, Planning & Building Director
Lenore P. Lancaster, Management Services Director
William C. Mead, Town Engineer
Andrew M. Miller, Town Attorney
Jeanette Wiesenhofer, Court Services Director

KEY FACTS

Incorporation Date: May 24, 1961
Population: 14,215
Area: 16.5 square miles
Borders: Shea Blvd to the north; Scottsdale Rd to the east;
32nd St to the west; Chaparral Rd to the south
Mailing Address: 6401 E Lincoln Dr
Paradise Valley, AZ 85253
Internet Address: www.paradisevalleyaz.gov
Information: (480) 948-7411 (Town Hall) or (480) 948-7418 (Police)
Police, Fire or Medical Emergency: 911
Type of Government: Council/Manager
Political Districts:
U.S. Congressional District Number 3
State Legislative District Number 11
Maricopa County Supervisorial Districts Numbers 2 and 3

TOWN COUNCIL

Terms, Elections and Qualifications

The seven Council members are elected to serve overlapping four year terms. The Mayor is elected by the Council every two years at the first meeting in June.

Elections for Town Council are held in even numbered years. The primary election is held on the second Tuesday in March and the general election, if necessary, is held the third Tuesday in May.

By Arizona law, Town elections are nonpartisan. Candidates must be 18 years of age, a registered voter and resident of the Town for one year.

For additional information and voter registration forms, contact the Town Clerk's office at (480) 348-3610.

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. Council meetings start at 7:00 pm and are held at Town Hall in the Council Chamber.

CITIZEN COMMITTEES

The **Board of Adjustment** meets the first Wednesday of each month, as needed, at 6:00 pm at Town Hall in the Council Chamber. The Board hears code compliance cases and variances from the zoning code.

The **Planning Commission** meets the first and third Tuesday of each month at 7:00 pm at Town Hall in the Council Chamber. The Commission reviews land use planning and specific land development proposals.

POSTAL SERVICES

The Town's contract Post Office is located at Town Hall and is equipped to handle all mail except bulk mail and C.O.D. The hours are 8:00 am until 4:00 pm, Monday through Friday. The mail drop for after hours mail is located in the south area of the Town Hall parking lot.

Mail to residents is delivered from the Hopi Station located at 8790 East Via de Ventura, Scottsdale, AZ. Post office mail boxes are available at main post office locations.

TAXES AND REVENUES

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

The main sources of revenue include sales and bed taxes, a share of the state sales, income and gasoline taxes, permit fees, annual franchise fees from utilities, and interest from investments.

The Town of Paradise Valley Municipal Property Corporation (MPC) was formed in 1993. In 1998, the MPC issued \$9.17 million of tax-exempt bonds to finance the acquisition of sewage treatment infrastructure.

In May 2006, the Town voters approved Proposition 400 to adjust the state-imposed expenditure limitation for the Town.

QUICK TELEPHONE REFERENCE

Town Hall

General Information	(480) 948-7411
TDD	(480) 483-1811
Mayor/Council	(480) 348-3690
Town Manager	(480) 348-3690
Town Clerk	(480) 348-3610
Town Attorney	(480) 348-3691
Human Resources	(480) 348-3520
Engineering	(480) 348-3694
Planning & Zoning	(480) 348-3693
Building	(480) 348-3692
Building Inspections	(480) 348-3630
Public Works/Streets	(480) 348-3695
Utility Billing	(480) 348-3518
Code Violations	(480) 348-3551

Municipal Court

General Information	(480) 948-7620
Court Services Manager	(480) 348-3519

Police

Emergency	911
General Information	(480) 948-7418
TDD	(480) 951-8430
Public Safety Administration	(480) 948-7418

Crime Stop and Alarm Cancellations	(480) 948-7410
Silent Witness	(480) WITNESS
Alarm Monitoring Office	(480) 348-3537
Traffic Enforcement	(480) 348-3686

Fire Department

Emergency	911
Non-emergency	(480) 606-3257
General Information	(480) 627-6900
Subscription Information	(480) 627-6200
Snakes and Bees	(480) 994-3886

Utilities

Arizona Public Service	(602) 371-7171
Salt River Project	(602) 236-8888
Southwest Gas	(602) 861-1999
Cox Communications	(602) 277-1000
Qwest Communications	(800) 244-1111

Trash Companies

Arizona Sanitation Services	(480) 736-0201
Paradise Waste	(602) 237-2078
Waste Management	(602) 268-2222
Scott Waste Services	(602) 438-2243

Water Companies

Arizona-American	(480) 948-5410 or (480) 948-3865
Berneil	(480) 947-5044
City of Phoenix	(602) 262-6251

II. UTILITIES AND SERVICES

UTILITIES

- Cable TV** Cable television is provided by Town license agreement with Cox Communications, (623) 594-9390, and Qwest Broadband Services, Inc., (800) 244-1111.
- Electricity** Town residents are served either by Arizona Public Service, (602) 371-7171, or Salt River Project, (602) 236-8888.
- Gas** Natural gas is available to some areas of Town through Southwest Gas, (602) 861-1999.
- Phone** Telephone service is provided by Qwest, (800) 244-1111, or Cox, (623) 594-1142. For information on other telephone and long distance services, check the Yellow Pages Directory.
- 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 sewer are served by septic systems.
- Water** Water service to homes is provided by one of three water utilities: City of Phoenix, Arizona American Water Company or Berneil Water Company. For information on the water supplier for a residence, contact (480) 348-3694.

SERVICES

- Library** Town residents are served by the Maricopa County Library, 17811 N 32nd St, (602) 506-2950. Reciprocal borrowing privileges are also available through libraries in the cities of Scottsdale and Phoenix.

Sidewalks/Bike Lanes

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

- Schools** Most residents are served by Scottsdale Unified School District #48, Education Center, 3811 North 44th Street, Phoenix, Arizona

85018, (602) 952-6100. Kiva Elementary School and Cherokee Elementary School are located within the Town. For specific information contact the Scottsdale Unified School District at 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.

Streets The Public Works Department provides routine street maintenance including periodic patching and sweeping. Each year several miles of streets are resurfaced with an asphalt or slurry seal.

Transportation

Public bus routes in Town run along Tatum Boulevard and Scottsdale Road.

Garbage/Recycling

Solid waste collection is provided by privately owned companies. Residents can subscribe to any one of the following licensed companies:

Arizona Sanitation Services	(480) 736-0201
Paradise Waste	(602) 237-2078
Waste Management	(602) 268-2222
Scott Waste Services	(602) 438-2243

Containers may be placed at the curb the night before collection day, and must be removed from the street and stored in a screened area by the end of the collection day.

Pick up for uncontained trash and recycling can be arranged with one of the licensed companies. Information on the disposal of household hazardous waste materials may be obtained by contacting the Public Works Department at (480) 348-3573.

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 Compliance Officer at (480) 348-3551 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. The natural drainage must not be altered in any way, and the point of entry/exit of the wash running through a property must not be changed.

Property owners may not grade their property without Town approval. A grading plan must be submitted to the Town for approval prior to starting any grading or drainage alternations.

Special Event Permits

Special events such as parades, runs, block parties, film production and other activities which would temporarily use the public street area require a special event permit issued by the Planning & Building Department. Events requiring the use of a tent or other temporary structure also require a permit. Contact (480) 348-3525 to request a special event permit.

Street Landscaping

The Town has developed Landscaping Guidelines which list the trees and shrubs that can be used to landscape public areas. Residents wishing to follow these guidelines for their property can obtain the list from the Planning & Building Department.

Utility Undergrounding

The Town has a program to assist residents who wish to share in the cost of placing utility lines underground. The Town has an agreement with APS in which they pay 45% of the total cost and the Town pays 55% of the cost, less the individual resident contributions. A different cost sharing arrangement is used in the SRP service area.

Water Conservation

The Town has a Landscape Conversion Rebate Program to encourage residents to reduce outdoor water use by removing some or all of the grass on their property and landscape with low-water and drought tolerant foliage. A one-time credit per property is based on the amount of grass removed (up to 6,000 square feet) and is limited to no more than \$1,500. The program is available to all residents and homeowners associations. Rebate funds are limited and will be processed on a first-come, first-served basis until program funds are depleted. Applicants must receive Town approval of a conversion project **before** the work is done. For additional information and application requirements, please call (480) 348-3574.

IV. PUBLIC SAFETY

Police service is available 24 hours a day, seven days a week. Services and phone numbers are as follows:

Police, fire or medical emergency:	911
Request police service or report criminal activity	(480) 948-7410
For public safety matters not requiring a police officer	(480) 948-7418
TDD (Telephone Device for Deaf)	(480) 951-8430
Police Department website	www.paradisevalleyaz.gov/police

HOME AND NEIGHBORHOOD SECURITY

Vacation Watch

Vacation watch service is provided to all Town residents. Residents may visit the Police Department to complete an information card. On duty police officers will conduct periodic checks of your home while you are away for periods of one week or longer and up to four weeks if the home is not occupied.

Alarm Monitoring

Alarm monitoring service is available from the Police Department for a monthly fee. For additional information please contact the Town's Alarm Technician at (480) 348-3537.

Security Inspections

Residential security inspections may be arranged through the Police Department. A crime prevention officer will set an appointment to inspect your home, evaluate its security level and make recommendations for improvements.

Police officers are available to conduct neighborhood crime prevention meeting for interested citizens upon request. Officers are trained and prepared to make presentations and provide printed materials at community meetings or at individual homes.

Town Code requires each residence to have a clearly marked house address number. Stencils are available for those who wish to paint numbers on the curb.

Block Watch

PV Watch is a unique approach to Block Watch tailored to fit the Town. It is designed to foster communication with residents and the Police

Department; to empower residents to watch their own neighborhoods and report suspicious situations; and to organize neighborhoods to become formal Block Watches, recruit members and provide training. The electronic component of the program, PV E-Watch, uses email, websites and other internet means to communicate among town residents. For additional information, check the Police Department website, or telephone the Crime Prevention Officer at (480) 948-7418.

Door-to-Door Solicitation

Door-to-door solicitation is not permitted in the Town. To discourage unwanted callers, residents may post "No Trespassing" signs.

SCHOOL PROGRAMS

Safety

Police officers regularly visit elementary schools to provide instruction on bicycle, traffic, pedestrian and personal safety. The Police and Fire Departments occasionally conduct safety fairs for the community.

D.A.R.E.

The Town's police officers continue to conduct classes on Drug Abuse Resistance Education (D.A.R.E.) at the elementary schools.

TRAFFIC AND PARKING

Speed Limits and Photo Enforcement

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. For additional information on photo enforcement, please call (480) 348-3686.

Traffic Complaints

Contact the Town's Police Department at (480) 948-7418 to report traffic problems. 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 the photo radar unit for streets with excessive speeding.

Parking

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

Department.

VEHICLE RESTRICTIONS

Motorbikes, Skateboards and Trucks

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

Motorized skateboards may not be operated on sidewalks, 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

In R-175 and R-43 Districts, two horses for each full acre may be kept. Some subdivisions have deed restrictions which prohibit horses. Residents must take reasonable precautions to assure that their horses are contained within their property.

Dogs

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

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

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 and for information about the process, contact the Police Department.

Lost Pets

Contact 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 may also be reported or located through the County-wide PETS 9-1-1 system, through the website at www.Pets911.com, or by telephone at (888) PETS911.

SPECIAL SERVICES

C.P.R. Training

The Police Department, in conjunction with Rural/Metro Fire Department, holds cardio pulmonary resuscitation training and certification classes. For more information call (480) 948-7418.

Fingerprinting

The Police Department performs fingerprinting services for Town residents Wednesdays only between 3:30 pm to 4:00 pm. The fee is \$5 per card.

Police Auditorium

The auditorium in the police building is available for use by residents and civic groups for nonprofit purposes only. The maximum capacity is 62 persons. Applications to reserve the auditorium are available at the Police Department.

Volunteers

The Police Department uses volunteers as reserve officers, uniformed police aides, 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 volunteering should contact the Chief of Police.

V. FIRE SAFETY

FIRE DEPARTMENT

The Town and the City of Phoenix have entered into an intergovernmental agreement for fire protection services. The Town has two fully equipped fire stations that are manned by Phoenix firefighters. The operating costs of the fire stations are shared both entities.

PHONE NUMBERS

Fire and medical emergency	911
Fire Station No. 1	
Fire Station No. 2	

AMBULANCE SERVICE

The Town has contracted with _____ for ambulance service.

ADDITIONAL SERVICES

Fire Inspections and Building Plan Reviews

The Town's Planning & Building Department will provide a courtesy home fire inspection survey upon request. Fire sprinkler inspections and building plan reviews are also provided for a fee.

Blood Pressure Checks, CPR & Public Education

Phoenix Fire Department provides free blood pressure checks at the fire station located at 8444 North Tatum Boulevard, when the fire crews are available. In conjunction with the Police Department, Phoenix Fire Department conducts CPR classes for a fee. Fire station tours and public education presentations are also available on request.

FIRE HYDRANTS

The Town requires all developers to install fire hydrants in new subdivisions. In older areas where there are no fire hydrants, residents may share in the cost of installing new hydrants, and the Town may pay half of the cost. For more information, contact the Town Engineer.

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.

Weeds

It is unlawful to permit weeds, brush, grass or other dry weedy vegetation to grow to a height of more than six inches. Absentee owners of undeveloped lots or vacant homes should arrange for property maintenance.

Burning

Due to the fire hazard, outdoor burning of trash, tumbleweeds and other brush is prohibited.

VI. MUNICIPAL COURT

LOCATION AND JURISDICTION

The Paradise Valley Municipal Court, located in the Town Hall building, 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.

PHOTO ENFORCEMENT

For information on traffic tickets issued by the Paradise Valley Police Department's Photo Radar Enforcement Program, call (480) 348-3686.

PROTECTIVE ORDERS

Upon 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. PLANNING, BUILDING AND ENGINEERING

BUILDING CODE

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 RESTRICTIONS

The Town is primarily zoned for single-family residential use, allowing one home per lot. No multiple housing units are permitted. 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 came 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 authorized by a Special Use Permit, 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, medical clinics, golf courses, or private schools.

The Town's Zoning Ordinance contains information on building and structure heights, setbacks, and lot coverage. It may be viewed at www.ci.paradise-valley.az.us, or information may be obtained through the Community Development Department at (480) 348-3693.

FLOOD CONTROL

The Phoenix Valley 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. On all construction, the finished floor elevation must be at least 6 inches above the natural grade. Within the 100 year flood plain of the Indian Bend Wash, the flood elevation must be at least 12 inches above the 100-year flood level. No construction of any kind is permitted within Indian Bend Wash without a Special Use Permit.

HILLSIDE CONSTRUCTION

All applications for construction on a hillside lot must be approved by the

Hillside Building Committee prior to issuance of a building permit. All painting and re-painting of homes must be approved by the Town. For information regarding hillside construction and painting, contact the Town Engineer at (480) 348-3694.

RIGHT-OF-WAY

The right-of-way is the area of land owned by the Town and used as public street and for utilities. This area may be planted with trees or shrubs in compliance with the Town's Landscape Guidelines. Property owners are responsible for the maintenance and watering of landscaping in the rights-of-way abutting their property. Rights-of-way means the area located between the property line and the curb line.

Mailboxes may be constructed in the right-of-way as long as the mailboxes do not exceed 2 feet by 2 feet in size and 5 feet by 4 inches in height. For more information please contact the Town Engineer at (480) 348-3694.

VIII. CODE COMPLIANCE

SIGNS

The Town prohibits the placement of any structure or sign in the public rights-of-way. Unauthorized structures or signs in the rights-of-way are dangerous and cause a distraction to motorists. All signs on private property shall be in accordance with Article XXV Signs of the Town Zoning Ordinance.

HOME OCCUPATIONS

Certain home occupations in single-family dwellings may be allowed only from the main dwelling on the premises. The Zoning Ordinance defines a home occupation as: An occupation or profession carried on by a member of the family residing on the premises, and which is customarily and traditionally carried on in the home, provided that:

- No sign or other display shall indicate from the exterior of the building that it is being utilized in the whole or in part for any purpose other than that of a dwelling, other than a nameplate not more than one foot square.
- No person shall be employed other than a member of the family residing on the premises.
- No goods shall be sold except those prepared on the premises.

DRAINAGE WASHES

Residents are responsible for keeping all drainage ways and washes on private property clean and clear of debris. It is unlawful to impede the flow of water in any natural waterway or drainage easement in the Town.

SCREENING OF VEHICLES

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

POOLS AND OTHER BODIES OF WATER

All pools, spas, fountains, or other bodies of water shall be properly maintained and shall 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" or greater shall be protected by an enclosure meeting the requirements of Article 5-11

Swimming Pools_of the Town Code.

LANDSCAPE MAINTENANCE

All landscaping shall be maintained in a healthy condition and shall not contain weeds, dry or dead vegetation. Property owners and tenants are expected to keep all weeds, grasses and other noxious growth cut and removed from the property and to keep property free of accumulation of rubbish, debris and other unsightly matter.

CORNER VISION

Corner Vision standards must be adhered to at and near street intersections. Please refer to Section 8-1-13 of the Town Code for limitations on the height of fences, walls, gateways, ornamental structures, hedges, shrubbery, and other on corner lots.

ZONING AND CODE COMPLAINTS HOTLINE

For zoning or Town code violations, call (480) 348-3551.