



RESIDENT GUIDE

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

Paradise Valley Police Department
6433 East Lincoln Drive
Paradise Valley, Arizona 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 periodically.
(Updated April 2010)*

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 general information 480-948-7411.

Paradise Valley is a residential community of 16 square miles, with a population of 14,215, and approximately 5,500 homes. The Town is predominantly residential having several 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 84 permanent and part time employees. The Town Council is made up of 6 Council Members and a Mayor. Elections are held every two years using a "vote by mail" ballot process. Council Members serve staggered four-year terms while the Mayor is elected to a two-year term. Many residents also serve the community as volunteers on the Town's advisory boards, commissions, committees and judges in the Municipal Court.

Residents are always invited to attend Town Council meetings or any other public hearings held by the Town. 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. Notices are also posted 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 telephone, e-mail, postal mail or scheduled appointments. Addresses and phone numbers are provided in this *Guide*, along with contact information for private firms, utilities and other agencies that service the Town and its 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
David Andrews, Budget & Finance Director/Assistant Town Manager
Andrew M. Miller, Town Attorney
William C. Mead, Town Engineer
Duncan Miller, Town Clerk
Robert Lee, Town Marshal
John Bennett, Police Chief
Eva Cutro, Community Development Director
Andrew Cooper, Public Works Director
J. Tyrell Taber, Presiding Judge
Jeanette Wiesenhofer, Municipal Court Director

KEY FACTS

Incorporation: May 24, 1961 Type of Government: Council/Manager
Population: 14,215 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
Address: 6401 East Lincoln Drive, Paradise Valley, Arizona, 85253
Internet Address: www.paradisevalleyaz.gov
General Information: 480-948-7411 (Town Hall) or 480-948-7418 (Police)
Police, Fire or Medical Emergency: 911
Political Districts:
 U.S. Congressional District 3
 State Legislative District 11
 Maricopa County Supervisorial Districts 2 and 3

TOWN COUNCIL

Terms, Elections and Qualifications

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. 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 or voter registration, 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 generally start with a work/study session and are held at Town Hall in the Council Chamber. To verify the meeting times, call the Town Clerk's office at 480-348-3610 or check the Town's website.

CITIZEN COMMITTEES

The **Board of Adjustment** meets the first Wednesday of each month, as needed, at Town Hall in the Council Chamber. The Board reviews variances from the zoning code.

The **Planning Commission** meets the first and third Tuesday of each month, as needed, 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. Two U.S. mail drop boxes and a FedEx box are 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, Arizona. Post office mail boxes are available at main post office locations.

TAXES AND REVENUES

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

The Town's 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 2009, the MPC issued \$11 million of tax-exempt refunding bonds to refinance the 1998 MPC bonds for acquisition of sewage treatment capacity, sewer infrastructure, and to finance the acquisition of land and construction of two fire stations.

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
Telephone Device for Deaf (TDD)	480-483-1811
Mayor/Council	480-348-3690
Town Manager	480-348-3690
Town Clerk	480-348-3610
Town Attorney	480-348-3691
Budget & Finance	480-348-3555
Human Resources	480-348-3520
Engineering	480-348-3529
Planning & Zoning	480-348-3693
Building	480-348-3692
Public Works/Streets	480-348-3573
Code Enforcement	480-348-3551
Utility Billing	480-348-3518
Alarm Services	480-948-7751

Municipal Court

General Information	480-948-7620
Photo Enforcement Program	480-348-3686

Police

Emergency	911
General Information	480-948-7418
TDD (Telephone Device for Deaf)	480-951-8430

Public Safety Administration	480-948-7418
Crime Stop/False Alarm	480-948-7410
Silent Witness	480-WITNESS

Fire Department

Emergency	911
Non-emergency/General Information	602-495-5555

Utilities

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

Trash Collection Companies

Allied Waste	602-237-2078
Area Disposal	480-515-4300
Scott Waste Services	602-438-2243
Waste Management	602-268-2222

Water Companies

Arizona American Customer Service	800-383-0834
Arizona American (local)	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 Communications, 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 Corporation, 602-861-1999.
- Phone** Telephone service is provided by Qwest Corporation, 800-244-1111, or Cox Communications, 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 sanitary sewer have 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, call 480-348-3528.

SERVICES

- Library** Residents may apply for borrowing privileges 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.

Trash Collection/Recycling

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

Allied Waste	602-237-2078
Area Disposal	480-515-4300
Scott Waste Services	602-438-2243
Waste Management	602-268-2222

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 Department. Events requiring the use of a tent or other temporary structure also require a permit. Call 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 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.

IV. PUBLIC SAFETY

POLICE SERVICES

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 on the Town's alarm monitoring service, contact the Town's Alarm Support Specialist at 480-948-7751.

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 meetings 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

Solicitors are required to register with the Police Department. To discourage unwanted solicitors, 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 or for information about the report-filing 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 911 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 Phoenix 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 3:00 pm to 3:30 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 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.

LOCATIONS

Fire Station No. 1 8444 North Tatum Boulevard, Paradise Valley, Arizona, 85253

Fire Stations No. 2 6539 East Lincoln Drive, Paradise Valley, Arizona, 85253

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.

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 upon 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 at 6401 East Lincoln Drive, Paradise Valley, Arizona, 85253, 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 Municipal Court recently adopted a 4-day work week. The Court is open from 7:00 a.m. to 6:00 p.m., Monday through Thursday.

PHOTO ENFORCEMENT

For information on traffic tickets issued by the Paradise Valley'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 Planning & Building 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 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 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. For additional information, please refer to www.paradisevalleyaz.gov, or call the Planning & Building 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 480-348-3529.

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 subject to the regulations in Article XVI of the Town's Zoning Ordinance.

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 V 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

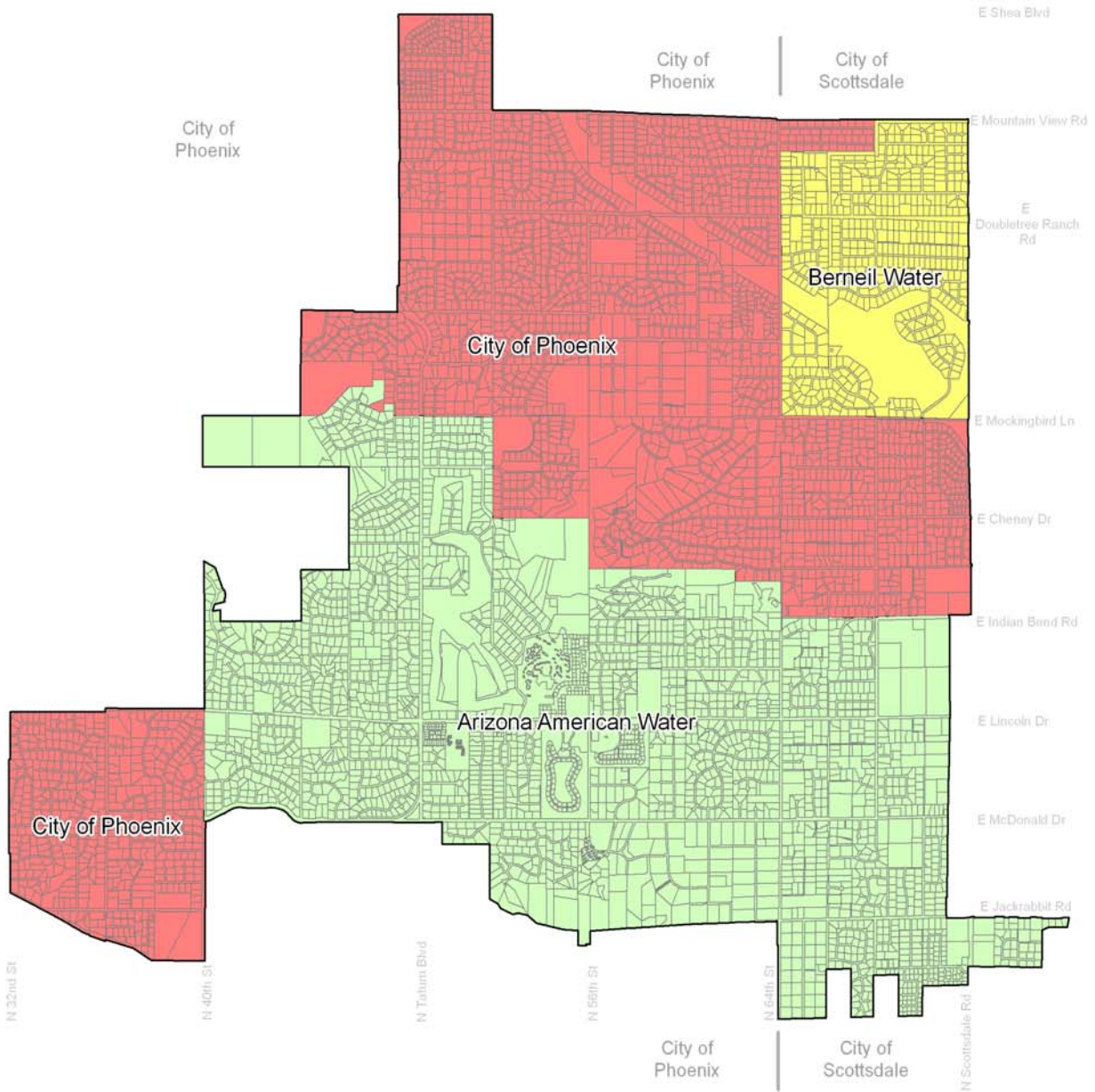
Corner Vision standards must be adhered to at and near street intersections. Please refer to Section 8-1-13 of the Town Code for limitations on the height of fences, walls, gateways, ornamental structures, hedges, shrubbery, and other on corner lots.

COMPLAINTS HOTLINE

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



Town of Paradise Valley, AZ Water Company Map



Legend

- Arizona American Water (623.445.2460 / 800.383.0834)
- Berneil Water (480.947.5044)
- City of Phoenix (602.261.8000 / 602.622.6251)

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