

# town reporter<sup>®</sup>

TOWN OF PARADISE VALLEY

December 2018

Volume 47 Issue 3



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## 2018: A Year in Review

Highlights from Town administration

# Mayor's Corner

## Season's Greetings and Happy Year End 2018!

As we celebrate the Holiday Season and prepare to ring in the New Year, it's an exciting time to live in what I call The Best Small Town in America!

As you will see in this December Edition of the Town Reporter, 2018 finished strong with progress and improvement across all areas of Town Government and a continued focus on public safety and customer service. The Town is in excellent financial condition and resort redevelopment is securing our long-term financial stability.

The Ritz-Carlton Paradise Valley Resort is taking shape, we're investing in infrastructure, and residential building activity is seen all across Town. We've completed a 30-year APS undergrounding campaign and kept our roads and streets in great condition. All of this with a balanced budget and no need for a local property tax.

We have a new Town Manager taking the helm on January 1st and a new Mayor and Town Council taking seat on January 10th. I'm confident the organization is in good hands with new manager Mark Perkins and encouraged that new Mayor Jerry Bien-Willner and newest Town Council members Anna Thomasson and Ellen Andeen will be great representatives of the people.

I am proud to have worked with great Town employees and volunteers over these past 10 years, and of our shared accomplishments along the way. This is an incredible organization that is unmatched anywhere. The new friends and neighbors I've met along this journey have made it a very rewarding experience.

But most of all I thank my beautiful wife Jennifer of 20 years and my family for their patience with me, and for all of the time they have allowed me to spend in service to the Town.

Thank you all for the great honor and privilege of serving as your Mayor.

Please have a blessed Holiday Season and a safe and Happy New Year!



Michael Collins  
Mayor



# New Town Manager



On Thursday, October 25th, Town Council unanimously approved the appointment of Mark C. Perkins as the next town manager of the Town of Paradise Valley. Mr. Perkins will join the Town of Paradise Valley on January 1st, 2019.

The town contracted with a specialized executive search firm, CPS HR consulting, and was engaged in comprehensive recruitment efforts for four months. The national outreach process yielded 65 applications, all with specialized skills and qualifications. After the competitive pool of candidates was reviewed and vetted, Mr. Perkins was selected.

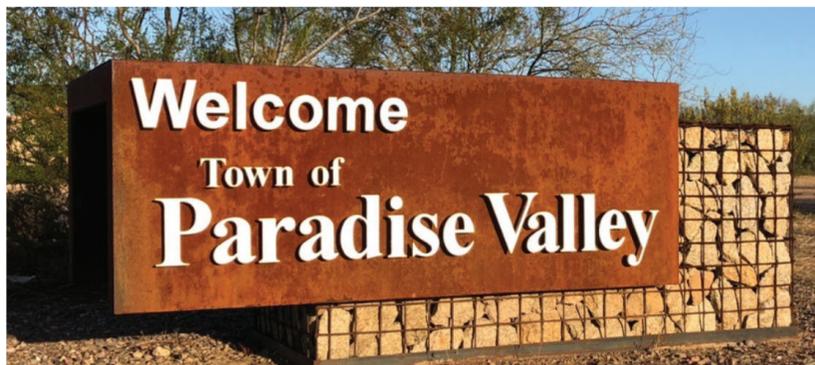
Mr. Perkins has served as the city administrator of Creve Coeur, Missouri, a suburb of St. Louis, since 1999. He has held prior positions with the Cities of Blue Springs, Missouri, Highland Park, Illinois, and Roselle, Illinois. Mr. Perkins has 30 years' experience in local government, including the previous 19 in Creve Coeur. He holds a Master of Public Administration degree and a Bachelor's degree in Political Science

from the University of Kansas.

During his time in Creve Coeur, Mr. Perkins led a variety of collaborative initiatives to improve services, reduce costs, and oversaw several major capital and community improvements. Creve Coeur has consistently maintained a strong financial position under Mr. Perkins' leadership, and the City's triple-A bond rating was recently reaffirmed by Standard & Poor's.

"I am honored to be joining the Town of Paradise Valley" said Mr. Perkins. "I'm excited about working with the citizens, Council and staff in achieving community goals and providing exceptional services."

On a personal level, Mr. Perkins is looking forward to being close to family, with a brother and niece living in the East Valley. His daughter, Taylor, is also moving west, from Chicago to Colorado this month. "My partner, Danielle Rich (a University of Arizona graduate), is excited about getting back to Arizona too."



# Planning

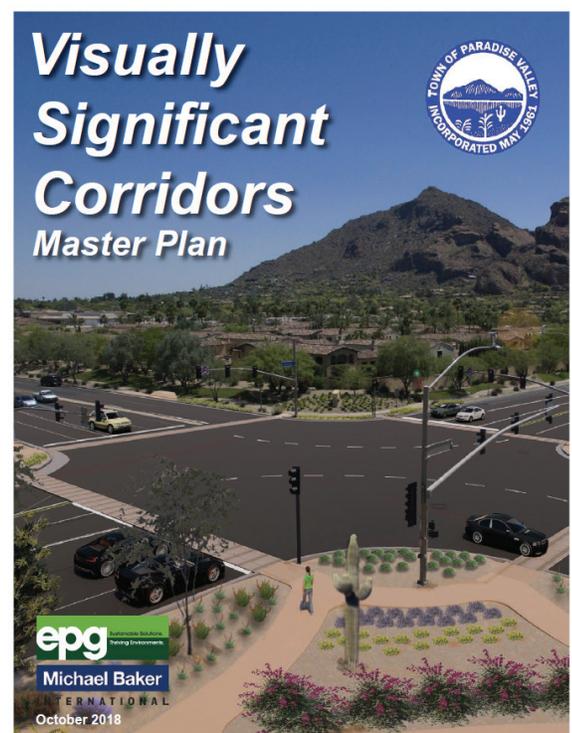
2018 continues to be a busy year for the Town of Paradise Valley Planning Division. The Town is completing two long range plans, adopting new Code provisions, and processing multiple development applications.

This fall, Town Council adopted a Visually Significant Corridors Master Plan which over time will improve aesthetics along the major arterials of Lincoln Drive and Tatum Boulevard that further the Town's image and brand. Additionally, a draft Walk & Bike Plan has been recommended to the Town Council by the Planning Commission and is expected to be considered for adoption in the coming months.

This year has also seen several Town Code updates, including substantial revisions to the Town's Hillside Building Regulations and the adoption of safety processes related to hillside development. These revisions allow for stealth solar technology on pitched roofs, refinement of the driveway disturbance credit, the codification of the process to remove properties from hillside, and application expiration limits among other modifications. Also, the Town revised its home occupation provisions by adding limitations for on-site parking when the home occupation is being conducted.

Like other years, the Town's resorts continue to revitalize. Progress is moving ahead on the Ritz Carlton development at 7000 East Lincoln Drive. Substantial grading of the site has taken place, the underground parking structures are nearing completion, homes are rising in the Azure development, and the Town approved the final plat for 39 Ritz-branded residences near the Lincoln Drive and Mockingbird Lane intersection. The Ritz-Carlton resort continues to develop towards the anticipated Spring 2020 Opening date. Hermosa Inn, located at 5532 North Palo Cristi Road, was granted approval for reconfiguration and relocation of buildings such as the spa, fitness rooms, and resort units and enhanced landscaping improvements. Camelback Inn completed renovation of a new ballroom. Smoke Tree Resort has started its process for a significant amendment to its Special Use Permit zoning, proposing to redevelop with 150 new hotel rooms, 30 resort residential units, dining, bar/lounge, and resort-related uses.

Three of the four medical centers in the Town are poised for renovations. The uses will remain as medical, but the facilities and grounds at these properties will be modernized to better serve patients. The Town has received Special Use Permit amendment applications from Lincoln Plaza Medical Center located at 7125 East Lincoln Drive, Mountain View Medical Center at the southeast corner of Tatum and Shea, and Paradise Valley Medical Plaza located at 5410 North Scottsdale Road. The proposed redevelopments are all at various stages of the approval process requiring Planning Commission and Town Council input and final approval.



Lincoln and Tatum Improvements as envisioned in the Visually Significant Master Plan

# Building Safety

The Building Safety Division of the Community Development Department has had its busiest year since 2007. As of October 2018, we had issued 80 building permits for new homes during the year, compared to 71 issued building permits in 2007. 567 building permits were issued with a value of almost \$160 million so far during the year.

The proposed new Ritz Carlton Resort between North Mockingbird Lane and North Scottsdale Road, north of East Lincoln Drive has moved from the planning phase into the construction phase. During the year the town has completed plan reviews for the hotel garage, villa garage, hotel casitas and villas for that project. Permits have been issued for both garages and inspections are being performed. The first two villa building permits have been issued.

At the northwest corner of the site, Shea Homes is building their Azure project. Plans have been reviewed and some single-family home permits issued. The first two model homes were completed and opened as part of their open house held in October. Other homes on that site are under construction.

Early in the year the last building at the Mountain Shadows Resort, the Condo Hotel, received its Final Inspection and Certificate of Occupancy. The Camelback Inn has just completed a substantial Ballroom addition to expand the space built a few years ago. With that project, a remodel of several other commercial areas occurred.

Throughout the year the town has completed fire inspections at schools and the assisted living homes. An addressing policy manual has been in development over the year and will be brought to the Town Council in late 2018. To prepare for the 2020 census, we updated and corrected town wide address database to minimize mailing errors.



Ritz Carlton Villas Garage Under Construction  
Courtesy of Five Star Development

As a key element of the division, our Code Enforcement section has had over 300 actions resulting in unblocked washes, more attractive neighborhoods and fewer signs in prohibited areas. We also hosted a storm spotter training class in March to prepare for the monsoon season.

The Insurance Service Office evaluated The Building Safety Division, which subsequently received a good rating for a Town of our size.

# Police Department

A full picture of Paradise Valley crime numbers for 2018 will be sent in the spring edition of the Town Reporter. Through the first nine months of 2018, overall crime figures have declined over three percent versus the three-year average. Violent crimes have decreased by 250%, burglaries declined over 37%, injury collisions have diminished by 11% and non-injury collisions dropped nearly 22%. Auto theft has, however, seen a 55% increase. You can help by removing your car keys from your vehicle and locking your vehicle doors. Additionally, security measures, such as locking your residence doors, logging serial numbers for items in your car and having surveillance cameras can help the police department solve a criminal event, should you be a victim. Here are two updates on programs operated by the Paradise Valley Police Department.

## **Update on Photo Enforcement Program**

In early August 2018, the Paradise Valley Police Department hired four part-time employees to review all photo enforcement violations. Previously, all violations were reviewed and sent out by Redflex Traffic Systems. Three departments at Redflex Traffic Systems review each violation and then sent to employees at PVPD for final review and verification. Violation information and vehicle information is confirmed, and every attempt is made to investigate and identify the driver of the vehicle. After multiple reviews and subsequent investigation, a citation is sent to the driver of the vehicle.

The photo enforcement technicians are handling all violation reviews, citations issued, and courtroom testimony for the citations. 12 cameras monitor traffic at five different intersections. Over 6,000 traffic incidents, including speed violations and red-light violations, are reviewed each month. More information about the Paradise Valley Photo Enforcement program can be found at <http://www.paradisevalleyaz.gov/153/Photo-Radar>. If you have additional questions, the photo enforcement technicians can be contacted via email at [photoenforcement@paradisevalleyaz.gov](mailto:photoenforcement@paradisevalleyaz.gov).

The goal of the program is to encourage safe driving by reducing accidents and excessive speeding.

## **Update on Alarm Monitoring Program**

In September 2018, the Town's Alarm Monitoring Program began using Dynamark, a third-party vendor, to home alarm receivers, which provided redundancy and ensured alarm communications for our customers. The Paradise Valley Dispatch Center still maintains the monitoring for our entire customer base. The alarm unit has been tasked with confirming that the transition succeeded. To complete that task each customer account has been verified for check-in signals. The alarm technician has contacted those accounts that rarely send check-in signals. Automated reporting has been set up, so our alarm unit can check daily for any communication issues or alarm activations and follow up as needed. Email notifications can be set up for all accounts to communicate any advisory signals (low battery, loss of supervision, etc.) that come in.

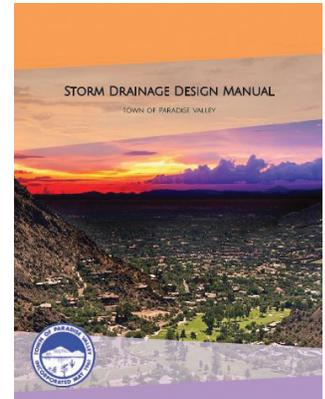
The alarm technician is working on monthly statistics to support the false alarm ordinance, which will be reinforced soon. More information will be provided to all alarm users on the false alarm ordinance and customer education for the operation and maintenance of their alarm systems.

For additional information, to update your Paradise Valley Monitored account, or to test your Paradise Valley Monitored alarm system please call us at 480-348-3617 Monday-Thursday 7am-5pm or [alarmops@paradisevalleyaz.gov](mailto:alarmops@paradisevalleyaz.gov). Further information is also available at <http://www.paradisevalleyaz.gov/421/Alarm-Monitoring>.

# Engineering

## **Storm Drainage Design Manual**

The Town Council adopted the revised Storm Drainage Design Manual at their June 14th council meeting. This was the first update to the Manual since 1987. The Manual provides guidelines for stormwater retention and alterations to washes for both residential and development projects. The Manual also requires that certified asbuilts and a Storm Drainage Facilities Agreement be submitted before final approval so the Town can keep accurate documentation of the facilities constructed and ensure storm drainage facilities are maintained and not altered. Staff also created a new grading and drainage checklist to help residents and developers when submitting development plans.



## **Hillside Development Ordinance**

The Town Council approved revisions to the Hillside Development Regulations and added Hillside Safety Improvement Measures and Processes requirements. The updates were a collaborative effort between the Council, staff, development community and residents. The updated regulations will help the Town preserve the aesthetic beauty of the hillsides by allowing for development that blends in with the natural terrain. In May of 2018 the Town hired a Hillside Development Administrator to manage the increased workload. Staff also updated the hillside application and checklist to streamline the process.

## **APS District 30 Electrical Undergrounding District**

After 30 Years and millions of dollars invested by the Town, our residents, and APS, the final electrical undergrounding district has been completed. Completing of this district is a significant milestone in the Town's history and concludes our long-standing undergrounding agreement with APS.

## **Ritz Carlton Related Roadway Projects**

On November 30th the Town held a public meeting to review the 30% design plans for the roadway improvements to be completed with the Ritz Carlton project. The Town of Paradise Valley and Five Star Development are improving the roadways adjacent to, and in the vicinity of, the proposed Ritz-Carlton Development within the Town limits between Lincoln Drive and Indian Bend Road East of Mockingbird Lane. Improvements are proposed along Lincoln Drive and Indian Bend Road between Mockingbird Lane and the Eastern Town limit and along Mockingbird Lane between Lincoln Drive and Northern Avenue. Improvements are also proposed along Northern Avenue between Mockingbird Lane and Golf Drive to the east.

Improvements will consist of minor widening, curb, gutter and sidewalk improvements, roadway resurfacing and new striping, storm drainage infrastructure, utility installations, roundabouts on Mockingbird Lane, landscaping and irrigation, Town entry monuments, driveway reconstruction and a traffic signal at the Lincoln Drive/Quail Run Road intersection. Construction of the proposed improvements is slated to commence in Spring of 2019.

## **Lincoln Sidewalks**

The Town is currently in the process of acquiring the required right of way in order to begin constructing sidewalks on the South side of Lincoln Drive. This project is anticipated to begin during the Spring of 2019.

# Public Works

The Public Works Department is responsible for maintains the Town's infrastructure which includes: repair and maintenance of the Town's public streets, recreation paths, and drainage facilities; traffic signal installation and programming; installation of roadway and street signs; and the landscaping on Town rights of way, median islands, Town Hall complex and the Goldwater Memorial. The Public Works Department is also responsible for facilities' maintenance and physical enhancements of all public buildings and grounds within the Town Hall Complex including the Public Safety Building and Public Works Building. Besides the buildings within the Town Hall Complex, Public Works also maintains the Town's two fire stations and the Kiva Municipal Sports Complex.

Below are a few highlights from this past year:

## **Annual Street Maintenance Program:**

The Town utilizes a Pavement Condition Index (PCI) to measure and monitor the quality of the streets. The PCI goal is 85.

This year, the Public Works department managed contracts for the mill and asphalt overlay of approximately 10.8 linear miles of residential streets with a 1½ inch concrete asphalt overlay and crack sealed and applied a polymer modified master seal (PMM) to 8.4 miles of streets

The Public Works Department uses these street maintenance techniques to restore asphalt pavement to a like-new appearance and extend the life of asphalt pavements where value, performance, and the environment are critical.

## **Tatum Boulevard Mill & Asphalt Overlay**

2.6 linear miles of Tatum Boulevard received a full mill and 1½ inch rubberized asphalt overlay from Cadia Del Sol south to 44th Street. Tatum Boulevard had an average PCI rating of 54 which required a full mill and rubberized asphalt overlay.

Decibel level readings were taken before to the start of the resurfacing. After the new pavement was installed, decibel readings reduced from an 86 to a 72, thus providing a quieter driving surface.

This project also included updating 61 American Disability Act (ADA) access ramps. The Federal Highway Administration (FHWA) requires that all streets receiving a surface treatment thicker than a micro-surface treatment must update all access ramps to the new ADA specifications.



# Finance

The spending of public money is one of the most critical functions of any government. All of the Town's financial documents, including the FY2018-19 Adopted Budget can be obtained at online at: <http://www.paradisevalleyaz.gov/262/Budgets-Financial-Documents>

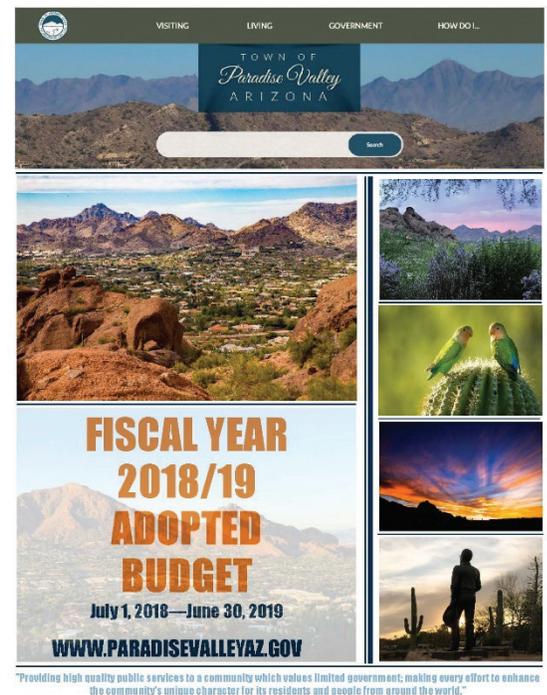
The Town of Paradise Valley has a full service governmental Finance division; each team member fills many roles across the division's array of services. The division is responsible for accounting, purchasing, tax compliance, accounts payable, utility customer service, employee payroll, and asset investment. A primary function of the Finance division is the maintenance and accurate keeping of financial records, as well as providing the public with timely and meaningful financial reports and information. The division is comprised of four employees, two of which received 5 years of service recognition. The other two employees were welcomed as new members of the Town this year.

This year was a year of growth for internal process improvement across the entire division. Some of the processes that were re-aligned include: accounts receivable processing, capital assets recording and reporting, Interfund loans and debt service reporting, and structure of the general ledger. Some of the processes that have been or are being re-examined include: p-cards (Town purchase cards), claims and insurance reporting, excise tax bonds spending and reporting, and accounting for grants and donations.

Areas being enhanced include: consistency in accounts payable processes, the annual budget document presentation, quarterly reporting and benchmarking, and the introducing of the PAFR (Popular Annual Financial Report).

A PAFR is an easier read and user-friendly report intended to complement, not replace the audited CAFR (Comprehensive Annual Financial Report). The PAFR summarizes the financial activities of the Town by condensing the CAFR that is comprised of over 132 pages of detailed financial statements, note disclosure, supplemental schedules and statistical information to an easier to read pamphlet size document. This report is expected to be available later this month.

Finally, the Town had a successful audit of its financial documentation and accounting by a third party, independent consulting firm.



# Information Technology

Information Technology within the Town of Paradise Valley has changed dramatically. The reorganization has increased by capacity ~15% with the addition of a CIO in February. Two of the three IT analysts are new to the organization from staff turnover. Geographic Information System (GIS) support has moved from contractual services to a new internal position as of July 2018.

The initial focus for 2018 was learning the organization, IT systems, current projects, and problem areas. Over the last six months, we have completed, launched and are in progress with 39 projects. Some highlights are the deployment of an enterprise wireless network, upgrading campus fiber optic backbone, deploying a modern routed network and standardizing the Police Vehicles' technology platform.

## Cellular Service in Your Home

The Town has been working to improve cellular service levels throughout the Town of Paradise Valley and is engaged with the cell carriers and others in those efforts. However, when there is good cellular signal outside, you may not get good reception in your home. But, there are several relatively easy ways to improve reception in your home! The Town will further publicize these tools soon, but in the meantime, **did you know:**

1. **Wi-Fi Calling** allows using your broadband landline internet service provider (ISP) to make calls and also connect to the web. As of now (October 2018), all major carriers such as AT&T, Verizon, T-Mobile, and Sprint support wi-fi calling on most newer smartphones such as Apple iPhone, Samsung Galaxy, Google Pixel, LG phones, and other iOS & Android devices
2. Cell phone **signal boosters** take existing cellular signal from the outside (no matter how weak) and amplify 3G & 4G LTE signal up to 32X. Think of it like a megaphone for your cellular service: making signal louder for your cell phone to pick up.
3. Your smartphone is a great way to find **signal strength**. The **number of bars** on your phone is subjective, but dBm (decibel) readings are not subjective. They're basically radio waves, the AM/ FM kind. All cellular devices operate within this standard: -50 dB to -120 dBm signal level, where -50 **dBm** is considered full strength (full bars) and -120 dBm is considered a dead zone. Try downloading the Open Signal app, or on Android phones access Settings/General/About Phone/Network (or Status).
  - a. Find dBm readings on your phone.
  - b. Walk around your house.
  - c. The number closest to -50 dBm is where you get your best signal.

The Paradise Valley Municipal Court is one of eighty-two municipal courts in Arizona and is the **sixth largest** municipal Court in the State in case volume. The Court is committed to administering justice in the most effective and efficient manner possible. The Court is proud to share our continuous efforts that demonstrate effective stewardship of public resources.

## **SUPREME COURT EDUCATIONAL COMPLIANCE**

During 2018, Paradise Valley Court's staff and judges achieved a 100% compliance to the Arizona Supreme Court's annual education standards mandated by the Administrative Office of the Courts. All Judges and Court Personnel must complete at least 16 credit hours of judicial education each year, including ethics training and computer network security. Court staff and judges completed over 22 credit hours of training this year. The Court is committed to training and developing employees by offering in-house training, local classes, e-learning courses and other training opportunities available to court personnel.

## **VOLUNTEER JUDICIAL BENCH**

The judicial bench comprises of eight volunteer judges appointed by council and two hearing officers appointed by our presiding judge. Paradise Valley Municipal Court is the only court in the nation that operates with a 100% volunteer judicial bench and has operated with volunteer judges since the establishment of the Court fifty years ago. Judges donate over 1,500 hours each year to the Court providing a significant cost savings to the Town.

## **PRISONER VIDEO APPEARANCES**

The Paradise Valley Municipal Court recently implemented video appearances for defendants held in custody on misdemeanor charges. The Court was approved in April 2018 to use Maricopa County's Video Appearance Center. We are honored to be one of the very few municipal courts approved to use the County's Video Appearance Center that was established to primarily serve the Arizona Justice Courts. Before video appearances, Paradise Valley police officers transported prisoners to and from the county jail. The transportation process required two officers to pick up prisoners from jail, monitor prisoners in Court and return prisoners to the county jail. The entire prisoner transport process took police officers approximately four hours to complete.

Implementing prisoner video appearances virtually eliminates police officers from prisoner appearances, allowing them to remain on the streets of Paradise Valley. Since employment, the Court has seen 19 prisoners by video appearance.

## **HOME DETENTION**

Home detention with electronic monitoring continues to provide substantial cost savings to Paradise Valley Police Department's prisoner maintenance budget. The Court offers home detention in lieu of jail to non-violent offenders. In the fiscal year 2018, 101 days of electronic monitoring instead of incarceration was ordered by Paradise Valley Judges and served by 12 defendants. Had all these days been spent in jail, more than \$12,000 would have been incurred in additional jail costs.

## **TAX INTERCEPT PROGRAM**

The Court's Tax Intercept Program (TIP) collected \$4026 in 2018. This automated program operated by the Arizona Supreme Court allows the Court to collect state income tax refunds and lottery winnings for overdue Court payments.

<b>New Town Employees (May 2018 – Present)</b>	
<b>MITCHELL, JASON</b>	Information Technology Analyst
<b>HUNTER, TAYLOR</b>	Information Technology Analyst
<b>DELGADO, OMAR</b>	Senior Court Services Specialist
<b>RIDGELY JR, STEVEN</b>	Police Officer
<b>CROUNSE, KELCI</b>	Police Dispatcher
<b>VASQUEZ, HUGO</b>	Hillside Development Administrator
<b>TOMASZEWSKI, REBECCA</b>	Photo Enforcement Technician
<b>ZUMBO, SARAH</b>	Photo Enforcement Technician
<b>BLUME, TANYA</b>	Photo Enforcement Technician
<b>HUBBARD, ROBERT</b>	Prosecutor
<b>STITELER, KIMBERLY</b>	Alarm Analyst
<b>THOMAS, GABRIELLE</b>	Photo Enforcement Technician
<b>WOJNO, WOJCIECH</b>	Information Technology Analyst
<b>TOBIAS, JACQUENLYN</b>	Paralegal
<b>HARRIS, JASON</b>	Capital Projects Administrator
<b>MARTINEZ, CHRISTOPHER</b>	Senior Engineering Technician
<b>INGRAM, KELLY</b>	Police Officer
<b>THOMAS, AARON</b>	Public Works Technician
<b>O'NEAL JR, MICHAEL</b>	Public Works Technician



Town of Paradise Valley  
6401 E. Lincoln Drive  
Paradise Valley, AZ 85253

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Jerry Bien-Willner, Vice Mayor*** (Mayor, effective 01/10/19)	O (480)442-3532	<a href="mailto:jbienwillner@paradisevalleyaz.gov">jbienwillner@paradisevalleyaz.gov</a>
Paul Dembow***	O (480)998-4990	<a href="mailto:pdembow@paradisevalleyaz.gov">pdembow@paradisevalleyaz.gov</a>
Scott Moore**	O (480)563-3891	<a href="mailto:smoore@paradisevalleyaz.gov">smoore@paradisevalleyaz.gov</a>
Julie Pace**	O (602)322-4046	<a href="mailto:jpace@paradisevalleyaz.gov">jpace@paradisevalleyaz.gov</a>
Mark Stanton**	C (602)799-2401	<a href="mailto:mstanton@paradisevalleyaz.gov">mstanton@paradisevalleyaz.gov</a>
David Sherf*	O (602)955-9393	<a href="mailto:dsherf@paradisevalleyaz.gov">dsherf@paradisevalleyaz.gov</a>
Ellen Andeen*** (Councilmember, effective 01/10/19)	O (480)559-0995	<a href="mailto:eandeen@paradisevalleyaz.gov">eandeen@paradisevalleyaz.gov</a>
Anna Thomasson*** (Councilmember, effective 01/10/19)	O (480)596-5234	<a href="mailto:athomasson@paradisevalleyaz.gov">athomasson@paradisevalleyaz.gov</a>
<b>*Term expires December 31, 2018. **Term expires December 31, 2020. *** Term expires December 31, 2022.</b>		
<b>Municipal Court</b>		-
J. Tyrell Taber, Presiding Judge	(602)248-8203	-
Jeanette Wiesenhofer, Court Director	(480)404-7000	<a href="mailto:jwiesenhofer@paradisevalleyaz.gov">jwiesenhofer@paradisevalleyaz.gov</a>
<b>Administrative Staff</b>		-
Mark Perkins, Town Manager (effective 01/01/19)	(480)348-3690	<a href="mailto:mperkins@paradisevalleyaz.gov">mperkins@paradisevalleyaz.gov</a>
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Jeremy Knapp, Community Development Director	(480)348-3522	<a href="mailto:jknapp@paradisevalleyaz.gov">jknapp@paradisevalleyaz.gov</a>
Duncan Miller, Town Clerk	(480)348-3610	<a href="mailto:dmiller@paradisevalleyaz.gov">dmiller@paradisevalleyaz.gov</a>