

# FOUNTAIN HILLS **first**



## HAVE YOUR SAY ON GENERAL PLAN 2020

How will Fountain Hills evolve over the coming years and decades? What type of town do we want to have 20 or 30 years from now? As we look back and celebrate 50 years of the Fountain and 30 years of incorporation, we also have the opportunity to look forward 30 to 50 years with the writing and adoption of the town's next General Plan.

A general plan guides the Town Council and staff in making decisions as the town continues to grow and experience change. It is the foundation used to establish zoning regulations, develop our Strategic Plan, create Capital Improvements Plans, amend the Town Code, and to solicit grant funding. It is important for citizens to be involved in the development of a general plan because so many decisions and actions by the Town are based on that plan.

Arizona law requires the General Plan to be updated every ten years. The last General Plan was adopted in 2010, so it is now being updated. The Plan must include elements for Land Use, Circulation, Open Space, Growth Areas, Environmental Planning, Cost of Development, and Water Resources.

Beginning last fall and continuing through the spring, citizens provided input to staff and the consultant drafting the new plan. The team working on the Plan has taken that information along with their background outreach and begun to draft the new Plan. Sections of the new Plan are now available for public review and comment. A complete first draft will be available by November.

### THE DRAFT PLAN VISION FOR THE TOWN STATES:

*Picture an inviting desert oasis in the Phoenix metropolitan region, a place where:*

- Native desert vegetation, topography, and natural resources are valued and preserved
- Distant mountains by day and countless stars by night offer a magical setting
- Neighbors and people from around the globe gather at special events and festivals
- Unique recreation, dining, and shopping options abound
- Innovation and creativity deliver meaningful employment options
- A variety of housing options are available in safe, quiet, pleasant, and enjoyable neighborhoods



The draft Plan is organized around three guiding principles:

- Providing safe, pleasant, and tranquil neighborhoods
- Maintaining thriving natural, built, and social environments
- Having attractive, enjoyable, and memorable public spaces

It's your Town! Now is the time to get involved and provide your input on the draft. Please go online to: [www.fh.az.gov/general-plan-update](http://www.fh.az.gov/general-plan-update) to review the draft plan and provide comments. A public open house scheduled for November 20 at the community center to give the public a forum to review and comment on the complete draft plan. Public comment and feedback will be incorporated into a final plan to be completed by February for consideration by the Planning and Zoning Commission in April and the Town Council in May, 2020.

# WAYS TO KEEP FOUNTAIN HILLS SAFE

It's that time of year in Arizona when the extreme summer heat begins to take a backseat to cooler temperatures. With the welcoming changes in the climate, the Town of Fountain Hills experiences a noticeable increase in drivers on the roadway due to winter residents returning to the State as well as our many visitors and outdoor enthusiasts who like to walk, run, or cycle.

There is no better time for MCSO to remind drivers and pedestrians of several important traffic laws and safety tips to be aware of in order to help keep themselves and others safe during this time of year.

MCSO would like to emphasize the following traffic laws and guidelines to help decrease vehicle accidents and bolster pedestrian safety:

- Defensive Driving
- Intersections with Stop Signs
- Adherence to Speed Limits
- Pedestrian and Bicycle Traffic
- Distracted Driving/Hands Free Driving – No Cell Phones
- Lane Changes & Signaling
- Following Too Closely

*\* Note: Much of the provided information is taken directly out of the ADOT Arizona Driver License Manual.*

## DEFENSIVE DRIVING

Drivers should practice defensive driving. This means being constantly aware of driving conditions ... planning ahead, anticipating dangers and taking the right action to avoid contact with any obstacle or vehicle.

Drivers should be aware of the vehicles around them and be cognizant of pedestrians walking, running, or biking. Drivers should periodically check their rear-view and side mirrors to know where other vehicles are in relation to their vehicle.

## INTERSECTIONS WITH STOP SIGNS

Many of the traffic accidents in Town are at intersections controlled by stop signs, and typically involve drivers who fail to yield the right of way. The Town of Fountain Hills has replaced some of the existing stop signs in high-travelled areas with LED lit signs which flash red to increase visibility and alert drivers of the stop sign.

ARS28-855 requires drivers approaching a stop sign to come to a complete stop and then yield to any traffic already in the intersection. Drivers should stop before the marked crosswalk at a stop sign or designated stop bar. If two vehicles arrive at the intersection at the same time, both must stop and the driver of the vehicle on the left must yield the right-of-way to the driver on the right.

Many stop sign related accidents involve confusion as to who has the right-of-way. Drivers should pay close attention to the actions of other vehicles at intersections. Even though you may believe you have the right-of-way, other drivers may proceed through the intersection. Be prepared to stop or take evasive action if this occurs. Take the time to make certain other vehicles have stopped and are yielding the right-of-way to you before you proceed through the intersection.

## ADHERENCE TO SPEED LIMITS

Speed plays a large role in many traffic accidents and high speeds can increase the chances of serious injury or death.

Cities and towns have considered many factors when determining speed limits such as road



conditions, traffic flow, visibility and the number of accidents at a given location. The posted speed limit is set at that speed for a reason and exceeding the speed limit presents a danger to you, other drivers and pedestrians.

MCSO has been focusing on speed-related violations in Town. A speed-related citation can be very costly and/or time consuming. Please slow down and adhere to the posted speed limit.

## PEDESTRIAN AND BICYCLE TRAFFIC

Drivers should pay particularly close attention and be aware of the high volume of both pedestrian and bicycle traffic in town. Drivers should yield the right of way to pedestrians. However, pedestrians and cyclists should not assume that all drivers will.

Likewise, those who walk, run or cycle should be cognizant of the rules of the road and be cautious of vehicular traffic. They should wear bright colored or reflective clothing. Often times, especially at night or in low-light conditions, it is easier for a pedestrian or bicyclist to see an oncoming vehicle than it is for the vehicle to see you. Do not assume the approaching vehicle can see you and will yield to you. Pedestrians should:

- Use crosswalks when available
- Make eye contact with approaching traffic to ensure that the driver of the vehicle sees you
- Take the time to look before crossing in a crosswalk to ensure traffic is stopping
- Do not become distracted with cell phones or other things while crossing a roadway
- Cross in only well-lit locations

## DISTRACTED DRIVING/HANDS-FREE DRIVING (NO CELL PHONES)

Distracted driving plays a major role in many serious and fatal vehicle and vehicle versus pedestrian accidents. Drivers should avoid being distracted by the radio, cell phones or any other tasks while driving. The Town of Fountain Hills has a large number of people who walk, run and ride bikes and distracted driving poses a serious risk to all.

ARS28-914 is now in effect which prohibits drivers from physically holding or supporting a cell phone with any part of their body. Fountain Hills' ordinance which had been in place prior to this new law prohibited texting and driving, and the Town has recently adopted a modification to their ordinance, to mirror the State law.

Deputies are issuing citations for this violation and MCSO reminds drivers to put down their cell phones and drive without distractions.

## LANE CHANGES & SIGNALING

Using your turn signal is required by State law. The use of a turn signal informs other drivers of your intended action and allows them time to react to your movement.

ARS28-754 provides that a person shall not turn any vehicle without giving an appropriate signal. The signal shall be activated for at least one hundred feet of travel prior to the turn.

Drivers are also reminded that when they intend to change lanes after signaling, they should check their mirrors, look over their shoulder in their blindspot to ensure there is no vehicle already occupying the lane, and proceed slowly. MCSO deals with dozens of accidents involving unsafe lane changes where the driver did not see the other vehicle.

## FOLLOWING TOO CLOSELY

Give the driver in front of you space. Drivers should practice a 3-6 second rule, meaning you should give the vehicle in front of you a cushion of 3-6 seconds space in case they have to stop abruptly. This cushion provides the driver time to react in emergencies and avoid collisions. Obviously, the faster the speed, the more time you should allow between you and the vehicle in front of you.

ARS28-730 states that the driver of a motor vehicle shall not follow another vehicle more closely than is reasonable and prudent and shall have due regard for the speed of the vehicles.

An unsafe following distance has attributed to countless accidents and creates an unnecessary danger for you and other vehicles on the roadway.

Let's be safe and enjoy this time before the heat finds us again next summer!

# KEEPING PEDESTRIANS SAFE

You've seen the flashing LED lights on stop signs at key intersections around Fountain Hills. You've probably noticed the rumble strips in front of intersections or fresh, brighter paint on crosswalks and other pavement markings.

They're among the improvements suggested by a Town Council subcommittee after vehicular accidents killed or severely injured pedestrians. Other improvements that have been completed or are in the works include:

- Using paint to narrow Avenue of the Fountains to keep drivers from assuming a second lane.
- Widening the Fountain Hills Boulevard shoulder to add space for bicyclists.
- Planning for a roundabout at Avenue of the Fountains and La Montana.

- Connecting the two sections of the linear park on the Avenue of the Fountains at Verde River Drive, ending left turns from Verde River Drive.
- Increasing MCSO enforcement of traffic laws.
- Emphasizing zero tolerance enforcement in school zones.
- Improving the median to improve access to the Post Office.
- Infilling more sidewalks.
- Modifying sidewalk ramps and adding truncated domes on pathways to assist visually impaired pedestrians.
- Enhancing the pedestrian crossing signal at Hampstead and Palisades.

The Town will continue to evaluate accident data to evaluate these improvements, refine them and consider other improvements to keep pedestrians safe.

## FOUNTAIN HILLS A SAFE COMMUNITY

The Town of Fountain Hills was recently listed as one of the two safest residential areas in Maricopa County, according to the Crime Index as reported by ADT Security Services and Attom Data Solutions. Fountain Hills was tied with ZIP Code 85249 in Chandler as the safest areas of the county. With a total Crime Index score of 41, Fountain Hills is 59 percent safer than the ADT national average.

Keeping Fountain Hills safe is the top priority of the Mayor and Council. The Town contracts out its law enforcement services to the Maricopa County Sheriff's Office (MCSO). According to Captain Larry Kratzer, who serves as Commander of MCSO District 7, which includes Fountain Hills, "The low crime rate in Fountain Hills can be attributed to the joint efforts of MCSO, the Town and our residents who actively engage in the community and take preventative action against crime."

Crime rates are based on standardized data and the Crime Index score represents the combined risks of rape, murder, assault, robbery, burglary, larceny and vehicle theft compared to the national average of 100. A score of 200 indicates twice the national average total crime risk, while 50 indicates half the national risk. The different types of crime are given equal weight in this score.

## PENZONE Q&A IN FOUNTAIN HILLS

Maricopa County Sheriff Paul Penzone is coming to Fountain Hills to talk about the department's work and to hear from residents on the issues most important to them. Penzone will open the town-hall type event with updates on the department, its community initiatives and programs he is pursuing throughout the county. He'll then take questions from the audience, as he prefers a Q&A approach to a formal presentation.

The community meeting will be Monday, November 18th from 6:00 p.m. in the Fountain Hills Community Center.

## HOW TO SEND A TIP TO THE MARICOPA COUNTY SHERIFF'S OFFICE

The Maricopa County Sheriff's Office reminds residents that it has replaced the old "text-a-tip" program with the new P3 tip system. The P3 tip system allows for anonymous tips. Go to [MCSO.org](http://MCSO.org) and click on the banner under the photograph of MCSO's Headquarters Building that says, "Are you aware of a crime? Send us a TIP." This will direct you to a new page where you can report the tip online, through email, or by phone at (602) 876-TIPS (8477).

If you select the "Report a tip" option, you will be asked to type in information about your tip (who, what, when, where and how you know the information). There is no character limit, so you can be as detailed or limited in how much information you include. Please remember the more information provided, the better the chances MCSO can act on the tip. You will be asked for contact information, which you can leave blank if you wish to remain anonymous. The system allows you to upload attachments such as photographs or documents you believe may assist law enforcement.

A smart phone app called "P3 Tips" will also allow you to provide a tip anonymously. Once you download the app, you will be asked to enter a four-digit passcode and sign in. You will need to enter your location: United States-Arizona-Fountain Hills-Maricopa County Sheriff's Office.

Residents should ignore any old "Text-a-Tip" advertisements around town, as the old "Text-a-Tip" program is no longer active and tips sent to the old system will not be forwarded to law enforcement. The Fountain Hills Coalition has been working diligently to obtain new marketing materials from MCSO in order to replace the old advertisements with the new P3 Tip System advertisements.

MCSO District 7 (Fountain Hills) has seen a 100 percent increase in the number of tips received through the P3 Tip system from the first quarter of 2019 to the second quarter of 2019. This increase indicates that the message about the new P3 Tip System has been received by the public and the public is motivated to help law enforcement solve crime in their neighborhoods and community.



# COUNCIL ROUND-UP

Here are actions taken by our Town Council in June. For a complete listing of all actions and meeting minutes, please visit: [www.fh.az.gov/AgendaCenter](http://www.fh.az.gov/AgendaCenter)

## AUGUST:

### REGULAR AGENDA

**A. PUBLIC HEARING AND CONSIDERATION OF Ordinance 19-09**, a proposed amendment to the Town of Fountain Hills Zoning Map to rezone approximately 16.08 acres generally located on the south side of Palisades Blvd., the east side of Westby Drive, the north side of Avenue of the Fountains, and the west side of La Montana Drive (AKA 16575 E. Palisades Blvd.; APN #176-07-853) from C-2 – Intermediate Commercial Zoning District and C-2-EO – Intermediate Commercial Zoning District with Entertainment Overlay District to “Keystone PAD” for construction of approximately 147 apartment units. (Z2019-01)

**APPROVED 6-1**

**B. PUBLIC HEARING AND CONSIDERATION OF Ordinance 19-04**, application by Sixth Street Enterprises, Inc., DBA Nature’s AZ Medicines for amendment to Sections 24.03.B & C.4 of the Fountain Hills Zoning Ordinance to extend the permitted hours of a medical marijuana dispensary to allow operation between the hours of 8:00 AM to 10:00 PM daily and allow for delivery of products. (Z2019-05)

**MOTION TO APPROVE FAILED 2-5**

**C. PUBLIC HEARING AND CONSIDERATION OF REVENUE OPTIONS:**

- (1) Hold Public Hearing
- (2) **CONSIDERATION OF Ordinance 19-12** relating to the transaction privilege tax; amending the Town Tax Code by increasing the rate of taxation by three tenths of one percent (0.3%); designating an effective date; and providing for severability.

**APPROVED 5-2**

- (3) **CONSIDERATION OF Resolution 2019-38** adopting and establishing a fee for the purpose of funding public safety expenses.

**REMOVED FROM AGENDA**

## SEPTEMBER:

**CONSIDERATION OF the Sculpture** titled, “Fountain of Light” for display on the western end of the Avenue of the Fountains in front of Town Hall.

**POSTPONED**



# DUMPING

Several storage bays sit along the south and west walls of the Town of Fountain Hills Street Yard. Some hold aggregate such as cold asphalt patch, sand, dirt and landscape rock. However, two bays in particular are often filled with unwanted items illegally dumped in alleys, parks, washes and other areas in the public right-of-way and collected by the Town’s Street Department staff.

Residents who leave behind these unwanted items are ultimately taxing Town resources and the staff who have to retrieve the items and keep them from accumulating on public property. This diverts attention and funding from other services and projects. Dumping like this occurs on a weekly basis across town, most commonly in locations such as alleys and the washes behind residential areas.

# TURKEY TROT

Join us on Thanksgiving morning for our 29th annual tradition and get some exercise before you hit the mashed potatoes and gravy.

We will be recognizing the top three finishers in the 5K in each age division for both men and women. Top prizes will be the coveted Golden Turkey medal.

All pre-registered participants will receive a commemorative Turkey Trot T-shirt. Participants who register on-site are not guaranteed a T-shirt. Age Divisions will be in 10-year increments.

**RACE DAY is November 28, 2019** at the Community Center!  
The race begins on the Avenue of the Fountains for all distances.

### REGISTRATION

Register online <https://apm.activecommunities.com/townfh> or in person at the Community Center or Town Hall.

<b>Early Bird:</b>	8/5 - 11/21	5K	\$25 per runner
		5K for 12 and under	\$15 per runner
		1-Mile Fitness Walk	\$15 per walker



### PACKET PICK UP

Wednesday, November 27, 4:00 - 7:00 p.m.  
at the Community Center. Important: No Bib-No Time.  
Participants must bring their bib or they will not be timed on race day.

<b>Late Bird:</b>	11/22 - 11/28	5K	\$35 per runner
		5K for 12 and under	\$20 per runner
		1-Mile Fitness Walk	\$20 per walker

# FOUNTAIN HILLS: NEED TO KNOW



## FOUNTAIN HILLS FREE SHREDDING EVENT

**WHERE:** Fountain Hills Library Parking Lot – El Lago and La Montana

**WHEN:** 8 a.m. to noon Nov. 16

Sponsored by the Fountain Hills Library Association. All documents are shredded on site and then taken to a recycling facility. Please remember to only bring the four file box maximum per person during free shredding events. Please do not park in or around the shredding truck in the parking lot. Documents must not be left unattended and will not be processed unless you are there. No hardcover folders will be taken. Make sure large bundles of papers are loosened and remove clips, binding and other metal objects from all documents. For information: (480) 816-5165.

## SIGN CODE UPDATE

In an ongoing effort to keep the Town's ordinances and regulations up-to-date, Town staff has begun the process of updating the sign chapter of the Zoning Ordinance. Signs are an important part of our community as they help residents and visitors find places and things they are looking for. When done well, they communicate clearly and add to the appearance of the community. The goal is to have a new sign code ready for Council consideration and approval by May 2020.

A recent U. S. Supreme Court decision related to signs has created a challenge for all cities and towns. Under that ruling, signs can only be regulated based on such elements as height, size, material, and location. Towns can no longer base regulations on the message or content of the sign. Addressing these changes will be part of the sign code update.

Because of the Court ruling, Town code enforcement staff will face challenges enforcing the existing ordinance, especially as it applies to temporary signs, until the new code is approved. They will, however, continue to work with businesses and residents to prevent sign clutter and signs that create traffic hazards or sight issues along the streets.

If you have ideas or suggestions about the types of signage you think is appropriate for Fountain Hills, please pass your comments on to John Wesley, AICP, Development Services Director, 480-816-5138, [jwesley@fh.az.gov](mailto:jwesley@fh.az.gov).

## TOWN IMPLEMENTS CODE RED EMERGENCY NOTIFICATION SYSTEM

When an emergency strikes Fountain Hills, you need the most accurate information possible. That's why the Town urges you to sign up for the Code RED emergency notification system.

Everyone knows it's important to be prepared, which is why the Town has implemented the CodeRED system. It enhances communications between residents and public safety personnel by sending telephone calls, text messages, emails and social media alerts directly to enrolled residents. But you have to enroll to get them. It's free and easy. Visit the Town website at [fh.az.gov/codered](http://fh.az.gov/codered) and click on the CodeRED logo at the bottom to enter or update your contact information.

The Town asks residents to encourage their family members, friends, colleagues, and other groups to access the CodeRED system and make sure their information is in the emergency database. We rely on the CodeRED system to keep our community informed during an emergency.

For more information please visit: [www.fh.az.gov](http://www.fh.az.gov) or call (480) 816-5100.



## FOUNTAIN HILLS TO HOST SMALL BUSINESS WORKSHOP

The Town of Fountain Hills and a number of partners will host a small business workshop from 1 to 5 p.m. Oct. 30 at the East Valley Institute of Technology (EVIT) campus, 14605 N. Del Cambre Avenue in Fountain Hills.

The session will include overviews of resources provided by the Town, the Chamber of Commerce, and the Library. In addition, a representative of the U.S. Small Business Administration (SBA) will discuss financing your business, and an official with the Maricopa Small Business Development Center (SBDC) will explain how to create a business plan. Marketing and the utilization of social media channels will be covered by Clason Communications. The session will be capped off with an open house from 4 to 5 p.m., where representatives of EVIT and Arizona Business Advisors will provide tours and discuss the opportunities for incubator, co-working and office space at the facility.

The session is free of charge, but does require advanced registration. Please see the Town's website at [www.fh.az.gov](http://www.fh.az.gov) for more information and to register.

### REGISTRATION:

Event is free of charge, but advanced registration is required.



### FOUNTAIN HILLS SMALL BUSINESS WORKSHOP

DATE: OCTOBER 30, 2019  
TIME: 1:00 - 5:00 P.M.  
LOCATION: FH EVIT  
17300 E. CALAVERAS  
FOUNTAIN HILLS, AZ 85268



# LOCKBOXES FOR SENIORS

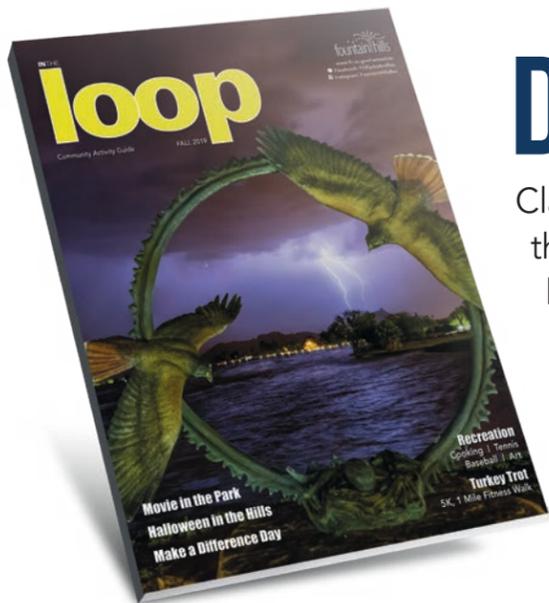
In the last issue of Fountain Hills First, we discussed ways to look after our vulnerable neighbors -- particularly those who display the various signs of needing assistance.

A way to expedite first responder service delivery to these vulnerable neighbors is the installation of a lockbox on their home. Fountain Hills seniors can get a lockbox installed through the Scottsdale Area Association of REALTORS® (SAAR) with a suggested donation of \$25. In the event of an emergency where the resident is unable to come to the door, these devices allow first responders to gain entry without breaking into the home. They use a code known only to these public safety personnel.

SAAR launched one of the first Senior Lockbox programs in the country in 2004. The association purchases the lockboxes and assists fire departments in placing them on homes in the City of Scottsdale and Town of Fountain Hills.

If you, a family member, and/or neighbor you look after are interested in having a lockbox installed, please call 1-877-229-5042 or email Koryn Duran at [Koryn@ScottsdaleREALTORS.org](mailto:Koryn@ScottsdaleREALTORS.org).

You can also find more information at <https://scottsdalerealtors.org/community-programs-lockboxes-for-seniors/>



## DON'T MISS IN THE LOOP

Classes, programs, presentations, events and more can be found in the latest edition of our "In the Loop" Activity Guide! Guides can be picked up in Town Hall, the Community Center and can also be found online at [www.fh.az.gov](http://www.fh.az.gov).

For more information visit: [www.fh.az.gov](http://www.fh.az.gov) or call **(480) 816-5100**.

## HOME DELIVERED MEALS

*Our program provides nutritious noon-time meals to Fountain Hills' residents in need of meal assistance.*

### ABOUT THE PROGRAM

- Meals are prepared fresh daily by the staff of Fountain View Village and are delivered seven days a week, including all major holidays.
- The cost of each meal is \$6.50.
- Meals are delivered by volunteers between 11:00 a.m. and 12:30 p.m.
- Meals consist of a hot entrée and two side dishes plus a cold sack with salad, dessert, fruit, and milk.
- Area Agency on Aging provides financial assistance to clients who are unable to pay for meals. Contact them directly at **(602) 264-4357**.

### NEW CLIENTS

- Clients choose the days they want meals delivered each week.
- New clients must stay on the program for a minimum of two weeks.
- Advance notice is required when signing up for the program.
- To sign-up to receive meals, please contact the Activity Center at **(480) 816-5229**.

### VOLUNTEERS

- Teams of two volunteers pick up the meals at Fountain View Village at 10:45 a.m. with a time frame of approximately 1 to 1.5 hours for delivery.
- Volunteer opportunities are occasionally available for those with time to give to this rewarding program. Please call or drop by the Activity Center, Monday through Friday from 9:00 a.m. to 4:00 p.m.

### DONATIONS

- Donations are graciously accepted to help subsidize and maintain the low cost of meals.
- Donations may be tax deductible; donor should seek advice from their accountant.

# WHO DO I CALL?

Code Enforcement Division staff serves to educate the public as well as investigate and enforce violations of the Town Code, Zoning Ordinances and Subdivision Ordinances. The majority of code enforcement activity is complaint driven, however staff proactively examines those issues that pose potential threats to public safety.

Violations commonly addressed include:

- Fire hazards
- Storage of trailers, boats and RVs
- Illegal or unpermitted signs
- Green, stagnant swimming pools
- Outdoor storage
- Improper vehicle parking
- Landscaping issues

Prior to contacting Code Enforcement regarding a concern, residents are encouraged to consider the three C's:

- Communicate directly with the neighbor
- Contact the HOA to discuss the concerns
- Confirm the specific concern is a Town regulation violation

To ensure resident issues are addressed in a timely manner, please call the following agencies for common concerns that are not handled by Code Enforcement:

- **Call 911** for any emergencies that involve an immediate threat to life or public safety
- **Fountain Hills (Rural Metro) Fire Department – (480) 816-5114** – Significant fire hazards, fire code violations, and related issues
- **Maricopa County Sheriff's Office** (non-emergency number) – **(602) 252-7840** – Barking dogs, street parking violations, and nighttime noise issues
- **Fountain Hills Building Safety Division – (480) 816-5177** – Suspected unpermitted building activity, building code violations and related questions
- **Fountain Hills Streets Division – (480) 816-5133** – Damaged street signs, poor pavement or sidewalk conditions and other road condition issues
- **Maricopa County Animal Control – (602) 506-7387** – Loose dogs and dog bites (exception: if an aggressive dog is loose, call 911)
- **Fountain Hills Environmental Division – (480) 816-5180** – Town wash and water drainage issues
- **Fountain Hills Engineering Division – (480) 816-5122** – Drainage issues resulting from unpermitted grading and unpermitted encroachments within Town right-of-way
- **Fountain Hills Parks Division – (480) 816-5148** – Lighting, signs, animals and other matters
- **Maricopa County Air Quality Dept. – (602) 506-6010** – Dust control concerns
- **Arizona Game and Fish Dept. – (602) 942-3000** – Feeding wild animals and other wildlife
- **Animal Licenses** – Online licenses available at [www.maricopa.gov/226/dog-license](http://www.maricopa.gov/226/dog-license) or [www.maricopa.gov/220/locations-hours](http://www.maricopa.gov/220/locations-hours)  
West Valley Animal Care at 2500 S 27th Ave., Phoenix, AZ 85009, (602) 506-7387  
East Valley Animal Care at 2630 W Rio Salado Pkwy, Mesa, AZ 85201, (602) 506-7387

Fountain Hills regulations are available 24/7 on the Town website [www.fh.az.gov](http://www.fh.az.gov). Residents can view the entire text of the Town Code, Zoning Ordinance, and Subdivision Ordinance.

Residents may contact the Code Enforcement Division by one of the following methods:

- **In person** – Town offices are located at 16705 E. Avenue of the Fountains (second floor). Office hours are from 7:00 a.m. to 6:00 p.m., Monday through Thursday.
- **Phone** – Code Enforcement hotline at **(480) 816-5193**.
- **Internet** – Use the RequestTracker system on the Town website – [www.fh.az.gov/request-tracker](http://www.fh.az.gov/request-tracker)

## QUICK CONTACTS

Town Hall – (480) 816-5100

Town Website – [www.fh.az.gov](http://www.fh.az.gov)

Town Tourism and Events Website – [www.experiencefountainhills.org](http://www.experiencefountainhills.org)

Community Center – (480) 816-5200

Activity Center – (480) 816-5226

Public Library – (602) 652-3000

Community Services – (480) 816-5100

Sheriff's Department – (602) 876-1869

Sheriff's Dispatch – (602) 876-1011

Call 911 for Emergencies

Fountain Hills Fire Department –

Station 1 – 480-837-9820

Station 2 – 480-837-0804

Call 911 for Emergencies

Fountain Hills School District –

(480) 664-5000

Fountain Hills Municipal Court –

(480) 816-5103

[Municipalcourt@fh.az.gov](mailto:Municipalcourt@fh.az.gov)

[www.fh.az.gov/court](http://www.fh.az.gov/court)

Century Link –

Residential customers, (866) 642-0444;

Business customers, (877) 744-4416.

Cox Communications – (602) 277-1000

EPCOR Water – (480) 837-9522

Republic Services – (Garbage removal)

(602) 237-2078

Salt River Project – (Electric utility)

General information, (602) 236-8888;

emergency (24 hours), (602) 236-8811

Sanitary District – (480) 837-9444

16941 E. Pepperwood Circle

## COMMON QUESTIONS AND ANSWERS

### IS THE FOUNTAIN OPERATING TODAY?

Our World Famous Fountain runs every hour on the hour for 15 minutes from 9 a.m. – 9 p.m. everyday of the week! The Fountain is extended to its full height on special occasions. For everyday viewing the Fountain reaches a height of 330 feet! For more information on the Fountain please visit: [www.experiencefountainhills.org/thefountain](http://www.experiencefountainhills.org/thefountain)

### WHY ISN'T THE FOUNTAIN GOING ON?

Please remember that if winds speeds in Fountain Park are above 10 miles per hour, the fountain pump may automatically shut off, temporarily prohibiting the fountain from coming on or reaching its normal height.

### HOW DO I GET A BUSINESS LICENSE?

There are two easy ways to obtain a Fountain Hills Business License. You can either log on to our website: [www.fh.az.gov/business-licenses](http://www.fh.az.gov/business-licenses) or you can visit Town Hall to complete the application in person. For all Business License questions, please call **(480) 816-5176**. Congratulations on being a business owner!

### DID YOU FIND A LOST PET?

Help a lost furry friend find their way home. By visiting our Town's Lost Pet Page online, you can be a part of reuniting a family with their pet! If you found a dog with a Maricopa County license, please visit the Maricopa County website for resources to help reunite lost pets with their families.

### WHERE IS THE TOWN'S LOST AND FOUND LOCATION?

You can visit our Community Center located at 13001 N La Montana Drive to inquire about lost and found articles.

### WHERE CAN I FIND INFORMATION ON COUNCIL MEETINGS, SPEAKERS, AND TIMES?

Town Council meetings are held on the first and third Tuesdays of each month at 5:30 p.m. in the Town Hall Council Chambers. If you can't attend the meetings, you may live stream regular session meetings on our website at: [www.fh.az.gov/live-stream](http://www.fh.az.gov/live-stream) or watch on local Channel 11.

### ARE RESERVATIONS AVAILABLE FOR THE PARK, BALL FIELDS, OR TENNIS COURTS?

To reserve a ball field, tennis court, ramada or park space, please call **(480) 816-5100**.



Town of Fountain Hills  
16705 E Avenue of the Fountains  
Fountain Hills, AZ 85268

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# Special Event Calendar

## Fall 2019 - Spring 2020

Get Out of the Valley and Into The Hills!

### October 27 - April 30

**Farmers Market and Art on the Ave**  
Thursday, 11a.m.-5p.m.  
*Ave of the Fountains Plaza*

**31 Halloween in the Hills**  
Thurs, 4p.m.-8p.m.  
*Avenue of the Fountains*

### November

**8-10 Fountain Festival of Arts & Crafts**  
Fri-Sun, 10a.m.-5p.m.  
*Avenue of the Fountains*

**28 Turkey Trot 5K Run & Fitness Walk**  
Thur, 7:15a.m.  
*Downtown Fountain Hills*

**Thanksgiving Day Parade**  
Thur, 9a.m.  
*Downtown Fountain Hills*

### December

**7 Stroll in the Glow**  
Sat, 5p.m.  
*Avenue of the Fountains*

**28 Balloon Glow**  
Sat, 5:30p.m.-7:30p.m.  
*Fountain Park*

### January

**24-26 Magic Bird Festivals Goes Native**  
Fri-Sun, 10a.m.-5p.m.  
*Avenue of the Fountains*

### February

**8 Concours in the Hills**  
Sat, 10a.m.-3p.m.  
*Fountain Park*

**21-23 The Great Fair**  
Fri-Sun, 10a.m.-5p.m.  
*Avenue of the Fountains*

**26 - March 1 Memorial Disc Golf Championship**  
Wed-Sun, 9a.m.-2p.m.  
*Fountain Park*

### March

**1 Mountain to Fountain**  
Sun, 5:30a.m.-noon  
*Fountain Park*

**6-8 Thunderbirds Fine Art & Wine Affaire**  
Fri-Sun, 10a.m.-5p.m.  
*Avenue of the Fountains*

**7 Besant Mela Kite Festival**  
Sat, 10a.m.-2p.m.  
*Fountain Park*

**13-15 Fountain O'Green Artisan Market**  
Fri-Sun, 10a.m.-5p.m.  
*Avenue of the Fountains*

**14 Irish Fountain Fest**  
Sat, 11a.m.-6p.m.  
*Fountain Park*

**17 St. Patrick's Day Greening**  
Tuesday, noon  
*Fountain Park*

**21 Paws in the Park**  
Sat, 10a.m.-3p.m.  
*Fountain Park*

**28 Dark Sky Festival**  
Sat, 4p.m.-9 p.m.  
*Centennial Circle*

Check for the most updated calendar at:  
[experiencefountainhills.org](http://experiencefountainhills.org)

**#fountainhills**

 @experiencefhaz

### April

**4 Music Fest**  
Saturday, 4-8:30p.m.  
*Fountain Park*