

PARADISE VALLEY POLICE DEPARTMENT

2025 emergency communications ACCREDITATION ON-SITE ASSESSMENT



**ALEAP ON-SITE ASSESSMENT
APRIL 15, 2025**

ASSESSORS

COMMANDER ZACHARY YOUNG
ORO VALLEY POLICE DEPARTMENT

CATHERINE JONES-GOODING
TEMPE POLICE DEPARTMENT COMMUNICATIONS



TABLE OF CONTENTS



MEET THE CHIEF	5
POWERDMS ACCESS INFORMATION	6
INTRODUCTION	7
ASSESSOR SCHEDULE	8
PVPD MISSION, VALUES, & CULTURE	9
PVPD BE BULLETPROOF CULTURE PLAN	10
ORGANIZATIONAL CHART	11
ABOUT THE TOWN	12
JURISDICTIONAL MAP	13
MEET THE EMERGENCY COMMUNICATIONS TEAM	14
COMMUNICATIONS STATISTICAL OVERVIEW	15-17
2023 - 2025 DIVISION HIGHLIGHTS	18-22
HISTORY OF PARADISE VALLEY	23-24
MEETING NOTES	25-26
ADDITIONAL NOTE PAGES	27-28



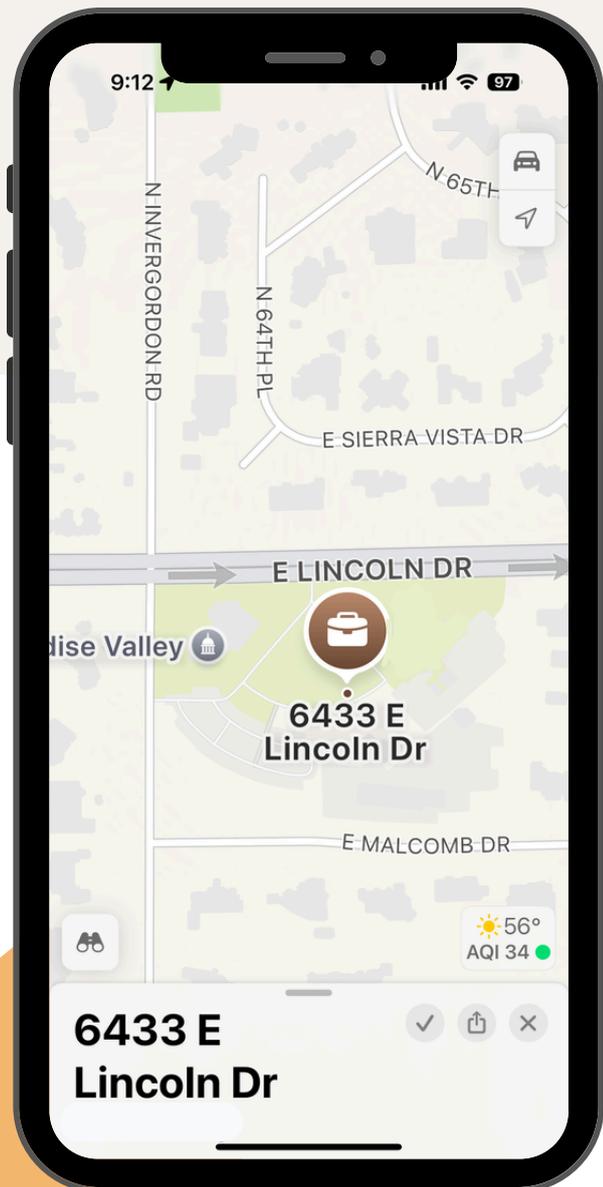
We can't wait to see you!

PARADISE VALLEY POLICE DEPARTMENT

6433 EAST LINCOLN DRIVE
PARADISE VALLEY, ARIZONA
85253



CLICK HERE
FOR TURN-BY-TURN
DIRECTIONS



ESTIMATED DRIVE TIME FROM
TEMPE POLICE DEPARTMENT

35 minutes

ESTIMATED DRIVE TIME FROM
ORO VALLEY POLICE DEPARTMENT

2 HOURS



meet the *Chief*

On behalf of the Paradise Valley Police Department, I extend a warm welcome and sincere thanks for taking the time out of your busy schedule to join us. Your commitment to upholding excellence in both law enforcement and emergency communications is deeply appreciated, and we are honored to host you during this important process.

I am immensely proud of the dedication and professionalism demonstrated daily by the men and women of our department. They embody the spirit of service and the core values that are essential to our community. Our residents—whom we diligently serve—are at the heart of everything we do, and their safety and well-being drive us forward.

Our communications division stands as a shining example of our unwavering dedication to excellence. Every day, our skilled dispatchers rely on state-of-the-art communications systems to deliver rapid, precise, and coordinated responses to any emergency. This advanced technology, coupled with our rigorous and continuous training programs, ensures our team is always prepared to perform at the highest level. Moreover, our strong focus on employee wellness provides our dispatchers with the physical and mental support they need to excel under pressure.

We are excited to share with you all that Paradise Valley has to offer. As you review our communications program and facility, you will see how our investments in technology, training, and wellness directly enhance our operational capabilities and the safety of our community. Our Emergency Communications Accreditation Program reflects our commitment to innovation, continuous improvement, and the well-being of those we serve, setting the standard for outstanding emergency response in our community.

Once again, thank you for your dedication to excellence in law enforcement and emergency communications, and for playing a vital role in ensuring that our department continues to uphold the highest standards of service.

SINCERELY,

Freeman Carney

CHIEF OF POLICE, PARADISE VALLEY POLICE DEPARTMENT



PowerDMS[®]

POWERDMS SITE KEY: PARADISEVALLEY

ASSESSMENT ROLE KEY: E001XM0ACSLBLJ0H00SKBALJ5

please note, accessibility window is
april 4, 2025 through may 31, 2025

assessor

username

password

cathy jones-gooding

cjones-gooding

Welcome!!

cmr zachary young

zyoung

Welcome!!

Introduction



Emergency Communications Accreditation is more than just a badge of honor; it is a rigorous validation that our communications division upholds the highest standards of operational excellence and ethical conduct. This prestigious recognition reassures our community that our state-of-the-art systems and dedicated personnel operate with unmatched professionalism, accountability, and transparency.

Over the past two years, every member of our communications team and support staff has worked tirelessly toward this achievement. From our skilled dispatchers to our technical experts, everyone has played a crucial role in meeting—and exceeding—the stringent criteria set forth by the accreditation program. Our journey to this initial accreditation is a testament to our relentless commitment to continuous improvement and innovation.

We view this accreditation not as a final destination, but as the beginning of an ongoing pursuit of excellence. Our dedication to continuously evaluating and enhancing our emergency communications practices ensures that we remain at the forefront of technological and operational standards. As we look to the future, our commitment to fostering a safe, efficient, and responsive environment for our community will only grow stronger.

With this initial accreditation, the Paradise Valley Police Department's Communications Division sets a high standard for emergency response. We are proud to exemplify what it means to serve with honor, dedication, and a deep-rooted commitment to our community. We invite you to experience firsthand the advanced technology, exceptional training, and unwavering professionalism that define our division—and to join us as we embark on the next chapter of our journey toward even greater excellence.

Heather Beckwith

Heather Beckwith, Emergency Communications Manager

ASSESSOR'S SCHEDULE



time	meeting	LOCATION
8:00 AM	<p>INTRODUCTIONS & CHIEF INTERVIEW</p> <p>CHIEF FREEMAN CARNEY, COMMANDER JOSEPH DIVENTI, INTERIM COMMANDER KELLY INGRAM, COMMUNICATIONS MANAGER HEATHER BECKWITH</p>	BRIEFING ROOM
9:30 AM	<p>DEPARTMENT TOUR</p> <p>LEAD COMMUNICATIONS DISPATCHER – KELCI CROUNSE</p>	
10:45 AM	<p>INTERVIEW</p> <p>60 MINUTES</p> <p>MS. HEATHER BECKWITH <i>COMMUNICATIONS MANAGER</i></p>	BRIEFING ROOM
12:00 PM	CATERED LUNCH FROM FOREFATHERS	<p>BRIEFING ROOM</p> <p>CLICK FOR MENU</p>
1:00 PM	ASSESSOR TIME	BRIEFING ROOM
1:30 PM	<p>SIT-IN</p> <p>90 MINUTES</p> <p>DISPATCHER VANESSA STEDMAN LEAD DISPATCHER KELCI CROUNSE</p>	COMMUNICATIONS
3:00 PM	<p>EXIT INTERVIEW</p> <p>CHIEF FREEMAN CARNEY, COMMANDER JOSEPH DIVENTI, INTERIM COMMANDER KELLY INGRAM, COMMUNICATIONS MANAGER HEATHER BECKWITH</p>	BRIEFING ROOM

mission

PROVIDE HIGH QUALITY POLICE SERVICES TO OUR COMMUNITY, REDUCE CRIME AND THE FEAR OF CRIME, AND BY WORKING WITH ALL CITIZENS, TO PRESERVE LIFE, PROTECT PROPERTY, PROMOTE INDIVIDUAL RESPONSIBILITY AND ENCOURAGE COMMUNITY INVOLVEMENT.

vision

MAINTAIN STRONG POLICE-COMMUNITY PARTNERSHIPS, TO KEEP OUR NEIGHBORHOODS CRIME FREE AND TO ELIMINATE FEAR OF CRIME IN OUR COMMUNITY.

our culture

A STRONG CULTURE INCREASES PERFORMANCE, ESTABLISHES TRUST, AND PROVIDES A POSITIVE WORK ENVIRONMENT FOR ALL. THE PVPD BE BULLETPROOF CULTURE PLAN WILL ALIGN THE PVPD BRAND WITH OUR DESIRED IDEALS AND SHOWCASE EVERY MEMBER OF OUR ORGANIZATION AS A PROponent OF WHAT IT MEANS TO BE PVPD.

BE BULLETPROOF

Paradise Valley Police Department Culture Plan

BE TRUSTWORTHY

- HAVE INTEGRITY & DO THE RIGHT THING
- HONOR COMMITMENTS & REMAIN RELIABLE
- OWN MISTAKES & MAKE THEM RIGHT
- STAY ACCOUNTABLE & TRANSPARENT

BE RESOURCEFUL

- MAKE IT HAPPEN & TAKE OWNERSHIP
- BEGIN WITH THE END IN MIND SO YOU CAN ANTICIPATE OBSTACLES & OVERCOME THEM
- DEVELOP WIN-WIN SOLUTIONS WHEN POSSIBLE, UTILIZING YOUR CREATIVITY, SPIRIT, & ENTHUSIASM
- COMMUNICATE YOUR PLANS & YOUR NEEDS

BE PROFESSIONAL

- TAKE PRIDE IN YOUR APPEARANCE, WORK AREA, & EQUIPMENT
- STAY PHYSICALLY PREPARED & MENTALLY FOCUSED
- EMBRACE HIGH STANDARDS & BEST PRACTICES
- PROJECT HIGH MORAL CHARACTER

BE VICTORIOUS

- HAVE RESILIENCE WHEN THINGS GO WRONG
- REMEMBER THE SMALL & SIMPLE THINGS
- WELCOME CHALLENGES THAT SHARPEN RESOLVE
- RETURN WITH HONOR

BE DILIGENT

- EXCEL AT YOUR RESPONSE TIMES
- EMBRACE THE DETAILS
- ACKNOWLEDGE & ALLEVIATE CONCERNS
- PRIORITY THE QUALITY OF YOUR WORK

BE INTENTIONAL

- GREAT CULTURE TAKES EVERYONE
- ROOT OUT NEGATIVE BEHAVIOR
- MAINTAIN RELATIONSHIPS INTERNALLY & EXTERNALLY
- HAVE A PURPOSE THAT BETTERS THE ORGANIZATION

BE RESPECTFUL

- SPEAK WITH DUE REGARD, EVEN IN DISAGREEMENTS
- VALUE PEOPLE'S TIME, IN PERSON & ELSEWHERE
- ENGAGE W/ OTHERS & MINIMIZE DISTRACTIONS
- APPRECIATE DIFFERENCES PHYSICALLY, CULTURALLY, SPIRITUALLY, & PHILOSOPHICALLY

BE WHAT YOU WANT TO SEE IN OTHERS

- PROVIDE GRACE FOR MISTAKES & OFFER SOLUTIONS
- ACCEPT CONSTRUCTIVE CRITIQUES
- CELEBRATE THE SUCCESS OF OTHERS
- KEEP THINGS POSITIVE

BE SUPPORTIVE

- ASSUME POSITIVE INTENT FROM CO-WORKERS
- DISCOURAGE RUMORS
- SEEK OUT INFORMATION BEFORE MAKING DECISIONS
- ARRIVE ON TIME FOR BRIEFINGS, MEETINGS, & TRAININGS

BE AN EFFECTIVE COMMUNICATOR

- SEEK INFORMATION, EXPERIENCE, & COLLABORATE
- GET CLEAR ON EXPECTATIONS
- SEEK FIRST TO UNDERSTAND & THEN BE UNDERSTOOD
- SPEAK OPENLY, DIRECTLY, & WITH KINDNESS

BE LEGENDARY W/ CUSTOMER SERVICE

- STRIVE FOR THE "WOW" CUSTOMER SERVICE
- ASK YOURSELF, "WHAT MORE CAN I DO?"
- TAKE THE INITIATIVE, SEE A NEED FILL A NEED
- HAVE AN ATTITUDE FOR GRATITUDE

BE A LEADER

- RECOGNIZE WE LEAD OUR COMMUNITY
- DISTINGUISH INFORMAL VS. FORMAL LEADERSHIP
- STAND UP FOR WHAT IS RIGHT
- KNOW THAT STRONG LEADERS ARE STRONG FOLLOWERS

ORGANIZATIONAL CHART

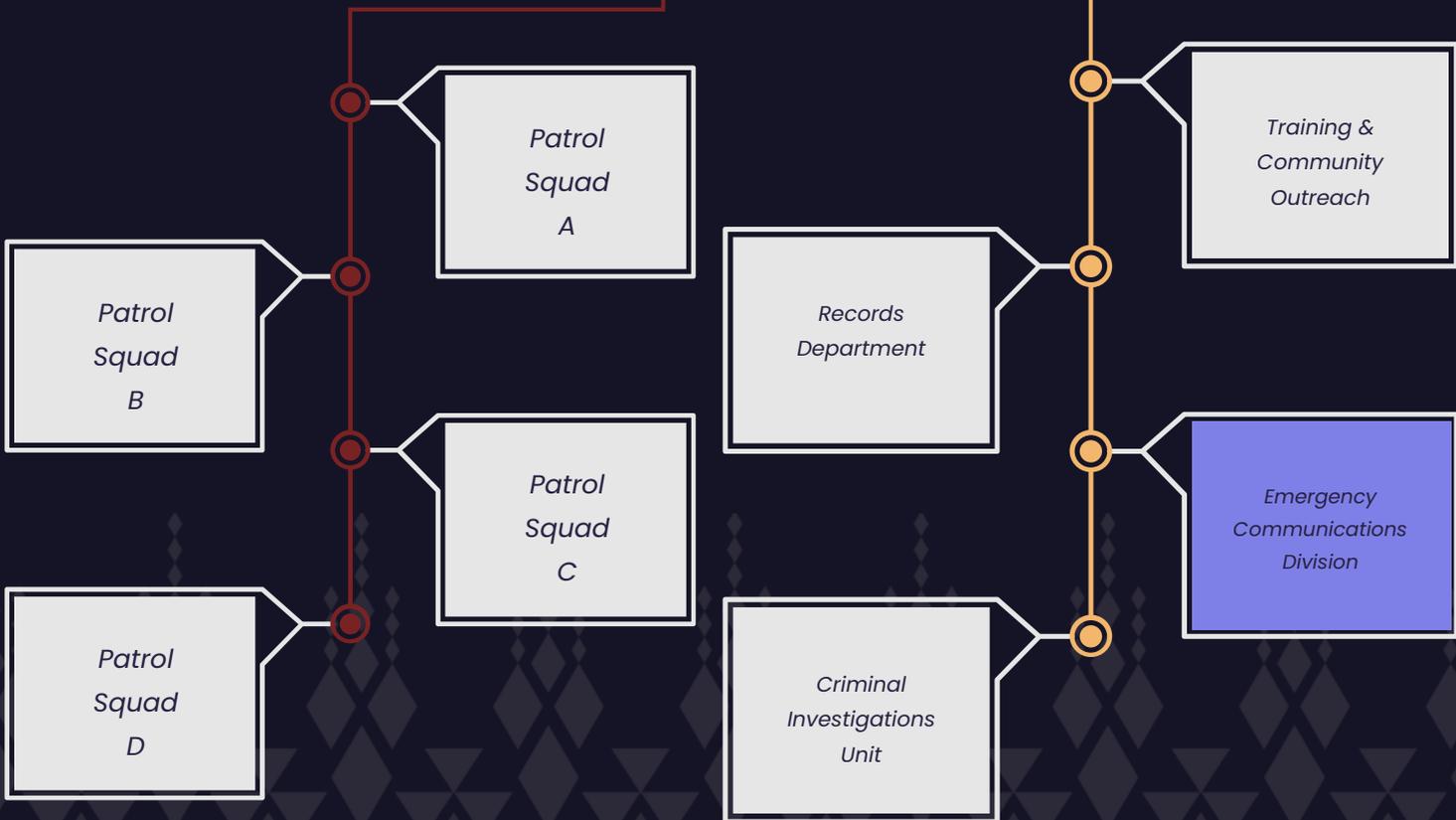


Freeman Carney
Chief of Police

Joseph DiVenti
Commander
Patrol



Patrick Beumler
Commander
Support Svc.





LOCATION: THE TOWN OF PARADISE VALLEY IS SITUATED BETWEEN THE ALLURING CAMELBACK MOUNTAIN AND MUMMY MOUNTAIN WITHIN THE HEART OF THE PHOENIX-METROPOLITAN AREA. SHARING BORDERS WITH BOTH THE CITY OF PHOENIX AND THE CITY OF SCOTTSDALE, PARADISE VALLEY IS HIGHLY SOUGHT AFTER FOR IT'S VIEWS, RESORTS, AND RICH QUALITY OF LIFE.

RESIDENTS PRIDE THEMSELVES ON THE UNIQUE CHARACTERISTICS OF THE TOWN AND STRIVE TO MAINTAIN THE RURAL HERITAGE THAT WAS SOUGHT IN 1961 WHEN THE TOWN WAS INITIALLY INCORPORATED.

POPULATION: 12,658 (2020 CENSUS)

LAND AREA: 15.4 SQUARE MILES

RESIDENCES: 5,728 (2020 CENSUS)

RESORTS: 9

WORSHIP SITES: 14

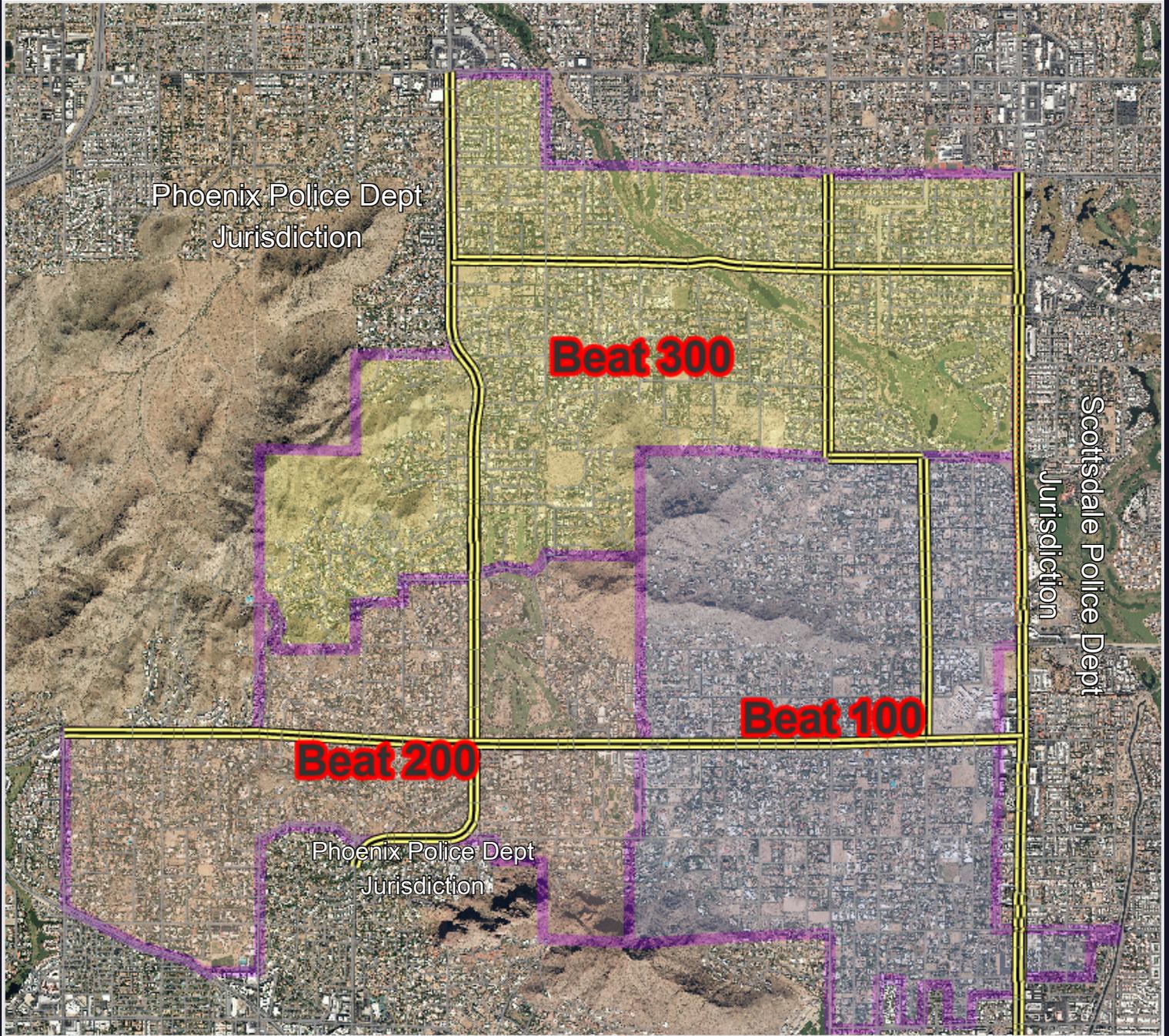
PUBLIC/PRIVATE SCHOOLS: 11

GOLF COURSES: 3

MEDICAL CENTERS: 4

ABOUT
me

PARADISE VALLEY POLICE DEPARTMENT JURISDICTIONAL MAP



meet our team



HEATHER
Communications Manager
16 years experience



KELCI
Lead Dispatcher
10 years experience



VANESSA
Dispatcher, CTO
12 years experience



BILL
Dispatcher, CTO
7 years experience



CHRIS
Dispatcher
23 years experience



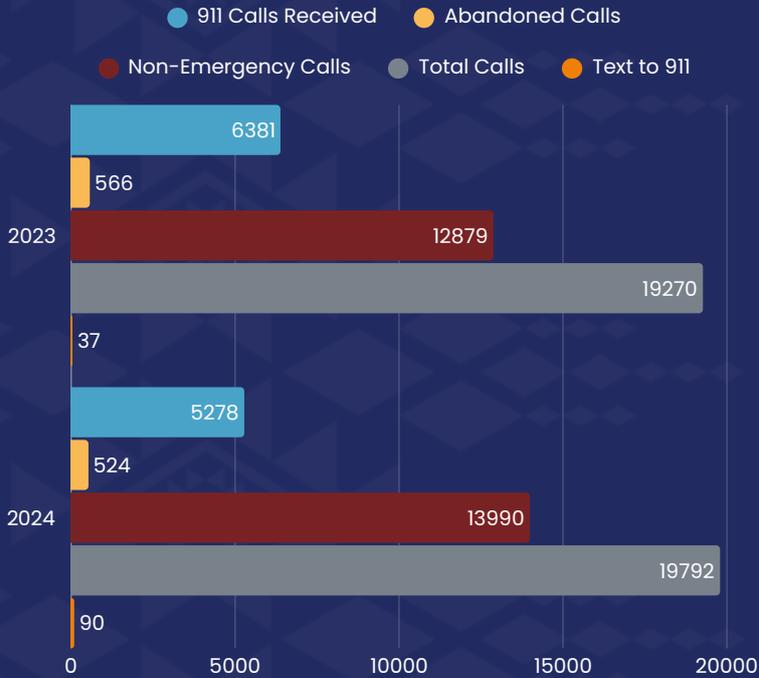
MALLORY
Dispatcher
2 years experience



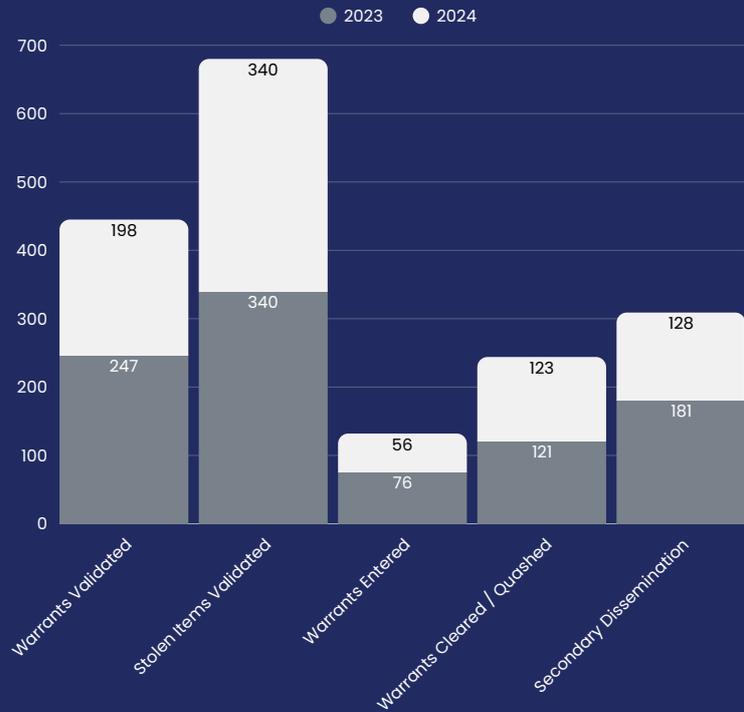
DEBBIE
Dispatcher
27 years experience

DATA *at a glance*

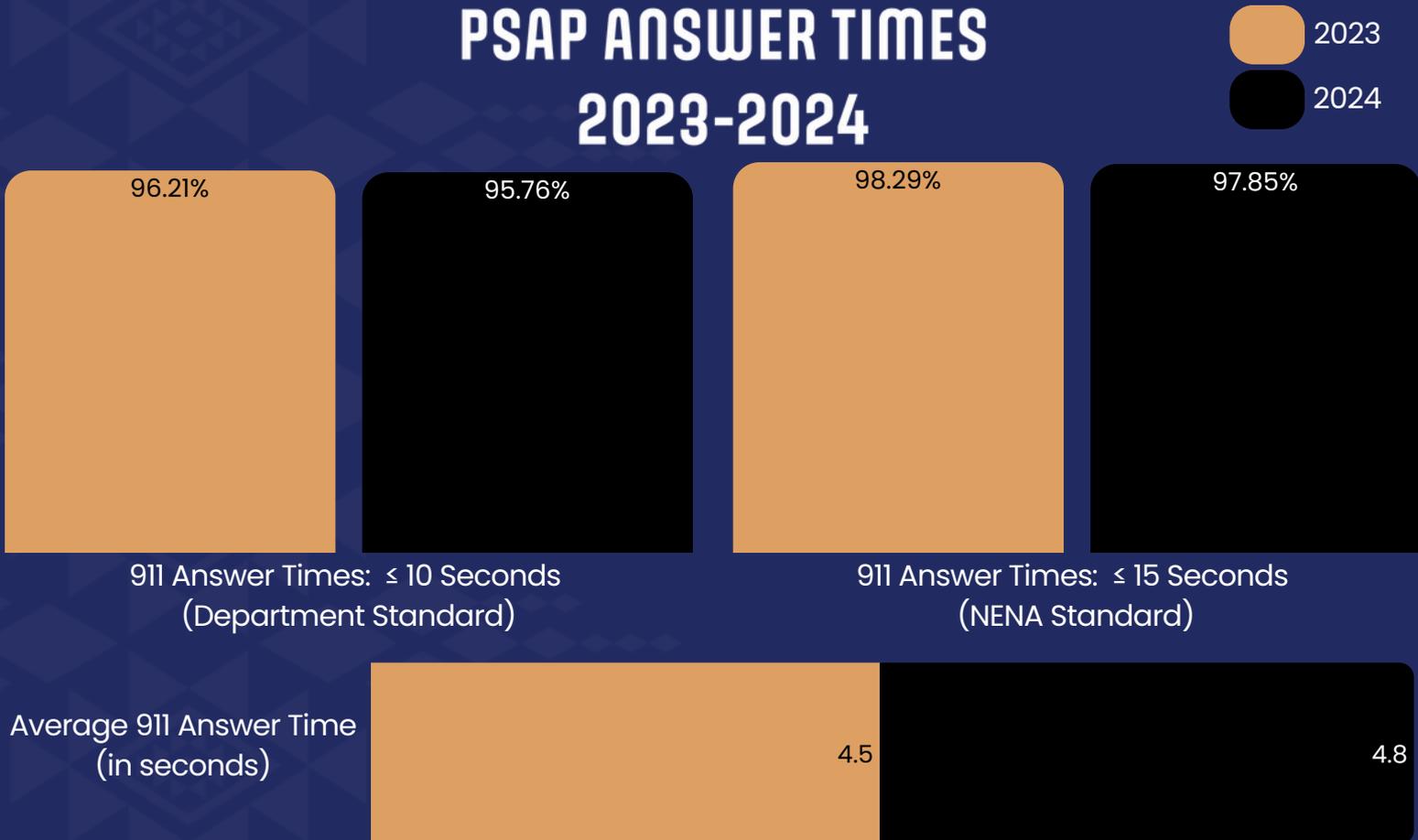
PSAP TELEPHONE STATISTICS 2023-2024



ACJIS VALIDATIONS 2023-2024

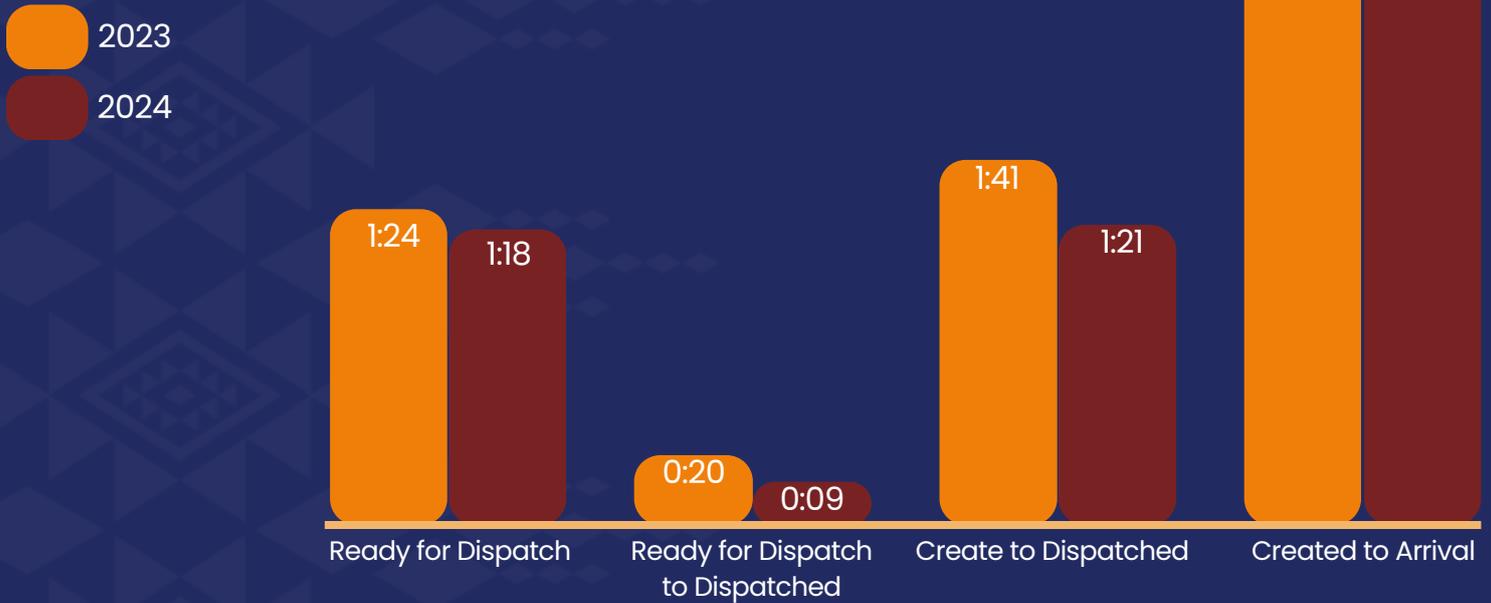


PSAP ANSWER TIMES 2023-2024

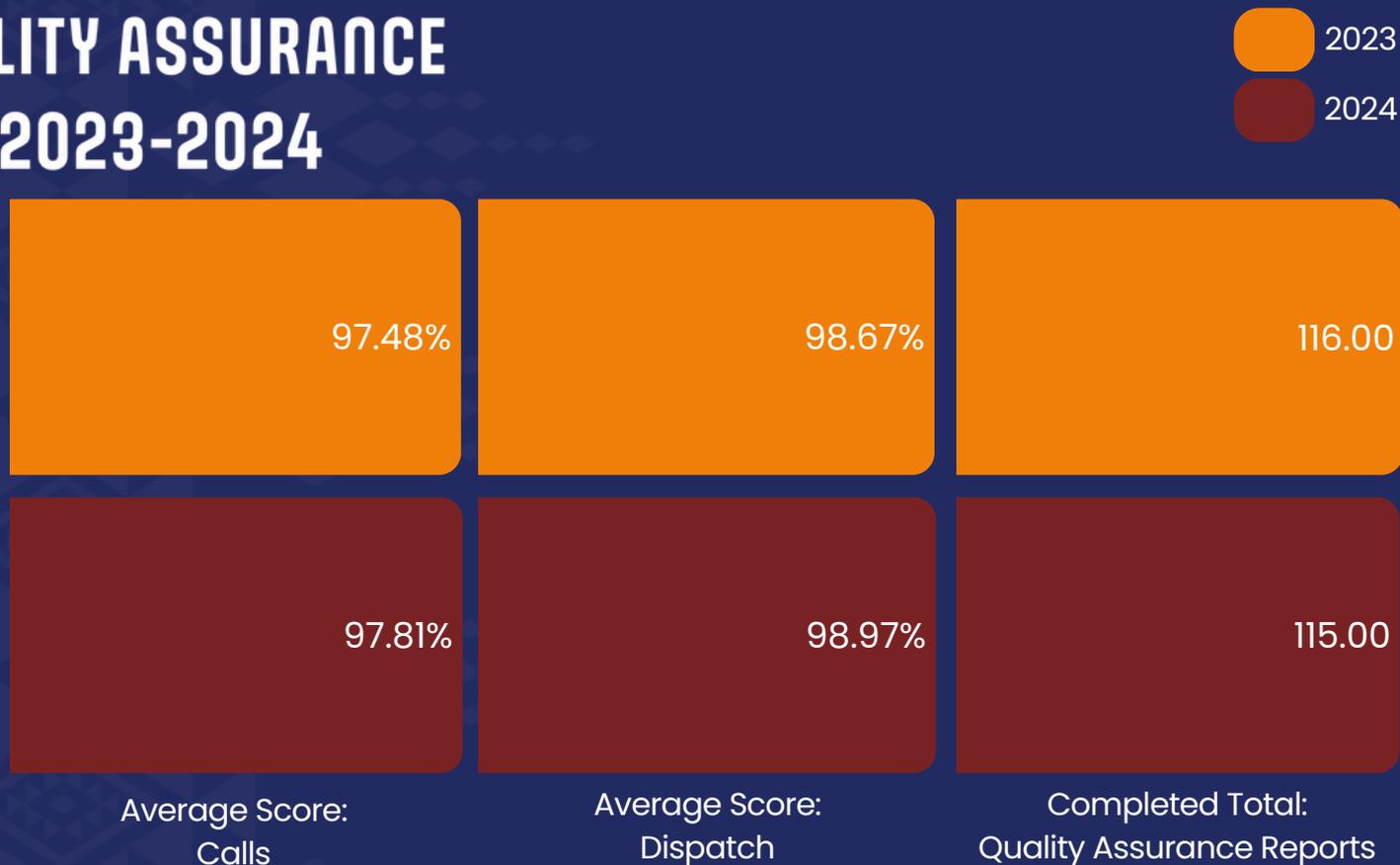


DATA *at a glance*

PRIORITY 1 DISPATCH TIMES (IN MINUTES)



QUALITY ASSURANCE 2023-2024



DATA *at a glance*

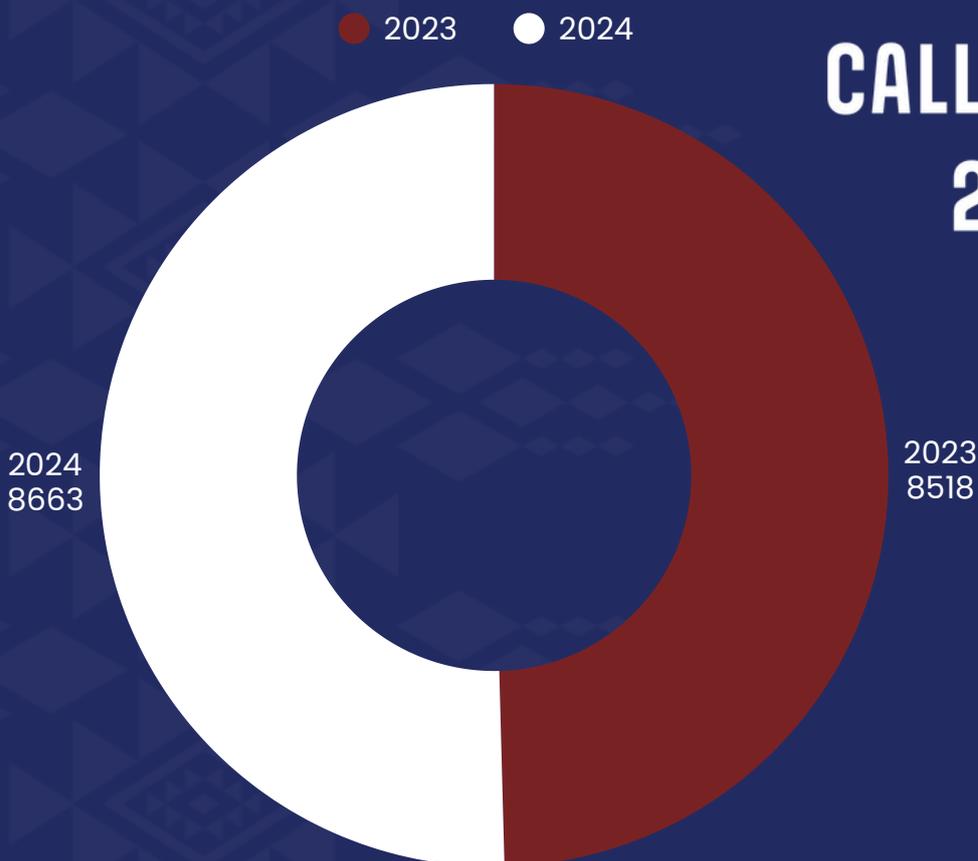
TRAINING HOURS 2023-2024



LPR DISPATCHED INCIDENTS 2023-2024



CALLS FOR SERVICE 2023-2024



HIGHLIGHTS

5 DPS Audits Completed!



We Are 911
Golf Tournament

On March 16, 2023, the Paradise Valley Police Department proudly welcomed our newest dispatcher, Mallory Skinner! This marked a milestone for PVPD, as we have traditionally only hired lateral emergency communications specialists. Mallory, who joined the department in 2020, initially worked in Photo Enforcement and Records. Recognizing her potential, we had no doubt she would excel—and she proved us right by earning the **2024 Dispatcher of the Year** award, a recognition she received through peer nominations!



Holiday Door Decorating Contest
2nd Place!

**National Public Safety
Telecommunicators Week**

2023



FIRST AGENCY IN ARIZONA TO SUCCESSFULLY
 UTILIZE "HOT SEATING" LONG TERM (5
 MONTHS) DURING THE COMMUNICATIONS
 DIVISION REMODEL



SHIFTED FROM
 LEGACY 911 TO
 NEXTGEN911, A
 MORE POWERFUL &
 ADVANCED SYSTEM

2024



February 2024
 Swearing in of Debbie
 as Dispatcher



Communications remodeling



BEFORE



13 A

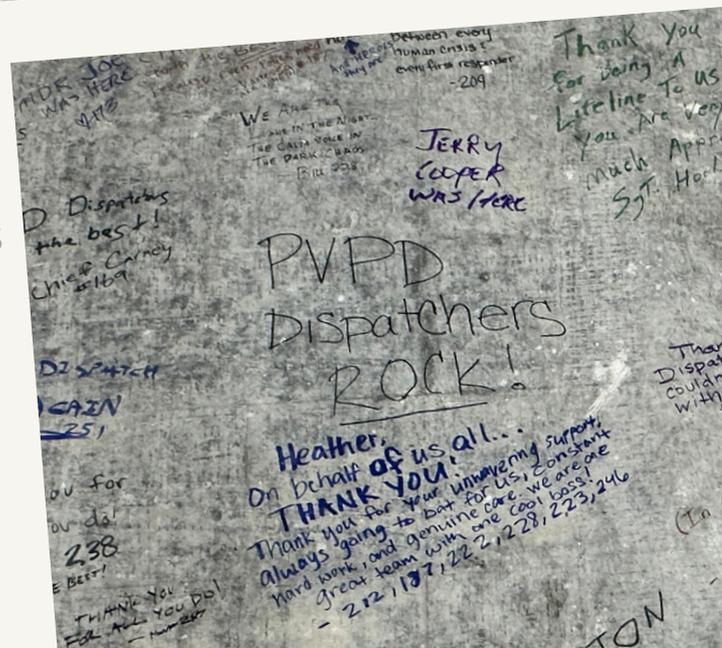


14

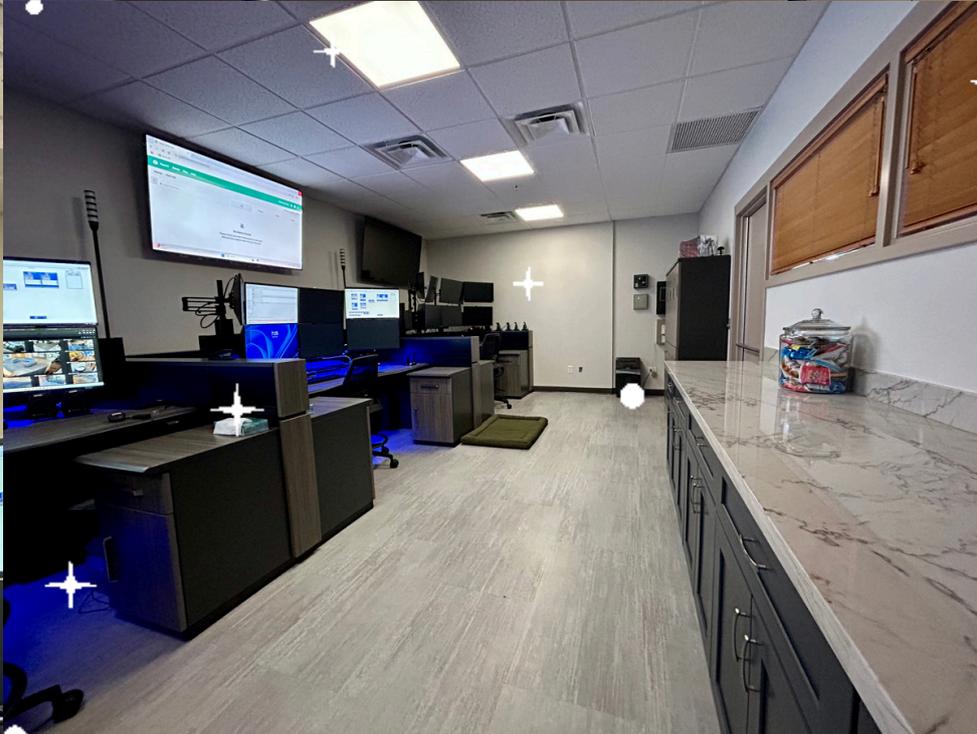


14 A

13



Communications remodeling DURING



HISTORY MATTERS



When the Town incorporated, state statutes required a Town Marshal be named. For organizational purposes, Ned Curtis was chosen as the first Town Marshal. Lester Naumann, who succeeded Ned Curtis, became the first working Town Marshal. Marshal Naumann (*photo'd left*) relied on the Maricopa County Sheriff's Office, the Phoenix Police Department, and the Scottsdale Police Department for response to multiple calls, when additional deputies were needed, and for report forms. As the Town grew, more deputies were hired and the Town Marshal's office became more self-sufficient. In July 1981, the 24-hour communication center was started, and in the following year, the Council authorized the purchase of a central alarm system that enabled residents to have a quicker police response to emergencies.



In July 1983, the Town Marshal's Office became the Town of Paradise Valley Police Department.

HISTORY *continued* MATTERS

In 1987, the Town Council approved the use of a photo radar traffic monitoring system. *Paradise Valley would become the first town in the nation to use such a system.* In 1993, the Town became the testing ground for a new photo radar system called the Auto Patrol. Although it's been upgraded since 1993, Paradise Valley is one of the few locations in the state that still operate photo radar.



Paradise Valley's main road, **Lincoln Drive**, was named after Joan Lincoln, who served our community for over 30 years. Mrs. Lincoln designed the Town Fountain, located at Barry Goldwater Memorial Park, was on Town Council for 10 years, and served as Mayor of Paradise Valley until 1990.



The Paradise Valley Police Department currently consists of 35 sworn and is the largest department within the Town of Paradise Valley with approximately 100 employees total at the department. The department's only station is located at 6433 E Lincoln Drive in the heart of Town.

MEETING, TOUR, & INTERVIEW *notes*

KEY POINTS

- _____
- _____
- _____
- _____
- _____
- _____

DATE & TIME:

DEPARTMENT:

NAME/TITLE:

ALEAP STANDARDS

NOTES

REPORT NOTES

MEETING, TOUR, & INTERVIEW *notes*

KEY POINTS

- _____
- _____
- _____
- _____
- _____
- _____

DATE & TIME:

DEPARTMENT:

NAME/TITLE:

ALEAP STANDARDS

NOTES

REPORT NOTES

