Successful first year allows Mobile Response Team to continue its work

The Aurora Mobile Response Team (AMRT) has entered its second year of service after serving more than 500 individuals. The program pairs a licensed mental health clinician with a Falck Rocky Mountain paramedic or EMT to provide trauma-informed crisis intervention and de-escalation services on the scene to individuals experiencing a behavioral health crisis related to mental health, depression, homelessness, poverty and/or substance use.

AMRT provides basic first aid, behavioral health assessments, and needs such as food, water, clothing, hygiene products and referrals for local resources. Since its inception, AMRT was identified to be an appropriate response for about 1,118 calls for service that Aurora911 received from across the city. Appropriate calls came in at all hours and days of the week. Since the program currently operates from 10 a.m. to 7 p.m. Wednesday through Saturday, AMRT has responded to 519 calls, serving 530 people. The Aurora City Council approved additional funding for the program after the pilot period ended due to its positive effect on the Aurora community.

AMRT responds to low-intensity calls for service, allowing law enforcement to focus on crime-related calls. APD has requested an AMRT response 108 times, leading to a cost savings of more than $23,000 by putting officers back into service. Additionally, there have been 29 diversions from other emergency departments, saving more than $118,000.

AMRT is not armed, does not perform any law-enforcement duties, and will not respond to incidents that involve violence or life-threatening medical situations. It will only assist law enforcement and paramedics/EMTs as requested in those circumstances, and as time allows, once the violent or life-threatening matter is resolved.

Currently, the service is available only in west Aurora through 2022, with plans for expansion moving forward in 2023. People who witness a situation related to a behavioral health crisis and are in the service area can call 911 or the non-emergency dispatch line at 303.627.3100 to request AMRT support.

More information is available at AuroraGov.org/MobileResponse.

Upcoming Town Meetings
This publication went to print in early October. No town meetings are scheduled in December, and meetings for 2023 are in the process of being scheduled. Please call 303.739.7015 or visit AuroraGov.org/TownMeetings to confirm details.

To look up your council member and view the council ward map, visit AuroraGov.org/PropertyInfo.

Ward II Town Meeting – Council Member Steve Sundberg
• Nov. 17, 6:30–8 p.m.
  Central Recreation Center (hybrid)

Ward V Town Meeting – Council Member Alison Coombs
• Nov. 12, 10:30 a.m.–noon
  Mission Viejo Library
• Nov. 15, 6–7:30 p.m.
  Central Recreation Center (hybrid)

Ward VI Town Meeting – Council Member Françoise Bergan
• Nov. 16, 6–8 p.m.
  Tallyn’s Reach Library (hybrid)
Keep sidewalks free of snow

It’s difficult and dangerous for people who need to walk places to safely navigate sidewalks packed with snow and ice.

Homeowners and businesses are required by city code to remove snow and ice from the public sidewalks along their property, including along the side and back, within 24 hours after a snowfall ends. That deadline is extended to 48 hours when a snow emergency is declared. For areas where snowplows have added to the natural accumulation on sidewalks, the deadline is 72 hours.

If a sidewalk has not been shoveled by the deadline, an administrative fee will be imposed after 24 hours and again after 48 hours. If the snow has still not been removed, the city will ask its contractor to remove the snow and/or ice, and will bill the property owner for all costs incurred. Chronic violators also may be issued a court summons.

Aurora Parks, Recreation & Open Space crews will clear the city’s bike paths and public facilities, such as libraries and recreation centers after the priority streets are completed and as employees and equipment become available. Typically, this could take two to three days following a major storm.

To make a complaint about a property that has not been shoveled, contact Access Aurora at 303.739.7000 or visit AuroraGov.org/ContactUs.

Be a CPR community hero

Initiating CPR right away rather than waiting for medical personnel nearly doubles the chance of survival from cardiac arrest, according to the American Heart Association. That’s why Aurora Fire Rescue and Falck Rocky Mountain continue to partner with PulsePoint, a smartphone application that notifies participating community members so they can help until responders arrive.

To get started, download the PulsePoint application from your smartphone app store. Find Aurora, Colorado, in the locations and check the box to be notified for “Nearby CPR Needed.” You will only be notified of cardiac arrest patients in a nearby proximity and in a public place. The app also offers a glimpse into what emergencies are happening in our community in real time.

AuroraTV wins 12 national honors, including top news series

For the eighth time, AuroraTV was awarded the top news series among all local governments across the United States. The city’s municipal government access channel also earned the second-highest honor for overall excellence in its budget size at the 2022 NATOA Government Programming Awards.

AuroraTV took home 12 honors from NATOA—the national local government telecommunications organization—during its annual conference in Denver in September.

Awards of Excellence are considered first-place recognition, followed by Awards of Distinction and Awards of Honor. AuroraTV earned awards for entries in the following categories:

- Overall Excellence ($500,000 to $1 million budget): Award of Distinction
- News Series: Award of Excellence for “Aurora Now”
- Parks & Recreation: Award of Excellence for “Train Like A Ninja Warrior”
- Community Awareness: Award of Excellence for “Youth Violence Prevention”
- Profile of a Person, Business or Organization: Award of Excellence for “Blending Culture at Jade Mountain”
- Live Community Event Coverage: Award of Distinction for “Global Fest 2021”
- Election Coverage: Award of Distinction for “Aurora Elections 2021”
- Profile of a City/County Department or Employee: Award of Distinction for “New Nose Joins APD”
- Profile of a City/County Department or Employee: Award of Distinction for “Un-fore-gettable Athlete”
- Military: Award of Distinction for “Light Their Way Home”
- Edited Community Event Coverage: Award of Distinction for “Southlands Holiday Hometown Parade”
- Storytelling: Award of Honor for “Un-fore-gettable Athlete”

AuroraTV is a service of the city’s Communications and Marketing Department. Learn more and view programming on demand at AuroraTV.org.
Free Christmas tree recycling available

When the holiday season comes to a close, bring your Christmas tree to one of the drop-off sites from Dec. 27 through Jan. 9 for free recycling. The tree recycling site locations are:

• Del Mar Park, 12000 E. Sixth Ave. (at Peoria Street in the west parking lot)
• Saddle Rock Golf Course, 21705 E. Arapahoe Road (west of E-470)
• Olympic Park, 15501 E. Yale Ave. (east of Chambers Road)

Please remove all nails, decorations and stands from trees prior to drop-off. No commercial dumping. Free mulch is available anytime (while supplies last) at all drop-off locations. Please bring your own truck, bags, shovel and containers. Learn more about this service at AuroraGov.org/Trees.

Prepare and care for your trees this winter

Trees are a long-term investment that need care throughout the year, including the cold-weather months. Younger trees need extra attention while they are still establishing.

If your tree is a young, thin-barked species, like a honeylocust, linden or maple, consider wrapping the trunk with commercial tree wrap to help protect against sunscald and frost cracking. Wrap from the base of the tree up to the first branches. A good rule of thumb is to wrap around Halloween and remove at Easter.

Add two to four inches of mulch to the area surrounding your tree. Stay at least three inches away from the tree’s trunk to avoid excess moisture and extend the layer to the ends of the branches. This practice reduces soil evaporation, improves water absorption by the tree and insulates against temperature extremes.

Give trees a good drink before cold weather sets in. And if the winter proves to be dry, water once or twice each month during that season. Make sure to water on warmer days when there has been no snow cover for two weeks and temperatures are above 40 degrees.

Pruning can be accomplished in winter as well. It allows a good view of canopy branches to see if there is anything interfering with another branch. Make note of dead branches while the tree is in leaf so that you can prune those out while the tree is dormant. However, don’t remove branches without a good reason.

Visit AuroraGov.org/Trees to find watering information throughout the year, proper pruning methods and much more.

E-cycling events coming up at Techno Rescue

The city of Aurora’s next opportunity for e-cycling with special event pricing is from Dec. 27 to 30 and from Jan. 2 to 7 at Techno Rescue, 3251 Lewiston St., Suite 10.

The city’s e-cycling partner will be open from 8 a.m. to 4:30 p.m. Monday through Friday and from 10 a.m. to 2 p.m. Saturday during these dates.

Most electronic items—desktop computers, laptops, cell phones, tablets, gaming equipment, consumer electronics and similar—are accepted. A fee of $5 will be charged per vehicle/individual for one standard grocery bag and $10 per vehicle/individual for any load greater than one standard grocery bag.

To address the rising costs associated with processing select electronics, the following additional fees will be applied to recycle these items:

• Liquid Crystal Display (LCD) monitors: $5 each
• Cathode Ray Tube (CRT) monitors and televisions 32 inches and under, and all sizes of flat screen televisions: $30 each
• CRT monitors and televisions 33 inches and over: $50 each
• Floor model printers: $40 each
• Projection, Digital Light Processing (DLP) and Console televisions: $100 each

A complete list of items that are not accepted is available at AuroraGov.org/Recycle and go to Electronics Recycling. Techno Rescue, which is certified for electronics recycling and data destruction, wipes and physically destroys all data storage media to protect the identities of those who are recycling responsibly.

As a reminder, electronics tossed in the trash not only cause serious environmental problems, but also are banned from landfills in Colorado. The city of Aurora’s e-cycling events are supported by Environment Aurora, a citywide effort to think green. For more information, visit AuroraGov.org/Recycle.

Shop the Holiday Quilt Sale

Discover wonderful gifts or something new for the home at the ACAA Quilting Bee’s Holiday Quilt Sale from 9 a.m. to 4 p.m. Dec. 2 and from 9 a.m. to 1 p.m. Dec. 3 at the Aurora Center for Active Adults, 30 Del Mar Circle.

The ACAA Quilting Bee volunteer group donates many hours of their time, talent and materials to create beautiful, handmade treasures. All proceeds from the sale benefit special projects and programs at the Aurora Center for Active Adults. For more information, call 303.739.7951.

Celebrate the holidays at annual tree lighting festivities

Join the city of Aurora for a joyous annual event—the Holiday Tree Lighting—from 5 to 7 p.m. Dec. 6 at the Aurora Municipal Center, 15151 E. Alameda Parkway.

This year’s festivities include holiday-themed activities, sweet treats, live entertainment and a visit from Santa and his helpers. Plus, a special magical surprise or two will be sure to bring smiles to the young and young at heart.

Learn more about this event and others at AuroraGov.org/Events.
Protect your home from fire during the holidays

Keep your family and your home safe this holiday season. According to the U.S. Fire Administration, the holidays are a risky time of year for fires at home. So inspect your holiday lights every year before you put them up, and throw away light strands with frayed or pinched wires. Water a live tree every day, and make sure it is at least three feet away from heat sources like fireplaces and heat vents. Consider using battery-operated candles. And place real candles in stable holders and in areas where they cannot be knocked down easily.

When you are cooking, stand by your pan or turn off the burner if you leave the room. Turn the burner off if you see any smoke or grease starts to boil, as fires can start when the heat is too high. Turn pot handles toward the back of the stove. And keep a pan lid or baking sheet nearby to cover a pan if it catches on fire to extinguish the flames.

Aurora Water lab wins outstanding achievement award

For the eighth time, the Aurora Water Quality Control Laboratory has won the Rocky Mountain Section of the American Water Works Association’s Outstanding Water Laboratory Award. The laboratory was chosen both for its outstanding efforts in helping to support the water quality objectives for Aurora Water, as well as the staff’s commitment to giving back to the community through participation in the water industry and community service.

Throughout the year, the Water Quality Control Laboratory conducts more than 85,000 samples system-wide to ensure the great tasting water we deliver to your home every day meets and exceeds all state or federal regulatory standards.

Save on credit card fees

In 2021, credit card processing fees cost Aurora Water more than $2 million. Help us control these costs by switching your online payment account to use the ACH or eCheck option. Beginning in mid-2023, Aurora Water will be including a fee for all credit card transactions. ACH will continue to be free. Go to AuroraGov.org/PayMyBill to access your online water account.

Helpful online tips protect homes from water damage

Aurora Water’s homeowner resources webpage provides seasonal checklists for preventive maintenance items, winter water pipe protection protocols, water shutoff valve identification and how to check your household water fixtures for efficiency. This page is a good reference to minimize damage when you’re investigating plumbing problems and making repairs.

Visit AuroraWater.org and click on the Homeowner Resource button.

Toilet rebates

Toilets are the highest water-consuming device in the home. When you replace a 1.6 or higher gallon per flush (gpf) water-guzzling model for a .8 ultra-high efficiency toilet, you may qualify for a rebate. Restrictions do apply. For more information, visit AuroraGov.org/Rebates or call 303.739.7195.

Permits required

Lawn and irrigation permits are required before sod, seed or installation of an automatic sprinkler system no matter what time of year. For more detailed information, call 303.739.7195 or visit AuroraWater.org.

Updates on search for new chiefs

As of press time, the search for Aurora’s new police and fire chiefs was in progress. To find out the latest updates on the search, visit EngageAurora.org.

Aurora is still in drought

Don’t let the recent rains fool you. With our reservoirs less than 60% full, Aurora Water is carefully watching our water. Keep up to date by visiting our drought page at AuroraGov.org/Drought.