

# TOWN MANAGER'S EXECUTIVE REPORT

Town of Oro Valley | DECEMBER 2018

## TO COUNCIL

### TOWN MANAGER'S MESSAGE

After a successful welcome reception and initial meeting, town staff is pleased to welcome our newly elected officials. As you settle into your new roles, we will continue to provide you with information and briefings to help you familiarize yourself with the various responsibilities brought before the elected body. One of the first things you'll be doing is developing a strategic leadership plan. After a competitive solicitation, the Town has retained the services of The Mejorando Group located in Glendale, and CEO Patrick Ibarra will be facilitating a two day "advance" as he likes to call it in January. In order to provide you with some current information on community priorities, he will be facilitating a public meeting on December 18 at 6 p.m. in the library and will compile the results of that input for your consideration. Staff will be preparing background information for you to review prior to the session as well. The final plan will provide me and my team with your expected priorities and outcomes to be accomplished over the coming two fiscal years, and will help inform our deliberations as we prepare the FY19/20 budget in the spring.

The Town received its annual assessment of its health benefit expenditures in November from United Healthcare as part of our contract. As a self-insured organization, it is essential we do what we can to keep costs down to lower claims. The data from United indicates that the Town's wellness programs, especially its on-site health clinic, are demonstrating significant participation by employees and their dependents and therefore leading to very high compliance rates on recommended wellness evaluations such as annual bloodwork, mammograms, colonoscopies, etc., which means early detection and intervention. That's not just good for the Town financially, it's even better news for our employees and their families. With this information, our health insurance consultant will now evaluate potential plan changes and rate adjustments, but we are predicting only a nominal increase to both the employee and Town premiums for next fiscal year.

In other matters:

- Last week, I attended a two-day retreat as a newly elected member of the board of the Arizona Municipal Risk Retention Pool (AMRRP). The Town of Oro Valley is one of 77 cities and towns across Arizona who participate in this important pooled insurance organization. I learned about new initiatives and coverage that will be offered to pool members starting next year that will help benefit our respective local governments, and I look forward to contributing to important conversations to assist members in keeping insurance and workers compensation costs managed.
- I had the privilege of speaking at the Women's Transportation Seminar professional group this month about leadership and women in the public sector.
- I spoke to a graduate class in public administration at the University of Arizona regarding the council-manager form of government.
- Several women leaders here at the Town are working with me to help establish a Southern Arizona chapter of Women Leading Government. This is a national effort that has been growing across the country and has existed in Arizona for several years. There is significant interest in the region to have a professional group for women professionals in government, and our first meeting will be held in February.

On behalf of the Town's employees, I would like to wish each of you a very Happy Holidays and a prosperous 2019! I look forward to an exciting and fruitful New Year working with you.

Mary Jacobs, Town Manager



# DECEMBER 2018 REPORT HIGHLIGHTS

## ***POLICE DEPARTMENT***

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- **Shop with a Cop** – OVPD members will host this event December 11 at 2:00 p.m. at Target where 23 children will be shopping with a budget of \$175 each.
- **Murder for Hire** – OVPD members are working with Shed Media regarding a docu-series project on a 2013 OVPD murder for hire investigation that resulted in conviction.

## ***COMMUNITY & ECONOMIC DEVELOPMENT***

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- **Single Family Residential (SFR) Activity** – New SFR Permit activity is down from October with 12 permits issued in November versus 22 the prior month.
- **State Land Water meeting** - On November 14, staff met with a group of Coyote Trail Crossing neighbors, at their request, to get more information on the Water Utility's plans for supply and service.
- **Big Wash Trailhead** - Due to progress of two new subdivisions adjacent to Big Wash, the planned trailhead design and improvement plans are advancing

## ***PUBLIC WORKS***

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- **Christmas Tree Recycle Lot** - The Kiwanis Club will collect donations for unloading Christmas trees at Naranja Park following the holiday. Public Works staff will oversee the signage and coordinate with the club.
- **La Cholla Road Widening Project** – Staff is in the midst of an Engineering Value Analysis to look at cost savings opportunities prior to construction. A preconstruction and partnering meeting was conducted on Nov. 28.
- **Pavement Preservation** - Regional pavement maintenance has completed the crack sealing portion of the contract and will be fog sealing through Dec. 7.

## ***PARKS & RECREATION***

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- **National Paralympic Swim Meet** – The Aquatic Center will host this event in mid December.
- **James D. Kriegh Park** - The park has been surveyed and leveled. Grass will be installed to accommodate the spring baseball season. Staff continues to meet with Little League reps regarding the construction schedule.

## ***WATER UTILITY***

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- **WATERSMART** - After two months in operation, nearly 3,000 customers (14.5% of the Utility's customer base) have registered in the WaterSmart customer portal.
- **Oracle & Hardy CAP water delivery station** - Facility startup and testing began in mid-November. This CAP delivery station will further reduce pumping from several groundwater production.
- **Nakoma Sky Well Drilling** - Site grading is complete. The well driller has begun well construction activities.

## ***ADMINISTRATION***

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- **Budget** - Revenues and expenditures are trending at expected levels for the fiscal year.
- **Strategic Planning** - A firm has been selected for the Town Council's strategic leadership planning process. The Mejorando Group out of Glendale will be conducting the process, led by their CEO Patrick Ibarra.

## ***GOLDER RANCH FIRE DISTRICT***

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- **Community Risk Reduction** - The fire service is shifting its focus to a phase that engages the public, through targeted messaging and education, to help reduce emergency events in the community.

# DECEMBER 2018 UPCOMING EVENTS

## **Second Saturdays at Steam Pump Ranch**

Saturday, December 8, 9 a.m.-noon

Live music, kid's crafts, guest speaker, Alan Day, live performance of *It's a Wonderful Life*, and Heirloom Farmers Market

## **OV Marketplace Concert Series**

Thursday, December 13, 6-7:30 p.m.

Desert Melodies (Holiday songs for the season)

## **Digital Child ID – Bio Docs**

Tuesday, December 18, 2-5 p.m. at the Oro Valley Police Main Station

OVPD will be providing digital child identification "Bio-Docs" for Oro Valley residents. This event is free; however, reservations are required.

## **Hot Cocoa 5k Run/Walk**

Tuesday, January 1, 11:19 a.m. at Steam Pump Ranch

The race will take place along the multi-use path and will include snacks, water, and of course, hot cocoa. This is a professionally-timed race, and prizes will be awarded to the overall male and female winners and five-year age group categories. It's a fun way to start your New Year's resolutions with the entire family. \$20 before race day; \$25 on race day. For more information visit [www.orovalleyaz.gov](http://www.orovalleyaz.gov)

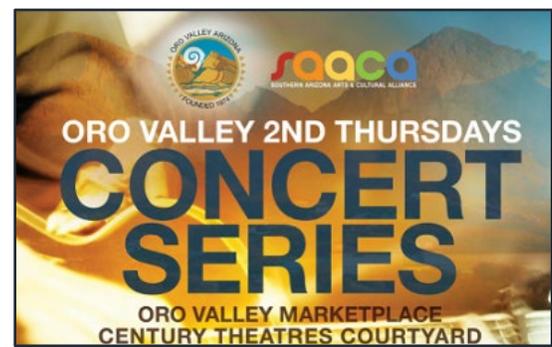
## **Kids Concert Series**

Saturday, January 5, 10 a.m.

Children's Museum Oro Valley, 11015 N. Oracle Rd., Suite 101

## **Instrument Petting Zoo**

Interact with musical instruments and then play at the Children's Museum! Admission is free during the event, 10-11 a.m., \$6 after event.



# POLICE DEPARTMENT

## RECOGNITIONS

**K9 Emerson Retires** – After seven years of grueling work, K9 Emerson’s last day on patrol was November 6, 2018. He will now live with his handler as a family dog.



**Officer Trey Smith Retires** – On November 26, 2018, Officer Trey Smith retired from the Police Department with over 35 years of service as a police officer both with the airport and the Oro Valley Police Department. The Police Department thanks Trey for all of his years of dedicated service.



**New Officers** – On October 29, Officer Clara Diaz (below left) joined the Police Department followed by Officer Kelsea Durbin (below right), who joined on November 26. Officer Diaz comes to us from South Tucson PD and Officer Durbin was most recently with the Flagstaff PD prior to moving back home to Oro Valley.



## SPECIAL EVENTS

**Upcoming Shop with a Cop** – OVPD members, in conjunction with the Fraternal Order of Police (FOP) Lodge 53, will be hosting the annual Shop with a Cop event on December 11, 2018 at 2:00 p.m. at Target (10555 N. Oracle Road) where 23 children will be shopping with a budget of \$175 each.

**Digital Child Identification** – On November 20, 2018, OVPD members provided “Bio-Docs” for Oro Valley residents. The digital child identification event was held at the Oro Valley Police Department main station. Children had digital photos, finger prints, personal descriptors and emergency contact information provided to their families in the event of an emergency.

**COMMUNITY INVOLVEMENT**

**No Shave November** – There were 57 participants in “No Shave November”, which raised \$1,435 for the 100 Club of Arizona.



**Citizen Academy** – OVPD members hosted four sessions of the Police Department’s Citizen Academy in November. Topics covered included Community Resource Unit, K9 Unit, Bomb Squad, Community Action Team, Hostage Negotiations and DUI.

**REGIONAL SUPPORT**

**Motor Academy** – OVPD members successfully trained three new motor officers from three outside agencies.

**CASES, INCIDENTS AND STATS**

**Third Quarter Statistics** – Third quarter statistics for 2018 are located at the bottom of this page.

**Murder for Hire** – OVPD members are working with Shedmedia regarding a 2013 OVPD Murder for Hire Investigation that resulted in conviction. Shedmedia is working on a docu-series project and FOIA’d (Freedom of Information Act) the case for utilization on their project.



**ORO VALLEY POLICE DEPARTMENT  
July through September 2018**

Priority 1	# of calls	%
<b>Total Response Time</b>		
<i>Goal: Total Response under 5 minutes 90% of the time</i>		
Under 5 minutes	37	82%
Over 5 minutes	8	18%
<b>Total Calls</b>	<b>45</b>	

Average Overall Response Time 3:48

Priority 2	# of calls	%
<b>Total Response Time</b>		
<i>Goal: Total Response under 8 minutes 90% of the time</i>		
Under 8 minutes	132	87%
Over 8 minutes	20	13%
<b>Total Calls</b>	<b>152</b>	

Average Overall Response Time 4:52

Priority 3	# of calls	%
<b>Total Response Time</b>		
<i>Goal: Total Response under 15 minutes 90% of the time</i>		
Under 15 minutes	961	97%
Over 15 minutes	30	3%
<b>Total Calls</b>	<b>991</b>	

Average Overall Response Time 6:46

Priority 4	# of calls	%
<b>Total Response Time</b>		
<i>Goal: Total Response under 30 minutes 90% of the time</i>		
Under 30 minutes	2207	98%
Over 30 minutes	35	2%
<b>Total Calls</b>	<b>2242</b>	

Average Overall Response Time 7:00

# COMMUNITY AND ECONOMIC DEVELOPMENT

## HIGHLIGHTS

- **Single Family Residential (SFR) Activity** – New SFR Permit activity continues to be down slightly with 12 SFR permits issued in November, compared to 22 in October. SFR permit activity for the year is slightly below last year’s pace with 290 SFR permits issued so far in 2018 compared to 309 SFR Permits issued during the same period last year.
- **Permitting Activity** – A total of 152 permits were issued during the month of November which is down slightly from the 164 permits issued during October. However, year-to-date issued permits continues to exceed last year’s numbers with a total of 2,244 permits issued so far this year compared to 2,079 permits issued during the same period last year.

## UPCOMING KEY MEETINGS

### 1/9/2018 Town Council

- A proposed rezoning from Campus Park Industrial to Medium High Density Residential at the northwest intersection of Rancho Vistoso Blvd. and Vistoso Commerce Loop.
- Master Sign Program – Placita De Oro shopping center at the Southwest intersection of Tangerine Road and 1<sup>st</sup> Avenue.

## NEIGHBORHOOD MEETINGS

The final of a series of group meetings for the proposed rezoning of the State Land property located near the intersection of Tangerine Rd. and Thornydale Rd. will be held December 11 at Casas Church (10801 N. La Cholla Blvd) from 6:00-8:00 p.m.

## ECONOMIC DEVELOPMENT

### BUSINESS RETENTION/EXPANSION AND ATTRACTION/MARKETING

- Staff and the Greater Oro Valley Chamber of Commerce conducted 17 business visits.
- Four new home-based businesses were licensed.
- Ribbon cuttings were held at OneAZ Credit Union and Iora Humana Primary Care.
- 17 Business Navigator Profiles were updated on the Town’s website.
- Certificates of Occupancy were issued to:
  - Phase 1 of Flex Gymnastics, 11085 N. Oracle Rd. in Steam Pump Ranch (former Circus Furniture Building).
  - Iora Humana Primary Care, 10515 N. Oracle Rd., Suite 185, in Rooney Ranch.
- The CED Director and Town Manager are finalizing the Economic Development strategy to be presented to the Town Council in December.



### ARTS AND CULTURE

- There were two public art tours with 21 people in attendance. One tour was for residents of Splendido.
- Youth art from BASIS Elementary, Cross Middle and Ironwood Ridge High School was presented to the Council and put on display in Council Chambers.

## **MAJOR PLANNING/PERMITTING HIGHLIGHTS FOR THE MONTH** **(Only projects with activity reported)**

### **REZONINGS AND GENERAL PLAN AMENDMENTS**

#### **Tangerine – State Land Rezoning**

- Two of the four focus-area neighborhood meetings were held in November, with the remaining two scheduled in December. Multiple small neighbor meetings have been held and staff remains available to continue discussions as needed.
- On November 14<sup>th</sup>, staff met with a group of Coyote Trail Crossing neighbors, at their request, to discuss the Water Utility's plans for supply and service.

#### **Northwest corner of Tangerine Rd. & La Cholla Blvd. (Cresta Morado) Amendment & Rezoning**

- Staff is reviewing a revised application for what was originally a 55 detached single-family lot proposal on approximately 30 acres. Once reviewed, a third neighborhood meeting will be scheduled.

#### **Southeast corner of Oracle Road and Linda Vista Blvd.**

- Owner is proposing a General Plan Amendment from to change the corner property from Commerce Office Park to Neighborhood Commercial Office for multi-family units and commercial development.
- Awaiting pre-submittal neighborhood meeting, which applicant is responsible for conducting.

#### **Northwest Corner of Rancho Vistoso & Innovation Park – Amendment & Rezoning**

- Scheduled for Town Council consideration on January 9, 2019.

#### **OV Town Center, East of Oracle Road between Pusch View Lane & 1<sup>st</sup> Ave**

- Following neighborhood meetings, staff is now awaiting resubmittal of amendment to Area 3 & Area 4 to permit an increase in the total number of units and modify access

#### **Villa Milagro northwest corner of El Conquistador Way and Oracle Road**

- 40 two-story townhomes and nine single-story townhomes
- Access off Oracle Road
- Awaiting pre-submittal neighborhood meeting

### **OTHER PLANNING OR PERMITTING ACTIVITY**

#### **Big Wash Trailhead**

- Due to progress of two new subdivisions adjacent to Big Wash, the Big Wash Trailhead design and improvement plans are advancing. Improvements are a condition of a previous rezoning action.

#### **Saguaro Viejos – Northwest corner of La Cholla Blvd. and Naranja Dr.**

- Phase 1 - 44 detached single-family lots on 56 acres; Phase 2 - 178 detached single-family lots 86 acres
- Phase 1 and 2 Final Site Plan, Landscape Plan and Rainwater Harvesting Plan under review
- Phase 1 Final Plat under review

#### **Nakoma Sky (Phase 1)**

- Final Plat, final Landscape Plan, Native Plant Nursery Transplant Plan and Stabilization Plan all approved. Remaining activity on hold pending decisions by parent organization on future of site.

#### **Stone VIII – Stone Canyon**

- Final Site Plan- 36 detached single-family lots on 51 acres
- Awaiting Native Plant Preservation Plan and Significant Resource Inventory Mylars for signature

#### **Flexible Workspace**

- Architecture and mylars of FSP/IP approved for 14,080 sq. ft. building on 2.5 acres Vistoso Park Rd. east of Innovation Park Dr.

#### **Residential subdivision near NWC Moore and La Cañada**

- Final Site Plan, Final Landscape Plan, Rainwater Harvesting Plan all under review for 29 detached single-family lots on 20 acres

**Villages at Silverhawke (Phase 1 and 2), Palisades & 1<sup>st</sup> Ave.**

- Grading Plans/Final Site Plan, Final Landscape Plan, Recreation Area Plan for 58 (of 158 lots) detached single-family lots on 27 acres (of 147 acres)- approved
- Awaiting resubmittal of the Phase 2 Final Site Plan/Improvement Plan, Landscape Plan and Recreation Area Plan; Phase 2 Final Plat also under review

**Cañada Hills Plat Amendment, located on the east side of La Cholla Blvd., north of Lambert Dr.**

- Revision to make the Three Oaks Drive hammerhead permanent
- Scheduled for 12/15 Town Council

**Rancho Vistoso Pulte subdivision on future extensions of Moore and Arrowsmith Roads (RV 5X/W)**

- Final Site Plan, Improvement Plan and Grading plan, final Landscape Plan, Rainwater Harvesting Plan under 3<sup>rd</sup> review for 133 acres with 167 units.
- Scheduled for December Planning and Zoning Commission

**Final Plat El Corredor Commercial, NE Corner of Linda Vista and Oracle Rd.**

- Received resubmittal of final plat for Lots 1-3 of a mixed use PAD. Currently under review.

***NEW BUSINESSES – MAJOR ACTIVITY***

**All Seasons Leasing Office at Oro Valley Marketplace**

- Building TI Permit applied for new leasing office for Sr. living facility. Under construction

**Rosie's Barket at Escondido Plaza, 7960 N Oracle Road**

- Building TI Permit applied for new dog washing/grooming/retail business

**El Conquistador Spa, 10000 N Oracle Road**

- Building and Grading Permits applied for new spa building

**The Motive Physical Therapy at Vistoso Commerce Plaza, 2512 E Vistoso Commerce Loop**

- TI Building Permit issued 11/2/18

**Rancho Vistoso Parcel 10T, NE Corner of La Cañada Dr. and Moore Road**

- Grading Permit for 19-lot subdivision by Richmond issued on 11/2/18

**St Mark Catholic Church, 2727 W Tangerine Road**

- Grading Permit for Shannon Road access connection issued on 11/13/18



***OTHER NEWS***

- On November 20, there was a house fire in Cañada Hills (10860 N. La Quinta Dr.). Golder Ranch Fire did a great job containing the spread; however, the family will be temporarily displaced due to the damage.

## PUBLIC WORKS

### ADMINISTRATION

- **Christmas Tree Recycle Lot:** The Kiwanis Club will collect donations for unloading Christmas trees at Naranja Park. Public Works Operations Staff will oversee signage for the lot and coordinate with the club.
- **Ina Road Banners for Tohono Chul Park:** Engineering staff replaced street banners in November.



### PROJECT UPDATES

- **Court remodel:** Construction plans are nearing final approval, and then the Town will solicit bid proposals for the project. Court staff are making plans to utilize the Town Council chambers during the construction process. The project will make safety, ADA and technology improvements to the courtroom.
- **Safety remodel of Community Center Recreation Lobby:** Construction is underway by Facilities staff. The project is 75-80% complete, new rug is partially installed and counter has been moved to new location and new mill work (cabinetry) to be arriving soon.
- **Safety Improvement of Administration Lobby:** Construction plans have been delivered by the design architect. Once approved, this project will likely be combined with the courtroom remodel for soliciting bids in order to gain cost savings.
- **La Cholla Road Widening Project:** On November 8, 2018, staff members from Oro Valley, Pima County, RTA, AECOM (the designer) and Hunter Contracting (the builder) participated in an Engineering Value Analysis meeting, required by the RTA, to take a last look at cost savings opportunities prior to construction. A preconstruction and partnering meeting was conducted on November 28<sup>th</sup>.
- **Palisades Multiuse Path (MUP):** Staff presented the project to the HOA and residents on October 24<sup>th</sup>. No major questions were asked except when the project will start and finish. The final design is complete will be presented to HOA before construction commences. Borderland Contracting will perform the work, combined with the adjacent Silver Hawke development to take advantage of singular mobilization costs. Construction is now anticipated to start in early January 2019.
- **Pavement Preservation efforts**
  - **The Town-funded portion of the pavement preservation CIP:** Regional Pavement Maintenance (the contractor) has completed the crack sealing portion of the contract and will be fog sealing through December 7 (weather permitting). The contractor has completed 30% of the contract which expires December 7.
  - **Pima County Regional Local Road Repair program:** Southern Arizona Pavement (SAP, the contractor) continues applying a stress-absorbing membrane (SAM's) in subdivisions throughout the Town. As of today, SAP has completed 95% of the contract crack sealing and 40% of the SAM treatment. SAP will continue applying asphalt treatments until weather prohibits application due to colder temperatures. All fall treatments not completed prior to the onset of cold weather will be completed in spring of 2019.
- **Rancho Vistoso Traffic Signs & Street Lights Replacements:** Plans are being finished and advertising for the project is anticipated to start in early January so it can be completed by June 30 (end of fiscal year 18/19).



- **Southwest Gas (SWG) Mainline Replacement:** On Linda Vista, it appears the pipeline failed SWG's specifications (quality) and needs to be exposed for additional testing and rework. This will prolong the project on this section of road and will undoubtedly cause further delay and frustration for the residents who need to use this street. Since this is a safety issue (the health of the gas facilities), there is not much the Town can do to speed up the process.
- **North Ranch Wash Floodplain Mapping Study:** Psomas has been awarded the contract for survey services for the North Ranch Wash. The survey would be at two locations along the wash; (1) Across property owned by Neil Chiarello (3051 W. Camino Alto) and (2) extending northeasterly from Shannon Road approximately 550 feet. The purpose of this study is to ascertain whether there has been aggregation of sediment from a wash that discharges out of Oro Valley and impacts our County neighbors to the west.
- **Future west Lambert Lane Stormwater Project:** Psomas has been awarded the contract for survey services for Lambert Lane between N. Cross Road and N. Derrio Canyon Place. There is erosion of the shoulder on the south side of Lambert Lane that needs to be addressed to maintain the integrity of the street section. The survey is the base information needed to start the design process. The initial design will be conducted in-house with Stormwater personnel and then passed to a consultant to generate construction plans for actual building.

## **REGIONAL COORDINATION**

- **Catalina Ridge:** The Town, in conjunction with Pima County Regional Flood Control, has been attempting to obtain a federal grant that would fund the repair and replacement of the main channel within the Catalina Ridge subdivision. The Town had been unsuccessful in elevating this project, due to competition and funding. However, this year, the Town received an email that this project will now represent Arizona as one of its Top 9 Competitive Projects. This is a big accomplishment as the Town is now being considered for federal funding.

## PARKS & RECREATION

### ADMINISTRATION

- Parks & Recreation Advisory Board meets December 18, 2018.
- Parks & Recreation 2019 Spring Program Guide now available.
  - [Digital reader](#) or [Downloadable PDF](#)

### AQUATIC CENTER

- From December 14-16, the Aquatic Center will be hosting the National Paralympic Swim Meet. This event, which is set up for a 50 meters long course, is a first for the Aquatic Center and is attracting athletes from across the U.S., Canada, Costa Rica, Columbia and Japan! The Center will be closed; members will have access to the Community Center Pool (at no charge).
- The Aquatic Center will close at 4 p.m. on Christmas Eve and will be closed all day on Christmas Day.



### COMMUNITY CENTER

- The Community Center lobby remodel project has begun. A new front desk configuration has been planned and will allow for an ADA accessible desk, a locking staff door to restrict access behind the counter and a relocation of the tennis staff offices to the front counter area. New carpeting will also be part of this project and will be placed in office areas, meeting rooms and the hallway leading to the fitness area.
- With a large number of new staff, both full and part-time staff at the center attended an in-service training on 11/20. The focus of this training was continuing to improve customer services and communication, as well as discussing the expectations moving forward with new staff members.

### GOLF AND OVERLOOK RESTAURANT HIGHLIGHTS

- Golf is in full swing with all 45-holes open for play. Course conditions are very good and receiving high acclaim. Daily fee play, as well as weekly and monthly specials, will continue to be promoted.
- The restaurant will continue to facilitate the very popular Family Fish Fry, Second Saturday, Date Night and Third Thursday Pasta and Pizza. The Overlook will serve lunch daily from 10:00 a.m. - 4:00 p.m.
- New Year's Eve will feature a delicious 4-course dinner being served from 6:00-9:00 p.m. with live entertainment from Joe Bourne.
- Membership retention and sales are the main focus in December. There is a direct mail piece being distributed in December to 4600 homes. The Cheaper by the Dozen promotion continues to attract new members.

## ***PARK MAINTENANCE***

- The James D. Kriegh Project is well underway; the park has been surveyed and leveled. Grass will be installed with a focus on fields 1, 2, 3 to accommodate the spring little league baseball season. Parks & Recreation have met (and continue to meet) with leadership from Oro Valley Little League and CDO Little League organizations to communicate the construction schedule in tandem with their game/practice schedules. Due to some staffing shortages, the project is slightly behind schedule, but the Town team is keeping all parties informed and will work to make up time where possible.
- The new Park Superintendent (Tom Ellis) will join the team on January 2, 2019.

## WATER UTILITY

**PUBLIC OUTREACH:** Wilson K-8 School held its second annual Science, Technology, Engineering and Math (STEM) fair on November 14. The Water Utility's Water Conservation Specialist was invited to participate and provide information on the Water Utility, water conservation and the Conservation Kids program. Utility staff created interactive displays, provided demonstrations and explained the technology involved with municipal waterworks to help kids and their families have a better appreciation of the infrastructure, technology and labor required to provide a safe and reliable water supply to their tap.



**WATERSMART:** After two months in operation, nearly 3,000 customers (14.5% of the Utility's customer base) have registered in the WaterSmart customer portal. Additionally, 1/3 of those customers have updated their personal profiles which allows them to receive very specific information on their individual water use. Feedback from customers has been very positive. This user-friendly and informative service is provided at no charge to the Town's Water Utility customers.



### **PROJECTS:**

**Oracle & Hardy CAP water delivery station (below left):** Facility startup and testing began in mid-November. This CAP delivery station will further reduce pumping from several groundwater production wells and will primarily serve the commercial corridor along Oracle Road between Hardy Road and Pusch View Lane.

**Nakoma Sky Well Drilling (below right):** Site grading is complete. The well driller has begun well construction activities. The contractor has completed the surface casing installation and well drilling is expected to start in December.



*Construction of the Water Utility's fourth CAP delivery station is nearly complete. Facility startup, testing and system checkouts have begun.*



*Arizona Beeman is the drilling contractor for the Nakoma Sky well. This well is a replacement for several of the Utility's existing older wells that are poor performers due to poor locations, antiquated construction methods and inferior construction materials.*

# ADMINISTRATION

## PUBLIC RECORDS REQUESTS

Time Period	Number of Requests	Staff Time To Process (Hours)
November 2017	34	41.5
November 2018	31	9.5

## UPDATES

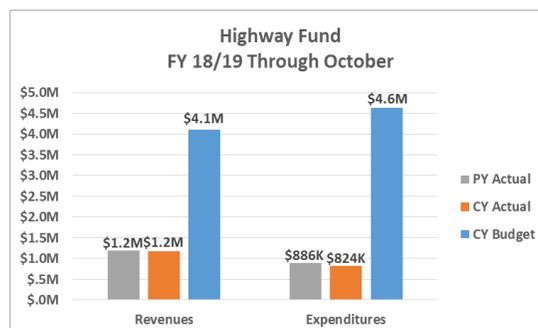
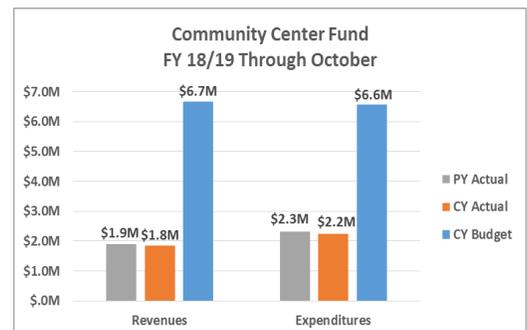
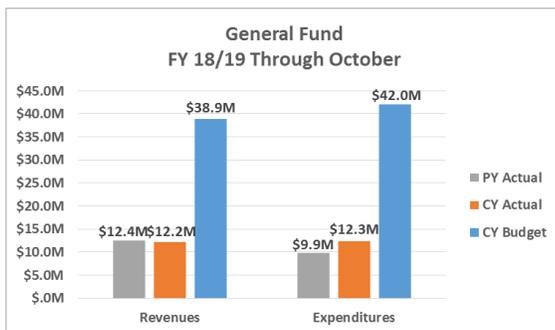
- The Town Manager hosted a public meeting to take feedback from the public regarding the La Cañada Drive & Moore Road intersection improvement project. The results of the online survey were also announced. Combined with the results of people who emailed or called the Town Manager’s office, the results were 837 people were in favor of a roundabout, while 785 were in favor of a traffic signal. 66 people said they didn’t care so long as they could safely get through the intersection.
- The December Vista can be viewed [here](#).
- A firm has been selected for the Town Council’s strategic leadership planning process scheduled for January 11 and 12, an important effort that will clarify the Council’s goals for the next two Fiscal Years. The Mejorando Group out of Glendale will be conducting the process, led by their CEO Patrick Ibarra.

## PRESS RELEASES ISSUED IN NOVEMBER

- *It’s a Wonderful Life* at Steam Pump Ranch on Dec. 8, 11-30-18
- Oro Valley wants to hear from residents!, 11-26-18
- Find your holiday fun in Oro Valley!, 11-20-18
- The Town of Oro Valley announces 2018 Thanksgiving Schedule and Closures, 11-16-18
- Oro Valley to host free Household Hazardous Waste Collection on Nov. 17, 11-8-18

## FINANCE

The below charts depict fiscal year-to-date results for revenues and expenditures for the General, Highway and Community Center funds. Revenues and expenditures are trending at expected levels for the fiscal year. The full, more-detailed financial reports for October will be included on the December 5, 2018 Council meeting agenda.



### **YOUTH ADVISORY COUNCIL**

The Youth Advisory Council participated in the “Read to a Teen” program at the Oro Valley Library on Saturday, November 10 and read to six children. The program allows young children to read out loud and helps them with their pronunciation and overall literacy skills.

### **COMMUNITY ENGAGEMENT**

- The Town partnered with the City of Tucson to bring a free Household Hazardous Waste Collection event to OV residents on Saturday, November 17 from 8 a.m. – noon at the OV Marketplace. 401 cars were tracked.

### **OV PEAK PERFORMANCE (PROCESS IMPROVEMENT INITIATIVE)**

The final OV Peak Performance Training was held on Friday, November 9, reaching a total of 301 employees. The OV Peak Performance initiative is about process improvement and delivering better value to customers by eliminating waste. Efforts began in February 2018 with full implementation in November of 2018. The following are some highlights of process improvements made to date using the OV Peak Performance tools:

#### **Project: Spillman**

The purpose was to eliminate Spillman (Police Department software) redundancy and find a way for the Spillman software to co-exist on town computers through a virtual network connection, while maintaining Arizona Criminal Justice Information Systems (ACJIS) compliance. Through the efforts of the Police Department and Information Technology staff, this project has successfully been completed by eliminating the need of a second computer for 43 employees. This will result in a projected cost savings of \$21,500 every three years (43 computers @ \$500 per unit) in the General Fund.

#### **Project: Bluebeam**

Town staff has been utilizing a program called Bluebeam to review various projects over the last several months. Bluebeam is a PDF markup and editing program similar to Adobe Acrobat Reader except that it has an extensive set of tools specific to performing digital plan review. Staff’s use of the program has steadily increased since initial training this past summer as familiarity and customized set-up within the software has occurred. The use of Bluebeam offers benefits to both customers and staff by reducing paper and printing needs, allowing customers and staff to transmit projects digitally and allowing plans to be reviewed simultaneously by Town departments and other agencies such as Golder Ranch Fire District within a digital cloud service. The use of Bluebeam will continue to expand over the next year and its use provides an opportunity to expand services by allowing customers the option to submit digital project applications through the Town’s Citizen Self-Service website. Testing of the on-line application portal is currently underway with plans to open up the site for public use by the end of the year for some types of projects initially, and all types of projects within the next year.

Although this project has not been fully implemented, customers will start realizing savings by not having to print project plans and associated delivery/fuel costs to get them dropped off at the front counter for each review. As an extreme example, Nakoma Sky paid over \$10,000 dollars for printing costs for one of their initial project submittals. By the time they had made their last submittal before the project stopped, they were able to submit digitally so there was a significant savings in not having to pay for printing/delivery costs.

### **REGIONAL PARTNERSHIPS**

- Staff hosted a booth at the Tohono Chul Park Chilis, Chocolate and Day of the Dead event on Friday, November 2, where 2,000 people were in attendance. Staff provided information on Parks and Recreation programs, trails, free community concert series and upcoming special events.



- The University of Arizona held another Humanities Seminars Course: Dante's *Purgatorio* in Oro Valley Council Chambers from November 8 – December 6, attracting 26 people.
- The Greater Oro Valley Chamber of Commerce has taken over the Shop Oro Valley Program as part of our Operating Agreement. They kicked off the program in November with an advertising campaign with the Arizona Daily Star to discuss the importance of shopping locally.



### **SPECIAL EVENTS**

- The Saguaro Sunrise Skate event held on Sunday, October 22, 2018 attracted 86 athletes (52 out of state/34 throughout Arizona). The estimated economic impact (EEI) is \$22,665.61 based on 72 room nights in Oro Valley.
- The New York Red Bulls (Major League Soccer) is interested in training on Fields 1 and 2 at Naranja Park in February 2019. Last year's estimated economic impact based on 572 room nights was \$178,491. The total direct impact was \$35,402. With the addition of Fields 3 and 4, local users will not be displaced. The Strategic Initiatives Manager is working with FC Tucson on a contract that gives the community access to the New York Red Bulls. Additional details will be provided in the coming months.

## GOLDER RANCH FIRE DISTRICT

**Community Risk Reduction Starts at Home** - The fire service is shifting its focus to a phase that engages the public to be a part of mitigating emergency incidents in their neighborhoods, and Golder Ranch is doing their part to be on the front end of this initiative. This holiday season, Golder Ranch has placed an advertorial in the Explorer Newspaper (next page) outlining two simple areas where the community can take action to mitigate an emergency in their home and demonstrate *Community Risk Reduction*. The first area emphasized is kitchen safety which correlates to many holidays celebrated this time of year that center around culinary social gatherings (the majority of house fires originate in the kitchen). The second area outlines steps that can be used to prevent an emergency due to a Christmas tree fire. Improper use of decorations such as candles or faulty lighting can quickly create a hazard in the home. Untimely or inappropriate disposal of a Christmas tree can also place residents at risk as well as being careless about where the tree is placed in relation to heat sources in the home. The intention is, through targeted messaging and education, a collaborative effort will be made to reduce emergency events in the community while engaging residents and business owners as a key part of the success of this important initiative.





## Golder Ranch Fire District

# Community Risk Reduction Starts at Home

**W**inter and holiday safety should be at the top of your to do list during this busy time of year. So often, emergency calls increase during winter months due to kitchen fires, home-heating fires, or faulty holiday decorations. Taking the proper precautions can mean the difference between an enjoyable winter season and a disaster. The following recommendations may help you end the year safely and with peace of mind.

### *Kitchen Safety:*

- Do not leave your kitchen or your home while you are using the stove or oven.
- Use a timer to remind you that the stove or oven is on.
- Keep kids away from cooking areas by enforcing a “kid free zone” of 3 feet around the stove.
- If you have young children, use the stove’s back burners whenever possible, and turn pot handles inward to reduce the risk that pots with hot contents will be knocked over.
- Never hold a small child while cooking.
- Keep anything that can catch fire—pot holders, oven mitts, wooden utensils, paper or plastic bags, food packaging, towels or curtains—away from your stove top.
- Clean up food and grease from burners and the stovetop.
- Home Heating Safety:
  - Keep all things that can burn, such as paper, bedding or furniture, at least 3 feet away from heating equipment such as a furnace, fireplace, wood stove or portable space heater.
  - Turn portable heaters off when you go to bed or leave the room.
  - Have heating equipment and chimneys inspected each year and cleaned by a qualified professional.
  - Use a sturdy fireplace screen to stop sparks from flying into the room. Allow ashes to cool before disposing of them. Dispose of ashes in a metal container and keep the container a safe distance away from your home.
  - Have a three-foot “kid-free zone” around open fires and space heaters.
  - Never use an oven to heat your home.
  - Test smoke alarms at least once a month.

### *Christmas tree Safety:*

- For an artificial tree, be sure it is labeled, certified, or identified by the manufacturer as fire retardant.
- For a live tree, choose one with fresh, green needles that do not fall off when touched.
- Before placing the tree in the stand, cut 1–2” from the base of the trunk.
- Make sure the tree is at least three feet away from any heat source, like fireplaces, radiators, candles, heat vents or lights.
- Make sure the tree is not blocking an exit.
- Add water to the tree stand. Be sure to add water daily.
- Use lights that have the label of an independent testing laboratory. Some lights are only for indoor or outdoor use, but not both.
- Replace any string of lights with worn or broken cords or loose bulb connections. Connect no more than three strands of mini string sets and a maximum of 50 bulbs for screw-in bulbs.
- Never use lit candles to decorate the tree.
- Always turn off Christmas tree lights before leaving home or going to bed.
- Get rid of the tree when it begins dropping needles. Dried-out trees are a fire danger and should not be left in the home or garage, or placed outside against the home.
- Bring outdoor electrical lights inside after the holidays to prevent hazards and make them last longer.



Please visit [www.grfdaz.gov](http://www.grfdaz.gov) to learn more.