

TOWN MANAGER'S

EXECUTIVE REPORT

Town of Oro Valley | JANUARY 2019

TO COUNCIL

TOWN MANAGER'S MESSAGE

Happy New Year! The Town team and I are looking forward to a fruitful and productive 2019. The January schedule is already chock full of activity for the Town Council and staff, and we look forward to receiving your direction on key issues as you conduct your strategic planning retreat, as well as in the upcoming study sessions.

Starting later this month, residents will be invited to sign up to participate in periodic, one-minute, online surveys on issues important to the community and the Town. This exciting new tool is being added to help increase community engagement and resident interaction while also yielding statistically valid data for staff and Council. Communities across the country are having great success with these types of tools to help them get a broader picture of community opinions. The Town has certainly seen wide participation in online surveys we have conducted, which is why we are adding this tool through vendor FlashVote. Residents register directly with the firm, and no information regarding who specifically participates is shared with the Town. But what we do get is information with demographic breakdowns as well as a broad geographic analytics. We look forward to getting input from Councilmembers on key issues that may benefit from using this tool in the future.

University of Arizona President Robbins has recently released an updated ten-year strategic plan and Oro Valley is specifically identified in two areas. One is the identification of Oro Valley as one of its four strategic incubators. The Town has been supporting the establishment of an incubator/accelerator through BioSA Innovation, which will be rebranded and aligned to the UA starting in 2019, continuing its focus on diagnostic discovery. J.J. Johnston and I have been actively participating in the BioSA Innovation planning process, including a recent meeting of all similar facilities across the region. The other mention in the strategic plan is the opening of the planned Veterinary College in Oro Valley. The UA announced last month that they had selected Dr. Julie Funk to serve as the new dean of the proposed College of Veterinary Medicine. She is expected to start her position in March, with her initial focus on assisting the UA in securing accreditation for the new program. I will be working with her office to schedule an initial meeting with the Mayor and me, and then plan to find an opportunity for Dr. Funk to meet the rest of the Town Council in the future.

In other activities in December:

- The Town's Volunteer Reception last month was well received by our outstanding volunteers who attended. Special thanks to the Mayor and Councilmembers who were able to attend and personally share your appreciation with these talented individuals.
- I was honored to speak at the grand opening of the Pima Animal Care Center representing the jurisdictional partners. The construction and renovation project is finally complete, and the improvements in facilities and services will continue to benefit our residents...and our furry friends.
- Mayor Winfield and I were invited to attend a breakfast with the Pima Community College Chancellor where he reviewed the exciting changes and programs the college is embarking upon in the future. Workforce development remains a high priority, which ties in nicely with the Town's enhanced focus on economic development.

As always, please let me know if you have questions regarding the content in this report.

Mary Jacobs, Town Manager



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JANUARY 2019 EVENTS

Oro Valley Kids Concert Series

Saturday, January 5, 10 a.m.
Children's Museum Oro Valley

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.

OV Marketplace Concert Series

Thursday, January 10, 6-7:30 p.m.
Oro Valley Marketplace
P.D. Ronstadt & The Company

Second Saturdays at Steam Pump Ranch

Saturday, January 12, 9 a.m.-noon
Steam Pump Ranch
Live music, kid's crafts and Heirloom Farmers Market

Digital Child ID – Bio Docs

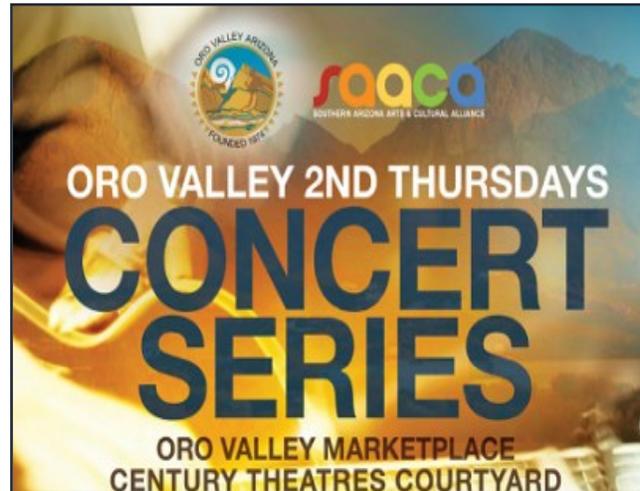
Tuesday, January 15, 2-5 p.m.
Oro Valley Police Main Station
OVPD will be providing digital child identification "Bio-Docs" for Oro Valley residents. This event is free; however, reservations are required.

Valentine's Archery Shoot- Cupid's Arrow

Saturday, February 2, 9 a.m.-noon
Naranja Park Archery Range (810 W. Naranja Drive)
Join in Valentine's-themed fun. There will be Valentine's-themed games, a 3D fun shoot on the west walking course, and heart-shaped targets on the fixed range! This event is free. A 50/50 raffle will be held to raise funds for the archery range and Oro Valley JOAD.

Oro Valley Kids Concert Series

Saturday, February 2, 10 a.m. in Council Chambers
Carl the Cricket goes to the Symphony
This "mostly true" tale written by local author Vivian Weede chronicles Carl the Cricket's trip to the Tucson Symphony Orchestra.



POLICE DEPARTMENT



Shop with a Cop

OVPD, in conjunction with the Fraternal Order of Police (FOP) Lodge 53, hosted the annual Shop with a Cop event on December 11, 2018 at the Target in Oro Valley. OVPD members hosted 23 children in total with a budget of \$175 each.





Command staff cooking up and serving lunch at the annual cookout.

Recognitions



OVPD featured in Police Chief Magazine

The OVPD's HiVE program is featured in the January 2019 Police Chief Magazine. The article, *Traffic Safety Initiatives: Community Support for Traffic Safety*, highlights OVPD's HiVE program and the Cincinnati Ohio Police Department's Crash Analysis Reduction Strategy. Both programs feature proactive traffic enforcement and public education campaigns geared towards safe driving that substantially reduced traffic accidents. [Read the full article here.](#)

Road to Zero

On December 4, 2018, Chief Sharp was in Washington, D.C. for the "Road to Zero" meeting. The Road to Zero Coalition explores the challenges of addressing the dangers of distracted driving.

Thank you to Police Staff

Command staff hosted the annual holiday cookout for OVPD Staff as a thank you for all of their hard work throughout the past year.

Community Support

Car Care Program

On January 26, the OVPD Community Resource Unit will begin a new program in cooperation with Catalina Towing. The Car Care Program "Ladies Start your Engines" is designed to provide women hands-on experience with basic car maintenance and the language needed to communicate and understand industry jargon. Residents can register by Officer Sonja Hudson at shudson@orovalleyaz.gov.

Community Support (cont')

Coffee with a Cop

On January 16, in cooperation with Panera Bread, OVPD members will meet the community for coffee and conversation. There is no agenda just the opportunity for residents to ask questions, voice concerns and get to know the officers.

Citizen Academy

OVPD will begin hosting the first Police Department Citizen Academy of 2019 on February 12. The 36-hour academy will run through April 30 and is designed to give the public a comprehensive overview of the department and consists of twelve classes taught by sworn police personnel. Residents can register by contacting Officer Rick Rendon at rendon@orovalleyaz.gov.



Special Events

Dispose-A-Med

OVPD hosted a Dispose-A-Med event on December 8, 2018. 112 pounds of medications were collected and disposed of properly.

Regional Support

Aerial Mapping of Crime Scene

On November 29, 2018, OVPD members assisted the FBI in providing aerial mapping service at the Deputy US Marshall's homicide scene. OVPD provided a two-dimensional orthomosaic rendering of the crime scene which will be utilized in the investigation, and is technology that will stand up in a court of law.

Upcoming Community Emergency Response Training (CERT)

On January 14, 15, 21, 22 & 26, OVPD will be hosting a 20-hour CERT course at the OVPD Tangerine Station. CERT provides critical skills in emergency preparedness and response for people interested in taking an active role in hometown preparedness. Residents can register by contacting Cassidy Davidson at 229-4964 (cdavidson@orovalleyaz.gov) by January 10 to reserve a spot.

Cases, Incidents and Statistics

Adult Assisted Living Burglaries

On November 30, 2018, OVPD detectives charged a woman with three counts of burglary from residents at 10701 N. La Reserve. The woman had been working as a caregiver at the facility and had been burglarizing residents' rooms in which she had access to.

Vehicle Crash into Power Pole

On December 5, 2018, OVPD patrol and traffic units responded to a single vehicle crash into a Tucson Electric Power (TEP) power pole near CDO High School. The driver was treated for minor injuries. Officers worked with TEP to coordinate traffic safety. Numerous intersection traffic lights were out of power.



COMMUNITY AND ECONOMIC DEVELOPMENT

Highlights

Adopted building codes improve Town's ISO

Following Town Council approval of the 2018 building codes, ISO notified the Town on December 20th that its effectiveness rating improved significantly. The ISO rating is used by insurance companies to define risk factors, and can impact insurance rates for properties.

Single Family Residential (SFR) Activity

27 new SFR Permits were issued for the month of December, which is up from the 12 issued in November. SFR permit activity for the year ended below last year's number with 317 SFR permits issued in 2018 compared to 335 SFR Permits issued during 2017.

Permitting Activity

170 permits were issued during the month of December which is up from the 152 permits issued in November. Total permit activity for the year was very strong with 2,446 permits issued compared to 2,258 permits issued in 2017 and 2,199 issued in 2016.

Upcoming Key Meetings (Council Chambers, 11000 N. La Cañada Drive)

January 9—Town Council Meeting

- 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 SW intersection of Tangerine Rd and 1st Ave.

January 10—Planning & Zoning Commission

Meeting cancelled.

January 16—Town Council Study Session to Discuss State Land Annexation and Specific Plan

February 5—Planning & Zoning Commission

- New member training session and election of Chair and Vice - Chair
- Proposed design modification to existing cell facility at Lambert Ln. and La Cañada Dr.
- Other cases pending zoning code compliance review

Neighborhood Meetings

The second neighborhood meeting for a proposed 21-lot single-family residential subdivision, located on the northeast corner of Lambert Lane and Shore Cliff Drive, is scheduled for January 8 in the Council Chambers from 6-7:30 p.m.

New Development

Consultants for the proposed rezoning to build a subdivision known as Cresta Morado (northwest intersection of La Cholla Blvd. and Tangerine Rd) are amending the design in advance of a required third neighborhood meeting (date has not been determined). They intend to increase the lot sizes where adjacent to existing larger home sites.

Code Improvements

- Staff is currently in the midst of a chapter by chapter review of the zoning code to identify areas in which updates could improve clarity, format and usability.
- Staff is working with Code Publishing, the company that hosts the Town's web-based version of the Town Code and Zoning Code, to update to their new platform. This new version will make the codes more searchable and easier for customers to use and will also improve customer service and increase Town staff efficiency.
- Both the Public Works and Planning teams are evaluating all of the technical standards contained in the Town's subdivision street standards. This project will be an update and clean-up of outdated standards.

Congratulations to the UA Planning Team!

The University of Arizona Graduate Planning Capstone Team was recognized with an award by the Arizona chapter of the American Planning Association for their work on the Main Streets Project. The award was presented at the State Planning Conference in Flagstaff on November 10.

Economic Development

Business Retention/Expansion and Attraction/Marketing

- Staff conducted 11 business visits with the Greater Oro Valley Chamber of Commerce and two independently.
- Six new store-front and two new home-based businesses were licensed.
- Ribbon cuttings were held at Oro Valley Surgical Suites and Clear Vision Express.



Business Closure

Native Grill & Wings closed the location in Oro Valley which was owned by the corporation. Franchise locations in neighboring jurisdictions will remain open.

Arts and Culture

- Eight people attended a public art tour.
- Art Ambassadors and their “posse” of volunteers were recognized at the last Council meeting.
- A new display of youth art from local schools was presented to the Council.



Completed Projects (Certificates of Occupancy Issued)

- Realty One, 7445 N. Oracle Rd., Suite 201
- Clear Vision Express, 9630 N. Oracle Rd, Suite 130
- Oro Valley Surgical Suites, 8500 N. Oracle Rd., Suite 150
- Oro Valley Senior Living (Quail Park), 9005 N. Oracle Rd.

Other Economic Development Activity

- Town Manager and CED Director completed a Comprehensive Economic Development Strategy (CEDS) for 2018-2023. The document has been forward to the Town Council for review.
- Mayor Winfield has been invited to speak during the Arizona Association of Economic Developers (AAED) Mayor’s Economic Development Roundtable on January 23. CED Director will introduce the panel with remarks designed to set the stage for the panel presentation by Mayor Winfield and the Mayors of Nogales and Sierra Vista, who will address a number of questions from the AAED.
- The CED staff will engage in an all-team meeting in January and conduct goal setting for the coming fiscal year.
- The CED Director and Town Manager represented Oro Valley in the first meeting of all of the Tucson area accelerators and incubators. Oro Valley is poised to break ground on a Bio Incubator sometime in 2019-2020 and will also finalize plans for the University of Arizona’s Veterinary College.

Other Planning Project Highlights

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.

Tangerine– State Land Rezoning

- Meetings planned with State Land Department to discuss specific neighborhood comments and technical review concerns.
- Reportedly, State Land has commenced with design changes to the site.
- Neighborhood outreach:
 - ◊ Two large neighborhood meetings, four special area focus meetings and five additional meetings with self-organized neighborhood groups are completed. Results are being compiled and will be presented to the Town Council at their study session on January 16.
 - ◊ Homeowners in the vicinity of Camino Del Norte have requested a meeting with Town staff to discuss the State Land annexation and rezoning proposal. Staff will be guests at this private meeting in mid-January.
 - ◊ An additional large neighborhood meeting will be schedule once a revised proposal from the State Land Department is submitted.

Self-storage facility, NW corner of Calle Concordia & Oracle Rd.

- Proposed 117,000 square feet, three-story (one underground, two above ground) self-storage facility and business center on approximately six acres.
- Rezoning and conditional use permit first submittal under review.

OV Town Center, E. of Oracle between Pusch View Ln. & 1st Ave.

- Amendment to Area 3 & Area 4 to permit an increase in the total number of units and modify access; Second submittal under review.

Extra Space Storage Expansion—East of Oracle Road, 1/4 mile south of Hardy Road.

- Rezoning from C-1 to C-2 to develop approximately 39,000 sq. ft. building expansion to the existing self-storage facility and 96 RV spaces.
- 4.75 total acres; awaiting formal submittal.

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

- 132.7 acres with 167 units.
- Final plat under review and will be scheduled for Town Council review in February or March.

New Business—Major Activity

All Seasons Leaving Office at Oro Valley Marketplace

2060 E. Tangerine Road

- Building TI Permit issued.

Innovation Park Office/Light Manufacturing Building

12400 N. Vistoso Park Road

- Building Permit applied for new shell building.

Ironwood Dermatology

10211 N. Oracle Road

- Building Permit for new medical office building



Soundpoint Audiology & Hearing at Escondido Plaza

7862 N. Oracle Road

- Building TI Permit applied for new Oro Valley location.

Victory Worship Center

2350 W. Tangerine Road

- Grading Permit applied for parking lot expansion and Como Drive Improvements.

Villages at Silverhawke, Phase 2

NEC 1st Avenue and Palisades

- Grading Permit issued for Phase 2 (46 Lots) by Meritage.

PUBLIC WORKS

Administration

- For Transit, new vehicles have been received, are in service and have been receiving very good reviews from both drivers and riders. The older 2013 vehicles have been pulled out of service and will be disposed utilizing the Town's surplus process managed by the Chief Procurement Officer.
- As cold weather has set in, the Street Operations staff continue to monitor road surface conditions and the morning ambient temperature to address any buildup of ice on bridges. On an as-needed basis, if conditions warrant, the crews will spray Magnesium Chloride, a de-icing agent, to maintain safe streets for the Town.

Project Updates

PD Evidence Facility

Upon working with the contractor, Lloyd Construction, the Town decided it was beneficial to alter the design of the building by removing any and all remnants of the existing Rural Metro Fire building shell. Our partnership on this project is so strong that Lloyd Construction picked up all the demolition costs. With this change, it will be easier for the contractor to finish out the interior. This revision will have positive impact to the overall schedule as it will allow for faster interior construction.



La Cholla Road Widening Project

Metro Water, Southwest Gas, CenturyLink and TEP continue with their infrastructure relocation efforts. Hunter Contracting has been issued a Notice to Proceed and will begin setting up traffic control from Overton Road to Lambert Lane. Speed limit will be set at 25 MPH in work zones and 35 MPH elsewhere to continue throughout the life of the project. The Town has developed a robust communications strategy to keep area residents informed of progress and alert drivers to anticipated delays.

Court Remodel

The project has been awarded to Kittle Construction. The construction schedule is from January 22 through February 15. During courtroom construction, the court itself will be temporarily relocated to the Council Chambers.



Palisades Multi-Use Path (MUP) Project—Plans are complete and have been sent to the contractor for a cost proposal; anticipate executing contract in January. Contractor wants to start the Town and developer's MUP sections at the same time. Construction is anticipated to last 90 days for both portions.

Administration Lobby Safety Improvements

This project has been awarded to Lloyd Construction. The construction schedule is from January 22 through February 15. While the lobby is under construction, the Clerk's staff will be temporarily relocated to the CED/PW building.



JDK Baseball/Softball Field Leveling Project

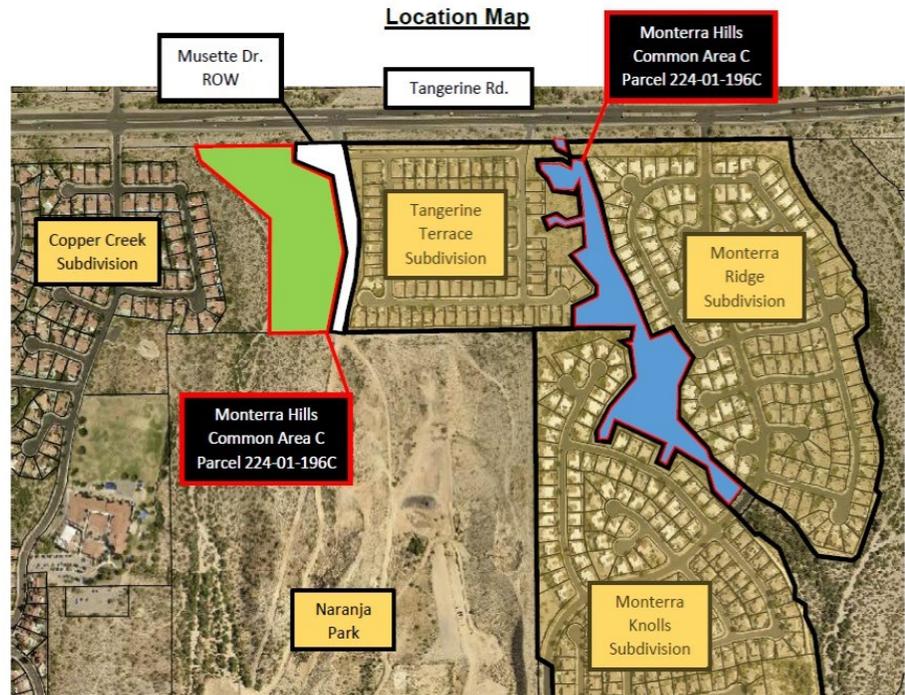
The project is on track to have fields 1, 2 & 3 grown-in and open for play in mid-March. This is being accomplished with a multi-departmental coordinated effort, along with a landscape contractor, to have the fields completed and delivered as promised. Fields 4 and 5 will be re-graded and seeded/sprigged later in the spring when temperatures are conducive for the growth of Bermuda grass. There will be playable fields throughout the project duration. When 1, 2 and 3 are playable, 4 and 5 will be closed for improvements.

Pavement Preservation

Treatments have been suspended until warmer weather in the spring. The Town's contractor is currently working on arterials and collector streets. Regional Pavement will begin removing and installing new raise pavement markings on La Cañada Drive, Tangerine Road and Lambert Lane. The contractor will resume fog sealing in the spring 2019. The County's contractor, Southern Arizona Paving will continue crack sealing local subdivision streets this winter and will return in the spring to complete unfinished work.

Land Dedication

The land dedication from Monterra Hills HOA is now completed. The property transaction closed on December 12 and was recorded with the County on December 26. This is the dedication of an upper reach of the Highlands Wash as well as the vacant parcel west of Musette Dr. and north of Naranja Park. These sections of land were formerly known as Common Area "C" of the Monterra Hills



Rancho Vistoso Traffic Signs & Street Lights Replacement

This project will be advertised January 18 with the bid opening February 11, and notice to proceed March 12. The project will take about three months and will finish before the end of the fiscal year.

Regional Coordination

ADOT Oracle Road Sidewalk & Lighting Project

ADOT will be embarking in the near future on installing sidewalks on both sides of Oracle from where the current sidewalks stop at River Road, and extending to Magee Road in Oro Valley. The street light portion of this project will continue from River Road, but terminate at Ina Road.

The reason the lighting does not extend into Oro Valley is due to funding limitations. There will be lane closures to accommodate construction. Where new sidewalk is placed, there will need to be accompanying curb and gutter. The lane closures are required for the safety of the personnel constructing the project. However, due to the daytime high traffic volumes, lane closures will be limited to night work.

Since a portion of this project is within Oro Valley, the Town will need to modify its current roadside maintenance IGA to include these new facilities. This will be brought to Council in an upcoming meeting. From the Town Engineer's perspective, this is a much-needed project and will keep pedestrians safe who are currently utilizing the unimproved desert shoulder, and add ADA accessibility.

ADOT Portion of Tangerine Rd. & new entrance into Safeway Plaza

Town and ADOT staff will be meeting with Cactus Asphalt (the contractor who conducted the surface treatment this past summer) to discuss the quality of the surface treatment applied earlier this year and what measures are needed to ameliorate the deficient surface conditions.

Update on Catalina Ridge Drainage Channel Repair Project

The Stormwater Utility is currently working two grants for Catalina Ridge simultaneously. The Utility applied for the Pre-Disaster Mitigation grant (discussed in last month's Executive Report) and again this year and was encouraged by the Department of Emergency and Military Affairs (DEMA) to apply for the Hazard Mitigation Grant Program funding as well. Staff have had assistance from DEMA, the Pima County Regional Flood Control District and Emergency Coordinator from OVPD in this process.

Highlands Wash

Survey has been completed by Westland Resources and was submitted to Pima County on December 14, 2018, to be integrated into the Highlands Wash study currently in progress for the Town.

PARKS & RECREATION

Administration

- The January 7 Historic Preservation Commission meeting has been cancelled. The next meeting is February 4.
- Following the Town's notification that it was not successful in getting a grant from the Tohono O'odham Nation for improvements to the Pusch House at Steam Pump Ranch, the Golder Ranch Fire District reevaluated the need to have sprinklers in that building. Chief Karrer was able to identify criteria in the fire code that would allow the Town to move forward with allowing the Historical Society to set up their planned office in the building without installing sprinklers. Staff is working with the Society to develop a plan to move this project forward in keeping with their agreement with the Town.

Community Center

A portion of the Community Center lobby remodel project has been completed. A new front desk configuration has been installed which includes an ADA accessible desk and new carpeting throughout the front desk, office areas, and hallway. New cubicle furniture has also been installed and the tennis offices have been relocated to the front counter area. The previous tennis offices will be used for storage and a break room area. A new automatic sliding front door and locking staff access door will be installed in January. Despite all the work and changes going on at the Center, membership has been very positive and appreciative, front desk staff has done an exceptional job at providing quality customer service and putting in the extra effort to make the user experience a great one.



The Center will be adding new weekend programs based on popularity and user requests. These classes include two new Zumba dance classes and a cardio kickboxing class.

Golf Courses and Overlook

- Golf is in full swing with all 45 holes open for play. Course conditions are very good and receiving high acclaim. Daily fee play will continue to be promoted with weekly and monthly specials.
- The Overlook will continue to facilitate the very popular Family Fish Fry, Second Saturday Date Night and Third Thursday Pasta and Pizza. Added to the dinner options starting in January is a monthly BBQ night on the fourth Wednesday of the month.
- Membership retention and sales will to be the main focus in January. There was a direct mail piece distributed in December to 4600 homes. The Cheaper by the Dozen promotion continues to attract new members. Marketing for members, golf and the Overlook can be found on Television, Radio, Facebook, in print and through numerous e-mail campaigns.

WATER UTILITY

Public Outreach

The Water Utility's Conservation Specialist gave a presentation on WaterSmart to the Sun City Computer Club on December 10. Approximately 50 people attended the presentation.

WaterSmart

After three and a half months in operation, over 3,200 customers (15.4% of customer base) have registered in the WaterSmart customer portal. Approximately one-third of those customers have also updated their personal profiles which allows them to receive very specific information on their own water use.

WaterSmart staff informed us that the national average for customer registration is 11% and we're ahead of that after only three and a half months. Feedback from customers continues to be very positive about this user-friendly and informative service we provide at no charge.

Below are samples of analytics provided by WaterSmart for the month of November 2018.

Analytics

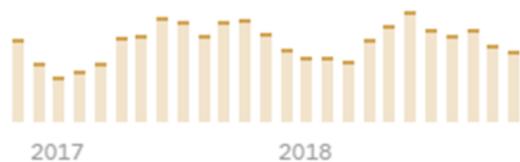
Consumption

222.6 MG in Period 2018-11

Compared to previous period ▼ **7.5%**

Compared to one year ago ▼ **20%**

TOTAL MG BY READING PERIOD



Tier Consumption

70% of SFR accounts within Tier 1 in Period 2018-11

Compared to previous period ▲ **1.1%**

Compared to one year ago ▲ **16%**

% ACCOUNTS WITHIN TIER 1



Projects

Oracle & Hardy CAP Water Delivery Station

Completed! 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.

Construction of the Water Utility's fourth CAP delivery station has been completed and is in operation. The project was completed early and the construction cost of approximately \$320,000 was below budget.



Nakoma Sky Well Drilling

The contractor has completed the surface casing installation and well drilling has begun.



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

ADMINISTRATION

Public Records Requests

Time Period	Number of Requests	Staff Time To Process (Hours)
December 2017	25	7
December 2018	29	19

Administrative Services

Trane, the contractor selected by the Town to conduct the energy audit and install the energy efficiency improvements at the Oro Valley Community Center last year, has selected the Town's successful energy efficiency project to highlight as a case study for their firm. The case study covers the solutions identified during the energy audit and the improvements made to the facility in order to reduce the consumption of electricity, gas and water. A final version of the case study will be provided when it is completed.

The Procurement Division has recently assisted the departments in soliciting bids and negotiating and executing purchase contracts for the following projects:

- Strategic Planning Services Consultant
- Annexation Fiscal Impact Analysis Consultant
- Courtroom Renovation and Administration Building Security Improvements
- James D. Kriegh Ballfield Reconstruction Project
- Recreation Software Replacement

The January [Vista](#) can be viewed here.



December Press Releases

- Oro Valley announces Holiday Schedule and Closures, 12-17-18
- OVPD: Shop with a Cop 2018, 12-4-18
- Public invited to share input on strategic planning for 2019 and 2020, 12-4-18
- Spring 2019 Parks & Recreation Guide now available, 12-3-18

OV Peak Performance (Process Improvement Initiative)

Project: Business License Renewals

The purpose was for the Clerk's Office and Information Technology (IT) Department to digitize areas of the business license renewal process and significantly reduce the manual aspects of the process. An estimated 2,700 renewal notices are processed annually with an estimated process time of 16 hours.

By eliminating data set up and manual workflow, as well as reducing manual process for print notices, the process has now been reduced to 2 hours and 41 minutes. The renewal process is currently underway and the Clerk's Office and IT Department will continue to evaluate the process for continuous improvement.

GOLDER RANCH FIRE DEPARTMENT

Special Events

On December 13, 2018 the North Tucson Firefighters Association Local 3832 sponsored their third annual Shop with a Firefighter event at the Oro Valley Target. All hands were on deck to help the firefighters shop with approximately 200 children. The families that benefited from this event were those that pre-registered with Golder Ranch administrative staff and reside in the Fire District and surrounding communities of Oracle, Mammoth and San Manuel. These families are referred to the fire district by Impact of Southern Arizona and the Tri-City Community Food Bank. The local media was able to cover this great event on KVOA Channel 4 and the Explorer Newspaper.

Other toys donated by the public and received at fire stations this year were donated to foster children through the local foster care alliance in Southern Arizona.



Firefighter Engineer Andrew Hatfield helped the family he was shopping with by holding their baby while they enjoyed the event.

From left to right: Battalion Chief Mike Price, Deputy Fire Marshal Jenn Akins and Fire Chief Randy Karrer were all smiles waiting for families to arrive.

