

# TOWN MANAGER'S

# EXECUTIVE REPORT

Town of Oro Valley | FEBRUARY 2019

## TO COUNCIL

### TOWN MANAGER'S MESSAGE

As you know, the big news last week was the state's approval of the Drought Contingency Plan (DCP) agreement. On January 31, the Arizona House of Representatives and Senate overwhelmingly supported the legislation, signed promptly by Governor Ducey. The new law gives the Director of the Arizona Department of Water Resources permission to enter into the basin-wide DCP agreement. The DCP is an interstate agreement among Arizona and other states whose communities depend on Colorado River water to meet their water supply needs. The DCP agreement reduces Colorado River water deliveries to lower priority users, effectively leaving the water in reservoirs like Lake Mead for future use by higher priority users such as municipal and industrial users. The overall delivery reduction closes the gap between what users take out of the river system and what nature puts back in. This agreement helps secure the water resource outlook for municipalities in Arizona who receive CAP water, including Oro Valley. This is a very complex agreement and topic, and I will work with Mayor Winfield to schedule time on a future Council agenda for a briefing by Water Utility Director Peter Abraham on this issue.

Thank you for devoting two days to do long-term strategic planning last month. I know that is a big commitment of time given your very busy work and personal schedules, but it is important in setting the direction for the organization and community. I am working with my leadership team to prepare a draft Strategic Leadership Plan document that we hope to distribute for your initial individual feedback soon, with a full Council discussion scheduled for your Study Session on February 27.

In other matters:

- The budget process is officially underway. Departments are preparing their submittals and we start the internal reviews in a few weeks. The next budget-related update to the Town Council will be at the February 27 Study Session when we will review preliminary revenues and budget assumptions for the upcoming fiscal year.
- I represented the Town at the Sun City HOA Board in January, with a particularly well-received report on the status of the Rancho Vistoso street light repair project. Work is expected to start on that project in March.
- Sun Corridor invited me to be on Bill Buckmaster's radio show last month as part of the CEO Interview Series it sponsors on KVOI. I was able to highlight some of the ways in which Oro Valley fits within the regional economic development ecosystem. As you know, the Town Council will review and discuss the new economic development strategy at your Study Session on February 27, along with the strategic plan.
- The internal OV Peak Performance process improvement initiative is moving into phase two following a successful initial roll-out year. After completing training to all employees in November, staff is adding two more targeted classes on specific process improvement tools. To date, we have received more than 50 Peak Improvement submittals from employees, and we will continue to highlight successful projects in this report.
- There has been great interest in the FlashVote initiative, with more than 430 people registered to participate in surveys about the community. We anticipate the first survey will go out later this month.

As always, please let me know if you have any questions on this report.

Mary Jacobs, Town Manager



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# FEBRUARY 2019 EVENTS

## Second Saturdays at Steam Pump Ranch

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

## Dispose-A-Med

Saturday, February 9, 9a.m.-noon  
Target at First and Oracle  
Bring your unused or expired prescription and over the counter medications and they will be disposed of properly.

## Major League Soccer Open Training Session

Sunday, February 10, 1 p.m.  
Naranja Park  
The Town will host an open game with the New York Red Bulls vs. Phoenix Rising  
Spectators: Free of Charge. Seating is limited to the west side of Field 1 only, so spectators are encouraged to bring their own chairs. Players will be available to sign autographs after the game.

## OV Marketplace Concert Series

Thursday, February 14, 6-7:30 p.m.  
River Road Ramblers

## Digital Child ID – Bio Docs

Tuesday, February 19, 2-5 p.m.  
OVPD will be providing digital child identification "Bio-Docs" for Oro Valley residents. This event is free; however, reservations are required.

## MOVE Across 2 Ranges

Saturday, March 2, various hike start times  
The eighth annual MOVE Across 2 Ranges begins in the Tortolita Mountains and concludes in Catalina State Park. There's a challenge for everyone: 6, 10, 15 and 21.5 miles. The event will wrap up with a Recover, Revive and Refuel area, which will have food (meal tickets included with registration), beverages (beer available for those 21 and older), LOTS of great raffle prizes (Thank you Summit Hut!), Yoga, music and more!

## Oro Valley Kids Concert Series

Saturday, March 2, 10 a.m. in Council Chambers  
**Move it, Shake it...anything you make it!**  
Congas, bells and shakers will combine with lively violin and guitar music to make you 'move it, move it'!



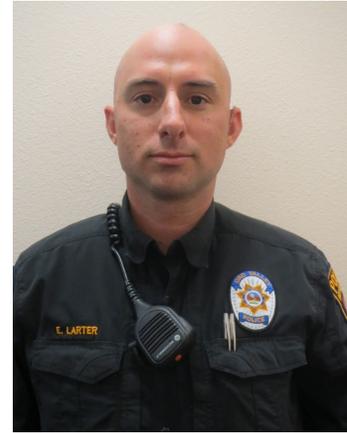
# POLICE DEPARTMENT

## Recognitions



### Officer Dan Horetski Retires

On January 10, 2019, Officer Dan Horetski retired from OVPD after 23 years of service to the community. Thank you to Dan for all of his years of dedicated service. (Pictured left)



### 2018 Officer of the Year

Officer Eric Larter displayed exemplary qualities throughout the past year and was named the 2018 Officer of the Year. (Pictured right)

## Chandler Explorer Competition

The Oro Valley Police Department Explorer Post #2011 attended the twenty-first annual Chandler Police Department Explorer Tactical Competition January 18 – 20, 2019. The competition included 60 teams from across the country with approximately 900 explorers.



The Explorer Program consists of young men and women, ages 14 to 20, who are interested in a career in law enforcement. The program is designed to provide positive role models for our youth and promote responsible decision making. Police Officers serve as advisors and assist in weekly instruction and training.



## Community Involvement

### Coffee with a Cop

On January 16, in cooperation with Panera at Oracle and First, OVPD members met the community for coffee and conversation. There was no agenda nor any speeches, but there were plush K-9s!



### Feed My Starving Children

On January 22, OVPD members donated their time to pack meals for malnourished children around the world. In cooperation with the Oro Valley Church of the Nazarene and the non-profit organization "Feed My Starving Children", the weeklong event was responsible for packing close to 500,000 meals.



## Regional Support

### Hands-Free Legislation

On January 24, Chief Sharp was at the State Capitol speaking in support of efforts to implement SB 1165. The Senate bill was written with the intent to prohibit hand-held electronic devices while driving, similar to the Town of Oro Valley ordinance.



On January 25, OVPD SROs assisted the Marana Prevention Alliance and the Pima County Underage Drinking Coalition to educate all Canyon Del Oro High School sophomores on the dangers of alcohol, marijuana and prescription drugs.

## Cases, Incidents and Statistics

### Quarterly OVPD Statistics

For quarterly statistics, see next three pages.

### Holiday DUI Task Force

During the holidays, OVPD members filled 52 DUI Task Force shifts. The task force works in conjunction with the Governor's Office of Highway Safety to remove impaired drivers from the roads and reduce DUI accidents. 13 impaired drivers were removed from the streets as a result of the Task Force patrols.

### Child Molestation Indictment

On December 27, 2018, detectives completed their ongoing investigation of a child molestation that was first reported in November 2018. The suspect was a neighbor who did not reside within the home. The suspect was charged with one count of child molestation.

# OVPD Statistics

## ORO VALLEY POLICE DEPARTMENT October through December 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	35	70%
Over 5 minutes	15	30%
<b>Total Calls</b>	<b>50</b>	

Average Overall Response Time 3.86

Priority 2	# of calls	%
<b>Total Response Time</b>		
<i>Goal: Total Response under 8 minutes 90% of the time</i>		
Under 8 minutes	156	87%
Over 8 minutes	24	13%
<b>Total Calls</b>	<b>180</b>	

Average Overall Response Time 4.70

Priority 3	# of calls	%
<b>Total Response Time</b>		
<i>Goal: Total Response under 15 minutes 90% of the time</i>		
Under 15 minutes	972	96%
Over 15 minutes	40	4%
<b>Total Calls</b>	<b>1012</b>	

Average Overall Response Time 6.49

Priority 4	# of calls	%
<b>Total Response Time</b>		
<i>Goal: Total Response under 30 minutes 90% of the time</i>		
Under 30 minutes	2100	98%
Over 30 minutes	33	2%
<b>Total Calls</b>	<b>2133</b>	

Average Overall Response Time 7.44

Citations 2018	TOTAL	OCT	NOV	DEC
<b>TOWN CODE</b>	<b>71</b>	<b>19</b>	<b>20</b>	<b>32</b>
<b>TITLE 28 VIOLATIONS</b>				
SIZE, WEIGHT, LOAD	0	0	0	0
INSURANCE VIOLATION	85	39	29	17
REGISTRATION VIOLATION	50	27	11	12
DRIVERS LICENSE VIOLATION	57	22	16	19
DUI ARRESTS	46	17	14	15
RECKLESS/AGGRESSIVE DRIVING	0	0	0	0
SPEEDING	253	49	115	89
LANE VIOLATIONS	39	10	13	16
RED LIGHT	23	12	5	6
STOP SIGN	3	2	0	1
FAILURE TO YIELD	32	12	6	14
SEATBELT VIOLATION	3	1	1	1
CHILD RESTRAINT	0	0	0	0
EQUIPMENT VIOLATIONS	12	7	3	2
PARKING	0	0	0	0
LITTERING	0	0	0	0
OTHER CITATIONS	27	7	9	11
<b>Total Citations</b>	<b>630</b>	<b>205</b>	<b>222</b>	<b>203</b>

Based on further investigation and updating of information, actual classifications may change resulting in small variances in counts.

\*DUIs are arrest counts, not citations counts, and may change like arrest figures do

\*Traffic data delayed at least 30 days due to data entry backlog and may be updated with adjustments periodically

## OVPD Statistics (Cont')

ORO VALLEY POLICE DEPARTMENT POLICE ACTIVITY SUMMARY				
Fiscal Year 18/19 2nd Qtr	TOTAL	OCT	NOV	DEC
Total Calls	4410	1535	1431	1444
Commercial Veh Enforcement	0	0	0	0
Residential Burglaries	9	3	4	2
Non-Residential Burglaries	2	0	1	1
All Burglary Attempts	2	0	1	1
Thefts	127	39	42	46
Vehicle Thefts	6	3	0	3
Recovered Stolen Vehicles	1	0	1	0
Attempted Vehicle Thefts	0	0	0	0
DUI	46	17	14	15
Liquor Laws	0	0	0	0
Drug Offenses	50	25	16	9
Homicides	0	0	0	0
Robbery	0	0	0	0
Assault	25	11	5	9
Total Arrests	359	149	115	95
Assigned Cases	227	76	79	72
Alarms (Residential)	169	57	51	61
Alarms (Business)	122	36	37	49
K9 Searches	100	45	29	26
First Aid Calls	550	193	155	202
Fatal Accidents**	0	0	0	0
Accidents**	178	69	57	52
Citations (Traffic)*	630	205	222	203
Public Assists	92	28	28	36
Reserve Man Hours	0	0	0	0
Business Checks***	1334	446	438	450
Drug Task Force Arrest	10	2	6	2
CVAP Dark House Checks	2037	1491	277	269
CVAP Public Assists	225	88	79	58
CVAP Total Hours	3326	1407.5	955	963.5

\* Periodic adjustments made.

\*\* DUI Accidents are included in Fatal Accident and Accident totals.

Disclaimer: Numbers may show slight fluctuations when compared to previously published reports because of changes in the case data within the system due to normal adjustments. The more recent case counts are the most likely to fluctuate. Although this data may change slightly, it is as accurate as it can be for the data collected during this time period.

## OVPD Statistics (Cont')

	October-December		
	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Total Calls	4528	4816	4410
Commercial Veh Enforcement	9	11	0
Residential Burglaries	9	11	9
Non-Residential Burglaries	4	4	2
All Burglary Attempts	2	3	2
Thefts	133	192	127
Vehicle Thefts	7	5	6
Recovered Stolen Vehicles	1	0	1
Attempted Vehicle Thefts	0	2	0
DUI Arrests	66	49	46
Liquor Laws	7	11	0
Drug Offenses	45	64	50
Homicides	0	0	0
Robbery	3	3	0
Assault	25	27	25
Total Arrests	376	426	359
Assigned Cases	204	254	227
Alarms (Residential)	187	186	169
Alarms (Business)	148	149	122
K9 Searches	72	124	100
First Aid Calls	791	688	550
Fatal Crashes	1	0	0
Crashes	172	178	178
Citations (Traffic)	480	787	630
Public Assists	112	66	92
Reserve Man Hours	0	0	0
Business Checks	895	712	1334
Drug Task Force Arrest	12	12	10
CVAP Dark House Cks	1950	1840	2037
CVAP Public Assists	266	249	225
CVAP Total Hours	3655.5	3294	3326

Numbers subject to fluctuate slightly due to reclassifications.

# COMMUNITY AND ECONOMIC DEVELOPMENT

## Highlights

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### **Single Family Residential (SFR) Activity**

26 new SFR Permits were issued for the month of January. This number is on par with the 27 issued in December but less than the 34 issued during January of 2018.

### **Permitting Activity**

226 permits were issued during the month of January. This number is up from the 170 permits issued in December but less than the 245 issued during January of 2018.

### **New Development**

- A pre-application has been submitted for the commercially zoned northwest intersection of La Cholla Blvd. and Lambert Ln. This area was recently rezoned to Capella Planned Area Development. It includes an anchor tenant space sized for a potential grocer.
- A pre-application for a General Plan and rezoning amendment for townhomes located on the northeast corner of Tangerine Road and Shannon Road.

## Upcoming Key Meetings (Council Chambers, 11000 N. La Cañada Drive—6 p.m.)

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### **March 5—Planning & Zoning Commission**

- Conditional Use Permit for a self-storage facility at the northeast corner of Calle Concordia and Oracle Road
- Zoning Code amendments regarding signs permitted in the public right-of-way

The Public Works and Planning teams are working on a project to update and edify the Town's outdated subdivision street standards.

## Neighborhood Meeting (Council Chambers, 11000 N. La Canada Drive—6 p.m.)

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A third neighborhood meeting will be held on February 7, regarding a proposed rezoning known as Cresta Morado (northwest intersection of La Cholla Blvd. and Tangerine Rd.) to develop a residential subdivision.

## Zoning Code Improvements

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- Chapter by chapter review/update of the zoning code to improve clarity, format and improve usability. Staff is meeting weekly to touch on every chapter/section of the code.
- 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.

## Economic Development

### Business Retention/Expansion and Attraction/Marketing

- Soundpoint Audiology & Hearing is now located at 7862 N. Oracle. They closed their office at 12470 N. Rancho Vistoso Blvd.
- Two new home-based businesses were licensed.

### Arts and Culture

The last of four youth art displays in the Council Chambers for FY 2018/19 was presented to the Council.

Two public art tours were conducted with 16 people in attendance and 12 residents of Desert Springs Gracious Retirement Living attended a tour which left from that facility.



### Apartment Vacancy Rates

Once a year, the Town updates, via staff outreach, the apartment occupancy rates. The 2018 occupancy rates were 93.54% and the 2019 occupancy rates are 96%.

<u>Apartment Name</u>	<b># of units 2019</b>	<b>Occupancy Rate 2019</b>	
Boulder Canyon at La Reserve	240	98%	
Catalina Crossings	97	99%	
Golf Villas at Oro Valley	280	95%	
La Reserve Villas	240	97%	
Oro Vista Apts	138	95%	
Pusch Ridge Apts	144	100%	
Saddle Ridge	248	94%	
Sundown Village Apts	330	93%	
The Overlook at Pusch Ridge	424	95%	
Villa San Dorado	274	96%	
Encantada at Steam Pump	288	95%	
Canyons at Linda Vista Trail	228	97%	
The Place at Rock Ridge Apts	319	95.30%	
		<b>Average</b>	<b>96%</b>

## Completed Projects (Certificates of Occupancy issued)

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The Motive Physical Therapy, 2512 E. Vistoso Commerce Loop, Suite 180

## Pre-Construction Meetings

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- Rosie's Barket, Escandido Plaza, 7960 N. Oracle Rd.
- Pulte Homes, Valley Vista subdivision (Rancho Vistoso Parcels 5X and 5W that run between Moore Rd and Arrowsmith) grading
- Ironwood Dermatology, 10211 N. Oracle Rd. grading

## New Businesses

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### **Rosie's Barket at Escondido Plaza, 7960 N. Oracle Rd**

Building TI Permit issued for new dog washing/grooming/retail business

### **Valley Vista at Rancho Vistoso, Moore Road Loop Extension**

Plant salvage operations have begun for Pulte's new 168-lot subdivision located east of Rancho Vistoso Boulevard, south of Mattamy's Alterra at Vistoso Trails subdivision

The current noise ordinance is outdated and requires an update.

## Making Connections

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The CED Director and the Town's Economic Development Specialist staffed a booth at the Annual BIO5/BIO SA Industry Networking Event at the U of A. This provides students, faculty and staff an opportunity to connect with prospective employers.

## Other Planning Project Highlights

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### **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.

# PUBLIC WORKS

## Project Updates

### **La Cholla widening**

Hunter Contracting has begun clearing and grubbing from Overton Road to Tangerine Road. The utility companies continue working on relocating their infrastructure ahead of Hunter Contracting's efforts.



### **Palisades Multi-use path**

The Town is working on a construction contract with Borderland Construction Co. Borderland continues working with the developer to build their portion of the multi-use path along with the Town's portion.

### **La Cañada and Moore intersection improvement**

Town staff is working with the engineering consultant to finalize a scope of work to perform the design services for the roundabout.

### **Town Pavement Preservation Program**

Regional Pavement (Town's pavement contractor) will begin crack sealing each Friday for the next two months. Fog sealing will resume in April and continue until May. The contractor will finish fog sealing Tangerine Rd., La Cañada Dr. and Lambert Ln., and will fog seal Naranja Dr. from La Cholla Blvd. to First Ave., and Magee Rd. from Northern Ave. to First Ave. Pima County's contractor, Southern Arizona Paving, will return in March, weather permitting, to finish work that was suspended due to temperatures.

### **Magistrate Courtroom**

The Magistrate courtroom is temporarily relocated to the Council Chambers during daytime hours while the existing courtroom is being renovated.



## Project Updates (Cont')

### Administration Lobby

The Administration lobby staff have been relocated to the Public Works/Community and Economic Development front counter while renovation work is completed. There will be plenty of signage on campus to direct customers accordingly. Guests to Town Hall Administration will need to check in at the PW/CED building during the construction time and will then be escorted to the building via the Legal Services door.



### Tree Recycling

The Town partnered with the Kiwanis Club, who accepts donations for unloading and piling the trees for recycling, and collected approximately 1600 recycled Christmas trees at Naranja Park. Town Street Operations staff chip the material and convert it into mulch, which is then used for parks and made available to the public.



### La Reserve Catch Basin and Culvert Installation

Operations crews recently completed repairs to a slope adjacent to a joint utility easement. Additional work is planned for spring/summer to add a catch basin to allow drainage to not impact the slope in the future.



## Regional Coordination—Wildlife Fencing

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### **Wildlife Fencing**

For several months, RTA has been working on wildlife fencing as part of the Oracle Road widening project (Tangerine to Catalina). This project also produced the Oracle Road wildlife over/under passes to help prevent animals from darting into traffic. Fencing is required to force animals to cross at these grade-separated passes. Last spring, RTA, while installing the first sections of fencing along Oracle (Rancho Vistoso Neighborhood 2, RVNHH2), dealt with neighbors being upset with the aesthetics of fencing.

Representatives from the neighborhood reached out to the Town for help; the Town Engineer investigated and since first contact has acted as an advocate for the neighborhood, coordinating the wildlife fencing linkages required by the RTA with the impacts to Oro Valley residents, particularly the residents of RVNH2. On January 17<sup>th</sup>, the RTA conducted a neighborhood meeting in Council Chambers to present solutions that would inhibit animals from getting out to Oracle Rd. while respecting the desires of the impacted residents.

The Town Engineer and the director of the RTA, Mr. Jim DeGroot, co-hosted a neighborhood meeting on January 24 to help negotiate a final solution. Two solutions were presented, and the residents overwhelmingly chose an entrance gate option. The residents were enthused by the results of the meeting.

### **Tangerine Road Improvements**

The Town, ADOT and its contractor for the Tangerine Rd. improvements recently agreed on a solution to address quality issues on the roadway in order to finally get the road dedicated to Oro Valley. Repaving is expected to be finished in February. Then the ADOT Board will need to vote to dedicate the road to the Town. With a design for the long-awaited Tangerine Safeway access ready to go, this project should be constructed late this fiscal year or early next.

### **Stormwater Grants**

As of January 11, both grant applications for Catalina Ridge have been submitted and received.

# PARKS & RECREATION

## Administration

- The 2019 4<sup>th</sup> of July celebration will be moved from Naranja Park to James D. Kreigh (JDK) Park. Town Manager Jacobs asked staff in 2018 to conduct a cost comparison of both sites. Staff conducted the comparison and determined the Town will save approximately \$40k by returning to JDK. Additionally, the resident experience is more appreciated at JDK with the Aquatic Center, playground, shade (trees) and additional parking.
- Parks & Recreation Advisory Board meets February 19, at 6 p.m. in Council Chambers

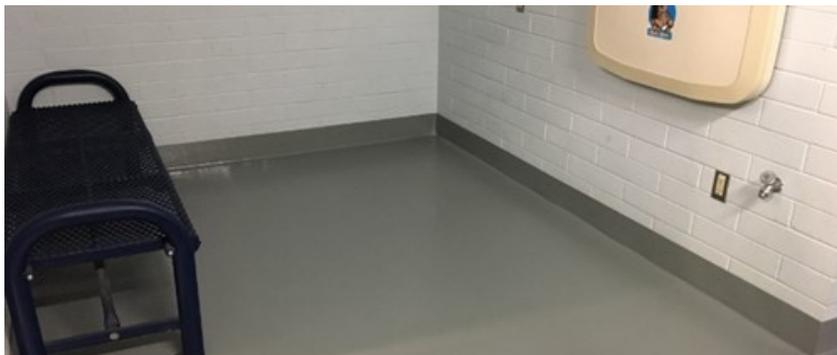
## Aquatics

### Masters Swimming Relay Meet

On February 10, the Oro Valley Aquatic Center will host this event, which is put on by Saddlebrook Masters and is estimated to attract more than 50 adult athletes.

### Maintenance

The Oro Valley Aquatic Center closed for annual maintenance on January 16-18. The team performed deep cleaning of the facility including pressure washing of the deck and restrooms. In addition, classroom and storage rooms were cleaned and reorganized. One major project that was completed was the resurfacing of the family restroom. See before and after photos below.



## Recreation and Culture

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### Adult Trips/Tours

On Friday, February 8, participants will travel by van to the 60th Festival of the Arts in Tubac, AZ. The event will be followed by a guided tour of Tumacácori Chapel before returning to Oro Valley.

559 participants kicked off 2019 with a great start at the fifth annual **Hot Cocoa 5k Walk/Run** on New Year's Day. The Town partnered with the Town of Marana for the Cheer Challenge— participants who completed Marana's Egg Nog Jog 5k and OV's Hot Cocoa 5k that same morning.

63 individuals were awarded special medals for their participation in both races!



## Park Maintenance—James D. Kriegh Park Improvements

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Renovation of the Little League fields continues and is on schedule. The project includes construction of new infields, grading and new grass on outfields, new chain link on fences, improvements to irrigation, and work in the spectator areas.

The project team includes Town staff from Parks & Recreation, Public Works, and Arizona Department of Correction inmates working alongside contractors from Northwest Landscaping, Union Fence, Hawkeye Surveying, and McGann and Associates Landscape Architects and Planners. The new fields will be ready for play in March.



## Park Maintenance—Naranja Park Archery Range Target Replacement and Clean Up

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Parks Maintenance and Recreation staff replaced targets and graded the range. Work included improvements to the shooting line and general cleanup of the area.

## Community Center

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The annual USTA Winter Invitational Tournament was held at both the Community Center and Pusch Ridge venues and hosted the best 12-14 year old boys and girls players in the country. This was once again put on successfully by staff who assisted in a support capacity.

Canadian Golfer magazine writer Bill Flower travels the Southwest and California in the winter months and reviews courses. He was in Oro Valley recently and has published some beautiful pictures and an overall review. This website is very popular in Canada. Bill is from Vancouver Island and a former Golf Professional: <https://canadiangolfer.com/>.

## Golf and the Overlook

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February 1 was the 16th Annual Project Graduation Golf Tournament (also called the OV Cup). This tournament raises money for a safe alternative graduation night for Oro Valley High School graduates, and facilitates approximately 180 participants for a day of golf and dinner.

The Overlook will continue to facilitate its popular theme nights—Family Fish Fry, Second Saturday Date Night and Third Thursday Pasta and Pizza, along with BBQ Night on the fourth Wednesday of the month. February also features a four-course Valentines Dinner for Two.



# WATER UTILITY

## Furloughed Federal Workers Get Utility Help

The Water Utility is offering furloughed federal workers a special deferred payment arrangement to help them through the government shutdown period. Verified federal workers affected by the government shutdown could be eligible for a one-month extension to pay their water bill without a penalty. For additional information please call customer service at 229-5000.

At the close of calendar year 2018, meter operations installed 323 new meters. The Town's Water Utility now has a grand total of 20,075 service connections.

## WaterSmart

After three and a half months in operation, over 3,300 customers (16.4% of customer base) have registered in the WaterSmart customer portal. Five percent greater than the average WaterSmart utility.



## Nakoma Sky Well Drilling

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

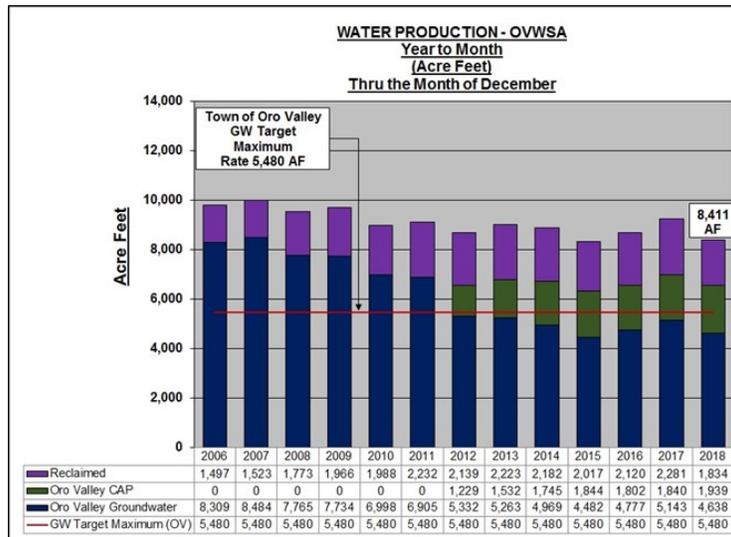
*Arizona Beeman is the drilling contractor for the new Nakoma Sky well. This well is a replacement well for several of the Utility's existing older wells that are poor performers due to poor well locations, antiquated construction methods and inferior construction materials.*



## Calendar Year 2018 Water Delivery Metrics by Water Type

The Utility continues to successfully deliver Central Arizona Project (CAP) water and reclaimed water to reduce the Town's reliance on groundwater. The following graph compares water deliveries to both the Oro Valley service area and Countryside service area by water type for calendar year 2018 for the last 12 years. Water deliveries to the **Oro Valley service area** for calendar year 2018 consisted of:

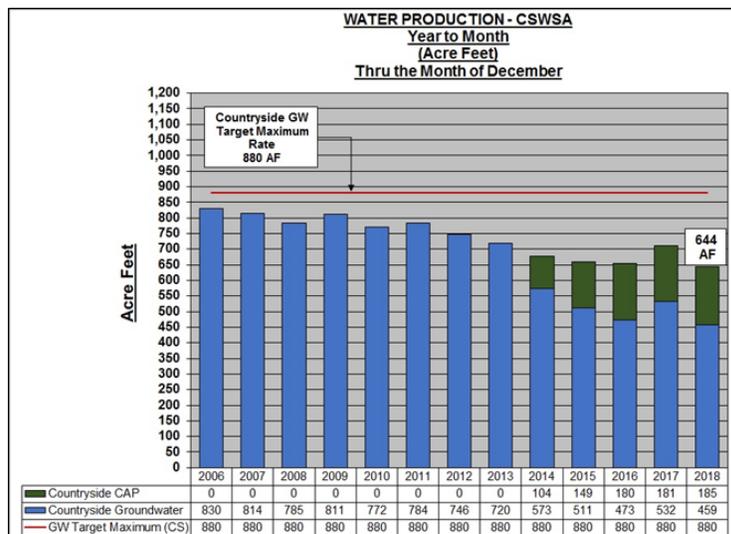
- 598 million gallons of reclaimed water
- 632 million gallons of CAP water
- 1.5 billion gallons of groundwater



The Water Utility's **main service area** experienced the second lowest annual groundwater production since the Water Utility was created in 1996. Additionally, the Water Utility experienced its largest CAP production thanks to the commissioning of the Oracle & Hardy CAP delivery location in November of 2018.

Water deliveries to the **Countryside service area** for calendar year 2018 consisted of:

- 60 million gallons of CAP water
- 150 millions gallons of groundwater



The Water Utility's **Countryside service area** experienced the lowest annual groundwater production since the Water Utility was created in 1996. More normal seasonal weather conditions, CAP deliveries and customer self-service monitoring tools like WaterSmart help make this possible.

# ADMINISTRATION

## Public Records Requests

Time Period	Number of Requests	Staff Time To Process (Hours)
January 2018	37	29
January 2019	38	19

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



## University of Arizona Capstone Project

Human Resources will be hosting three University of Arizona MPA candidates during their capstone project. The students will be researching compensation philosophies and best practices. This will be a 90-day project, culminating in a report and recommendation to the HR Director.

## Press Releases Issued in January

- Major League Soccer returns to Oro Valley; Open training session Feb. 10, free to the public, 1-24-19
- Meet Oro Valley author Vivian Weede at the February 2 Oro Valley Kids Concert, 1-23-19
- New online tool gives Oro Valley residents even more ways to provide input, 1-16-19
- Oro Valley seeking applicants for Budget and Finance Commission, 1-14-19
- OVPD: Update: Missing 86 Year Old Oro Valley Man Found Safe, 1-14-19
- La Cholla Boulevard Phase II widening project begins Monday, January 7, 1-4-19

## Youth Advisory Council

- On February 2, members of YAC provided a Senior Tech Class at Sun City. The class is focused on “How can we help you with your computer, phone, tablet and/or applications?” A survey will also be provided to determine what residents would like YAC to teach them in the future.
- On February 3, members of the YAC assisted Catalina Springs Memory Care with making Valentine’s Day cards.
- The Town will be accepting YAC applications from February 1 – March 1. Fourteen seniors will be graduating this year and their positions will need to be filled.

## OV Peak Performance (Process Improvement Initiative)

### Project: Oro Valley Citizen Core Council

The Oro Valley Citizen Core Council meets three times a year. The recording secretary was removed from attending the meetings resulting in a **cost savings of \$280/year**.

### Project: No Overtime Slips

The purpose was to eliminate manual overtime entry. The Police Department worked with the Finance Department to enter and approve overtime electronically through an already established program: Munis. Highlights: 100% paperless by November 2018, ability to perform payroll/overtime remotely eliminating the need for the police officer to be at a town facility, expenditure reports are generated in an expedient manner (versus old manual query), greater supervisor accountability, greater accuracy in project coding, recovery of a minimum of eight Command Staff work hours each pay period due to automated efficiency and the Accounting Specialist has saved a minimum of five hours in reviewing the data entry and calling the Police Department to fix human errors on the Overtime slips. **The personnel savings from automating the Police Department Overtime slips is \$19,377/year (over 26 pay periods).**

### Project: Employment Criminal Background Checks

The purpose was to improve the background process by improving the turnaround time and saving costs by changing vendors.

Cost (based on 116 prints processed in one year)	Old Process	New Process	Yearly Savings
Cost Per Applicant for background screening	22.00	18.50	\$406.00
Time for results to come back	3-5 weeks	2-3 days	
Staff time savings for whole process	One hour/applicant	15 minutes/applicant	\$2,739.92
Noncriminal Justice Agency (NCJA) Yearly Training (3 ½ hrs) x 4 staff total of 14 hours – every 2 years	\$220.50	N/A	\$220.50
<b>Total Yearly Savings:</b>			<b>\$3,366.42</b>

## Special Events—Non Town of Oro Valley

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The Arizona Wine Growers Association's **Off the Vine Wine Festival** will be held on Saturday, February 16 from 11 a.m. – 6 p.m. at Steam Pump Ranch. This event includes over 25 wineries, five food vendors and nine additional vendors. An estimated economic impact (EEI) and overall assessment will be completed after the event.



The Southern Arizona Arts and Cultural Alliance **Cruise, BBQ and Blues Classic Car Show** will be held on February 16 from 10 a.m. – 3 p.m. at the Oro Valley Marketplace. There will be live music, food and 20 different auto awards given. Mayor Winfield will provide the welcome and awards at 2:30 p.m.

The **Arizona Distance Classic** will be held on Sunday, March 10 at 6:30 a.m. The start/finish line begins at Roche Tissue Diagnostics, located at 1910 E. Innovation Park Drive. The Town is currently working with a new event organizer, Race Timers, based out of Avondale. The race currently has 280 participants with a goal of 800. There is a room block at the El Conquistador, a Hilton Resort and the Holiday Inn. An EEI and overall assessment will be completed after the event.

Oro Valley residents, Julie and Mark Stark will hold the annual **Oro Valley Sprint Triathlon and Duathlon Festival** on Saturday, March 23 from 6 a.m. – 12 p.m. at the Oro Valley Aquatic Center. There are currently 179 people registered and the goal is 350. There is a room block at Red Lion Inn and Fairfield Marriott. An estimated economic impact (EEI) and overall assessment will be completed after the event.

Oro Valley Rotary's **Taste of Oro Valley** will be held on Sunday, April 7 from 5 – 9 p.m. at Steam Pump Ranch. The event organizer had to change locations, so further details will be coming soon!

Oro Valley resident Mike Zinkin and Chris DeSimone contacted staff in January to bring back the **Oro Valley Holiday Parade**. Saturday, December 14 has been selected for the event, and a proposed route has been established. Stay tuned in the coming months for additional details.

# GOLDER RANCH FIRE DEPARTMENT

## Public Outreach

In the Northwest Explorer's edition of the Destination Tucson magazine for 2019, Golder Ranch will be reminding the public about the importance of recognizing the symptoms associated with a cardiac emergency and urging them to call 911 when it occurs. Through community outreach efforts on the part of the fire district, the emergency medical services division has discovered that many people experiencing a cardiac emergency do not recognize the symptoms and frequently drive themselves or have a loved one drive them to the hospital instead of calling on first responders.

Destination Tucson will be in circulation starting in February, which is also Heart Health Month, so while the timeliness of a cardiac health message is particularly appropriate, Golder Ranch understands that it is always important to teach the public to be well informed about their personal health.

Discover **Public Safety**



## Golder Ranch Fire District We're ready to serve you

**F**requently, residents share stories with neighbors and friends about a time when a loved one was experiencing chest pain, shortness of breath and generally did not feel well. They will go on to share that they drove their family member to the hospital instead of calling 9-1-1, only to discover that the sick family member was having a heart attack.

What the well intentioned driver may not know is that if they call 911, paramedics will arrive at the residence and begin treating and stabilizing the patient while transporting via ambulance to the nearest hospital. Upon arrival at the emergency room, that cardiac patient is seen more quickly and the emergency room staff has been in communication with the emergency medical providers in the ambulance in order to prepare for the arrival of the patient.

The important lessons in this scenario are to never hesitate to call 911 if you suspect that you or a loved one are experiencing a medical emergency and to know the signs and symptoms of a cardiac emergency. They are:

- Chest Pain
- Neck, face and/or jaw pain
- Shortness of breath
- Nausea
- Dizziness
- Pain in the left arm
- Pale, clammy skin