

# TOWN MANAGER'S

# EXECUTIVE REPORT

Town of Oro Valley | MAY 2019

## TO COUNCIL



### TOWN MANAGER'S MESSAGE

In April, I was pleased to join Councilmembers Piña and Rodman and CED Director JJ Johnston at a reception for the new Dean of the University of Arizona's College of Veterinary Medicine, Dr. Julie Funk. Dr. Funk brings a wealth of experience in academia and is busy coordinating the accreditation site visit to the university this month. The facility renovation is on schedule, and both Dr. Funk and UA President Robbins expressed their strong optimism that the new program will have a successful accreditation process and will be ready to begin accepting students later this year for a fall 2020 start. The UA expects to be notified in September or October of the final result.

CFO Stacey Lemos has been able to confirm an in-person presentation by representatives of the Public Safety Retirement System (PSPRS) on Wednesday, May 22 at 6:00 p.m. The purpose of this session is to learn more about the PSPRS pension system, its funding history, and recent measures to improve the stability of the system, and to focus on the Town's plan, specifically its health and related unfunded liabilities. Since the issue of public safety pension funding is of interest to both the PSPRS Local Board and the Budget and Finance Commission, this presentation is being posted as a joint study session. Availability of the PSPRS representatives is limited, so those not able to attend will still be able to view a video of the presentation on the Town's website after the meeting.

In other matters:

- I had the privilege of lecturing at two MPA classes at the University of Arizona—one on ethics in local government and the other on innovation.
- The Tucson Association of Realtors again hosted its annual "City Hall Comes to TAR" program in April. I joined the Tucson, Marana and Pima County Managers/Administrator in providing updates regarding key issues and activities in the region to over 100 area realtors.
- In the employee engagement area, I spent a morning with two senior employees of the Stormwater Division conducting a site visit and learning about their work and contributions to the Town. Several of you also joined me in celebrating the work of our telecommunications employees during their special week. And the Police Department hosted a friendly salsa competition last week for employees. I was one of the 12 entries, but the judges (Golder Ranch Chief Karrer, Chief Sharp and Councilmember Solomon) picked three other superior salsas!
- The Communications Division is finalizing a more user-friendly design for the Town Council's Strategic Leadership Plan and will have copies printed by mid-May. Please feel free to bring copies of the document with you to the various events and programs you attend to help communicate with residents what they can expect to see over the coming two fiscal years. The final version will also be posted on the website.

As always, please let me know if you have any questions regarding the content of this month's report.

**Mary Jacobs**  
Town Manager



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# MAY 2019 EVENTS

## OV Marketplace Concert Series

Thursday, May 9, 6-7:30 p.m.

OnesAll Band

## Second Saturdays at Steam Pump Ranch

Saturday, May 11, 9 a.m.-noon

Steam Pump Ranch

Live music, kids crafts, and Heirloom Farmers Market

## Veterans and First Responders 5k

Saturday, May 18, 7-9 a.m.

The 3rd Annual Veterans and First Responders 5k Run/Walk, Memorial Mile Run/Walk and Kids Fun Run to help raise funds for the Veterans and First Responders Memorial in Naranja Park.

Register at <https://runsignup.com/Race/AZ/Tucson/VFR5K>

## Drive-In Movies on the Driving Range

Saturday, May 18, 7:15p.m.

OV Community Center, 10555 N. La Cañada Drive

Movie: *Mary Poppins Returns*

Join us for a FREE Drive-in movie, as we present G or PG rated feature movies on our giant, inflatable outdoor screen.

## Oro Valley Summer Kickoff Pool Party

Saturday, May 25, 10 a.m.-2 p.m.

Aquatic Center, 23 W. Calle Concordia

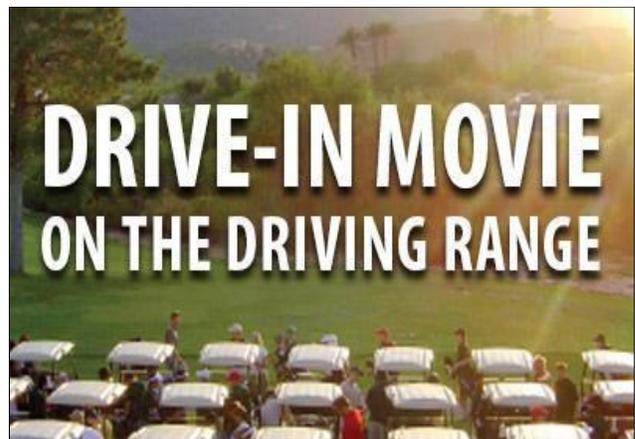
Enjoy free admission!

## National Trails Day Nighttime Hike

Saturday, June 1, 6:30-9:30 p.m.

Linda Vista Trailhead, 730 E. Linda Vista Blvd.

Join the Town of Oro Valley's Parks and Recreation Department for its annual nighttime, flashlight hike. Enjoy a free, 2.2 mile loop hike around the beautiful Linda Vista Loop Trail to celebrate National Trails Day. Please pre-register at [www.orovalleyaz.gov/parksandrec](http://www.orovalleyaz.gov/parksandrec) and click "Register for classes."



# POLICE DEPARTMENT

## Recognitions

### SafeWise Report

The 2019 annual SafeWise Report on the 20 safest cities in Arizona listed Oro Valley as the safest city in Arizona (<https://www.safewise.com/blog/safest-cities-arizona/>). This study was based on the most recent FBI crime report statistics.

### Promotions

On April 1, Jason Larter was promoted to Deputy Chief and Chris Olson was promoted to the rank of Commander. Congratulations to both of them for their hard work and success.



### CVAP Recognition Barbeque

On April 6, OVPD members hosted a barbeque at the Riverfront Park in honor of the effort by volunteers over the last year. CVAP members completed 13,412 hours of volunteer work for the Oro Valley community in 2018.



### Lifesavers Conference

During the first week of April, Chief Sharp sat on an expert panel for "Before the Stop": Legislating Distracted Driving, at the Lifesavers Conference in Louisville, Kentucky. The Lifesavers Conference is the largest gathering of highway safety professionals in the United States.

## Regional Support

### Hands Free Driving Bill

On April 22, Chief Sharp and Commander Olson were invited by Governor Ducey to attend the Governor's signing of House and Senate Bills that will outlaw the use of cellphones while driving. Arizona will become the 48th state to ban a form of cellphone use while driving.

### Missing in America Project (MIAP)

On April 27, the OVPD Traffic Unit assisted MIAP members leading a regional motor unit escorting the unclaimed remains of 24 American veterans to their final resting place at the Arizona Veteran's Memorial Cemetery in Marana.

## Community Involvement

### Citizen Academy

OVPD members hosted five sessions of the Police Department Citizen Academy in April. Topics covered: Community Emergency Response Team, Explorers, School Resource Officers, Records, Criminal Investigations, Bomb Squad, the Community Action Team, DUI and Hostage Negotiations.

### Self-Defense Awareness and Fight Education (SAFE)

OVPD taught its first Oro Valley Women's SAFE Program (originally known as the RAD program), a self-defense class for females. The first sessions were held April 27 & May 4 at CDO Baptist Church.

### Coffee with a Cop

On April 17, 2019, in cooperation with Starbucks at Oracle and First, OVPD members met the community for coffee and conversation. There was no agenda or speeches, just the opportunity for residents to ask questions, voice concerns and get to know the officers.



## Special Events

### Drug Awareness Day

On March 29, OVPD members hosted the 11th annual Drug Awareness Day at Riverfront Park. The event was for all fifth-graders in Oro Valley and surrounding schools. This day in the park raised awareness of drug abuse while teaching students and parents about drug prevention, with over 900 students attending the event.



### National Public Safety Telecommunications Week

The week of April 14-20 was National Public Safety Telecommunications Week. OVPD Telecommunicators were recognized for the outstanding service they provide to the community.

## Cases, Incidents and Statistics

### First Quarter Statistics

**Attached** are the first quarter statistics for 2019.

### HiVE Deployment

On April 16, OVPD Traffic began a new round of High Visibility Enforcement (HiVE) deployments on the Oracle corridor. The HiVE deployment's targeted speed violations, hoping to increase awareness, reduce collisions and reduce the hazards related to speed.



# COMMUNITY AND ECONOMIC DEVELOPMENT

## Highlights

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### **Single Family Residence Activity**

13 new Single Family Residential (SFR) permits were issued for the month of April compared to 23 SFR permits issued in March. Year to date, 81 SFR permits have been issued since the beginning of January compared to 110 issued during the same period in 2018.

### **Permitting Activity**

207 total permits were issued during the month of April compared to 158 permits issued in March. Year to date, 774 total permits have been issued since the beginning of January compared to 814 issued during the same period in 2018.

## Business Retention/Expansion and Attraction/Marketing

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### **Six store fronts and six home-based businesses were licensed**

#### **Two Oro Valley businesses relocated within Oro Valley**

- A New Horizon Tutoring; 10371 N. Oracle Road, Ste. 105
- Morris Hall, PLLC; 2506 E. Vistoso Commerce Loop

#### **Four Oro Valley business have new owners**

- Body Works Pilates; 11901 N. 1st Ave., Ste. 155
- Solar Path, LLC; 8339 N. Oracle Road, Ste. 110
- Breadsmith; 10355 N. la Cañada, Ste. 101
- 3 Palms Hotel Tucson, LLC (formerly Red Lion Inn); new name and owner

## Completed Projects (Certificates of Occupancy Issued)

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- **Pusch Ridge Automotive**, 8040 N. Oracle Road
- **A New Horizon Tutoring**, 10371 N. Oracle Road, Ste. 105 (new location)
- **Church of the Nazarene Youth Building** (pictured below), 500 W. Calle Concordia



## Permitting Major Activity

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### **OV Hospital - 1521 E Tangerine Rd, Ste. 219**

- Building TI applied to split an existing suite into two suites

### **OV Hospital - 1551 E Tangerine Rd**

- Building TI Permit for interior upgrades

### **Palisades Road Multi-Use Path**

- Grading and right-of-way permits issued to Meritage Homes for construction of the new multi-use path along the north side of Palisades Road, spanning from the 1st Avenue intersection to the connection point with the Town's recently completed segment to the east.

### **Pusch Peak Family Dental - 10785 N Oracle Rd, Ste. 103**

- Building TI applied for interior upgrades

### **Sagueros Viejos West by Pulte Homes**

- Type 2 Grading Permit issued for construction of 44-lot subdivision located between Naranja Drive and Glover Road, west of La Cholla Boulevard

### **Tohono Chul Park - 7366 N Paseo del Norte**

- Building Permit issued for new Pavilion



### **NEW BUSINESSES**

#### **Harvest Pizzeria at OV Marketplace - 12125 N Oracle Rd, Ste. 105**

- Building TI Permit approved for new restaurant in previous Sakura Sushi location

#### **Havven Hair Salon at San Jose Plaza, 10110 N Oracle Rd, Ste. 140**

- Building TI Permit applied for new salon in previous Giovanni's Gelato Café location

### **BUSINESS CLOSURES**

**Platinum Fitness**

**The Beauty Spot**

**Ragazzi Northern Italian Cuisine (with plans to re-open at a different Oro Valley location)**

## Making Connections

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- The Town of Oro Valley helped welcome Founding Dean of the UA College of Veterinary Medicine, Dr. Julie Funk, to Arizona during a special reception held in her honor. Town Manager Mary Jacobs and J.J. Johnston, Director of Community and Economic Development are shown visiting with Dean Funk and Dr. Robert C. Robbins, University of Arizona President.



- The Director of Community and Economic Development represented Oro Valley during an Aerospace & Defense Workforce Summit, sponsored by the Tucson Chamber of Commerce, which brought together dozens of business leaders and workforce development officials. The speakers addressed key talent supply and demand issues, critical skills gaps and emerging career paths. The Summit concluded with a forward-thinking regional leadership plan that is responsive to those challenges.
- The Oro Valley Chamber of Commerce Economic Outlook will be held at the El Conquistador, a Hilton Resort, on May 9.

## Permitting Department News

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A number of Permitting and Inspection staff attended the 2019 Arizona Building Officials Spring Institute conference which was held locally. The week-long conference consists of a wide variety of building code-related classes that focus on topics such as building code updates, plan review, inspections, code enforcement, technical issues, new technologies and trends and code administration. This conference provides important training, refresher courses and opportunities for continuing education credits to help.



## Planning Project Highlights

- **Oro Valley Town Centre zoning amendment for a site near the southeast intersection of Pusch View Lane and Oracle Road** – The Town recently received a revised application, which has been posted on [OVprojects.com](http://OVprojects.com). A Council public hearing has been scheduled for May 15 at 6 p.m. in Council Chambers.
- **Saguaro Viejos East Subdivision (West of La Cholla Drive and south of Glover Road)** – Staff has reviewed all grading plans with the aim of ensuring protection of major saguaros during and after construction. This has entailed significant field work to set grading limits and locations of protective construction fencing.
- **State Land** – Staff has completed all field work to identify significant vegetation. This information is being compiled into a resource map for additional site planning.
- **Noise Ordinance** – A proposed zoning related noise ordinance will be presented at a future Planning & Zoning Commission Study Session in June.
- **Saguaro conservation** – At the April Planning & Zoning Commission, a request was made for a future action item to initiate associated zoning code revisions.
- **Signs in Public Rights-of-Way** – The Planning & Zoning Commission voted to recommend approval of code changes pertinent to signs in the rights of way.
- **Street Standards** – Staff is updating the Town’s development-related street standards. This includes specific standards for Traffic Impact Analysis.

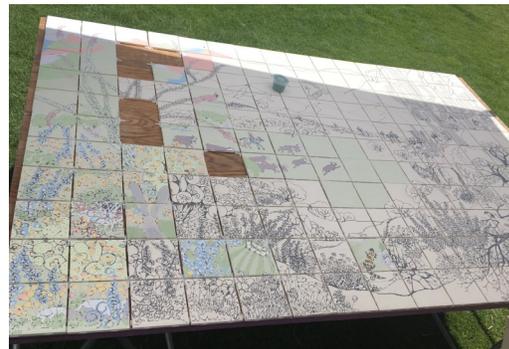


## Old Republic Title held a ribbon cutting at their new location.



## Celebrate Oro Valley

The Community & Economic Development Department focused on public art for Celebrate Oro Valley. Art Ambassador Gail Munden designed a mural and drew the outline on 176 four-inch square ceramic tiles. During this celebration, people of all ages helped paint the tiles. When complete, the mural will be on display at Steam Pump Ranch.



# PUBLIC WORKS

## News

- **Tangerine Road:** Dove Mountain Blvd. to La Cañada Drive, in the category of Transportation \$25 million to \$75 million, has been selected as one of the American Public Works Association's Public Works Projects of the Year for 2019. Oro Valley staff was involved from beginning to end. 40% of this project is within Oro Valley, and Oro Valley staff controlled the design aspects and provided quality assurance during construction to assure that the final construction met the Town's standards.

One of the main factors that led to this award are the partnerships that took place to create and execute this project. Several jurisdictions were involved, including Marana, Pima County, the RTA, and of course, Oro Valley. There were two prime contractors, Borderland and Granite, who formed a partnership specifically for this project. While Marana was the lead agency, there were countless hours and contributions made by others, including Oro Valley, that contributed to the final outcome—Tangerine Road—that the community is utilizing today.

- **The Oracle Road Wildlife Crossings (just south of Big Wash Overlook PI within Oro Valley and the other just past the north end of Town)** – NBC's 1st Look had an episode focusing on the SR77 wildlife crossings. This aired on Saturday, April 27, 2019 after Saturday Night Live. They will post the full episode on YouTube, with stories and clips on Facebook and Twitter. Before (L) and After (R) photos below:



## Pavement Management

Main line pavement preservation—on arterials and collector streets—is being managed solely by the Town, which has been able to control the quality of the work. Naranja Dr. and Lambert Ln. have just received a fog treatments (applying a topical oil to keep the pavement supple) and the striping is currently underway. There are some untreated areas, which the contractor will fill in over the next couple of weeks. These areas were used to allow public access on the streets during the initial treatment application.

Moore Rd., just west of Rancho Blvd., is receiving a new Stress Absorbing Membrane (SAM) – a chip seal with rubber coated chips. Once the chips are placed and compacted, a topical fog treatment will be applied to make the pavement supple and to make it look like new black asphalt.

For the local subdivision streets, the projects have not been as smooth. We are currently closing out the treatments of the County property tax program. It has taken the County two years to finish the first year's projects, and the second year of the program was not approved by the Board of Supervisors. This program was very ambitious and overextended the local contracting community with too much work and too few resources. Town staff took an active role in observing and inspecting. In some cases, the work was very good., as show here in Rancho Vistoso NH2:



In other areas, such as all the streets within the Catalina Shadows subdivision, the quality of the materials used were bad, resulting in the streets unraveling and losing their chips. The contractor needed to subsequently spread sand over the exposed binder areas to prevent it from further tracking on to vehicle wheels. What makes this frustrating is the contractor who failed here was the same contractor who did such a good job within Rancho Vistoso. And the residents will now have to endure another inconvenience of repaving the streets again. The contractor will resume and reapply the SAM treatment Tuesday, May 7. The following are pictures of the interim condition before the contractor return to fix the situation:



## Pavement Management (Cont')

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Based on our experience with the County program the Town should not allow others to control our pavement contracts. Under outside contracting, Town staff does not have the necessary control/tools needed when it is observed that bad materials are being placed, or there are other instances of poor quality control by the contractor. A more optimum means of handling a program such as this will be to provide the funding to the local jurisdiction and allow us to contract and fully control the project, including liquidated damages if necessary.

In addition to street work, we will be applying an HA5 treatment (high-density mineral bond) on the Aquatics parking lot, James D. Kriegh parking lot, Calle Concordia 680 parking lot, multi-use path along Tangerine Road from La Cañada Drive to SR77 and the multi-use path along Lambert Lane from La Cañada Drive to rancho Sonora. This work will be performed in May.

Examples of treatments. Fog seal pictured below left and a new SAM treatment pictured below right.



# PARKS & RECREATION

## Aquatics

- May 31 – June 2 the Oro Valley Aquatic Center will host the Masters (adult) Long Course State Swim Meet. This event is expected to attract over 100 adult athletes from across the state. The meet organizer is the SaddleBrooke Masters Swim Team.
- Through the month of May, the OVAC will be the home to numerous end-of-the-year school parties. These schools include CDO, Coronado, BASIS, Oracle School District, and Wilson.
- In addition to school groups, the OVAC is filling up its weekends with birthday party reservations. Both the classroom and the ramada are popular attractions for family parties.

## Celebrate OV, Our Legacy Our Future

Celebrate OV was a smashing success this year! Approximately 3,500 to 4,000 people turned out to celebrate the Town's 45th birthday on April 13, which featured live music, equestrian demonstrations, dancers, Heirloom Farmers Market, a piñata and birthday cake!



Cake photo by Sherri Graves

## Park Maintenance

### James D. Kriegh Park Ballfield Renovations Fields 4 & 5

The Park Management team began work on James D. Kriegh Park Ballfields 4 & 5 on April 15. Work includes reworking the infields with new clay, regrading and smoothing the outfield/multi-purpose field and installing new sprinklers. Work is scheduled to be completed by May 14 followed by a six-week grow-in period to be ready for the community July 4th event.

### Fence Topper at James D. Kriegh Park Green Field

The purchase and installation of a new fence topper on Green Field and Field 2 was completed April 23. The new fence topper keeps ball players safe from contact with the outfield fence. (Pictured right)

### Race Track" at Community Center Play Area

Park Management staff and ADC workers constructed a "race way" around the perimeter of the Community Center Kids Korner play area. This is part of an Oro Valley Rotary Club project to include new play amenities and shade sail. Volunteers from the Rotary Club will assist in the installation of two play features and painting.





The Town of Oro Valley Easter Eggstravaganza took place on Saturday, April 20 at Naranja Park and doubled in overall attendance, totaling over 2,000 attendees. The event included an egg hunt, arts and crafts, food trucks, face painters, a petting zoo and opportunities to take a photo with the Easter Bunny.

## Community Center

- The Oro Valley Community Center currently has 2,494 members.
- In March, final roof repairs were completed. In April, wall/stucco repairs were completed as well as a fresh coat of paint throughout. The space looks crisp and refreshed.
- In the spirit of continuous improvement, a new rowing machine was installed as well as two new weekly Zumba classes.
- This May will mark the fourth anniversary of the Oro Valley Community Center and to celebrate the center will be waiving the membership registration fee for the month of May.
- On May 18, the Community Center will be hosting a member appreciation event which will include food trucks, games, competitions, raffles and more. Moving forward, the center will be offering more member engagement opportunities to promote more interaction and enjoyable experiences for our membership.
- The demolition of the small pool will begin the week of May 6. Once complete, this area will be outfitted with chairs, tables and shade and can be reserved for picnics and parties. It will also be used for activities for the Community Center youth camps.
- Summer Camps begin the last week of May. This is expected to be a popular destination for parents to bring their kids for fun summer break experiences.



## Golf and the Overlook

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- The course preparation for transition to the summer Bermuda grass is in full swing this month. The bent grass greens on Conquistador will be aerified to keep the root base healthy in the summer months. The May tournament activity stays strong with 250 rounds planned. Golf tournaments typically serve as a fundraising mechanism for community-based fundraising. April finished very strong in the Overlook with 270 guests attending Sunday Brunch.
- May is Graduation month and there are a number of graduation celebrations scheduled in the Overlook and Sunset Room. The Southern Arizona Art Guild will be changing out the beautiful original art work in the Overlook in May.
- Membership retention and sales continue to be a main focus in May. The membership team will participate in the Chamber of Commerce event at the Hilton resort on May 9. Marketing for members, golf and the Overlook can be found on Facebook, in print and thru numerous email campaigns.

## Recreation and Cultural Resources

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- National Kids to Parks day is Saturday, May 19. Oro Valley will celebrate by having a photo contest for families that spend time in the parks with their little ones and send in a photo. The winning photo will be featured on the Parks & Recreation Facebook page and the family will win a summer swim pass.
- Continued improvements at Steam Pump Ranch include the installation of a misting system for the Farmers Market Ramada, installation of pavers under the Ramada, landscape improvements in the Proctor Leiber backyard, as well other general site improvements.
- Registration is now open for the fourth annual Round Up at the Ranch 5k Run/Walk. This event will start from Steam Pump Ranch at 6 a.m. on Sunday, June 23, 2019, and head east toward Catalina State Park. This event typically sees 150 participants.



# WATER UTILITY

## Water Utility Commission Field Trip

- In lieu of their regular April meeting, the Water Utility Commission, as well as Council liaison Rhonda Piña, took a private tour of the Northwest Recharge Recovery and Delivery System project area. This project represents a partnership between Oro Valley, Metro Water and The Town of Marana to bring additional Central Arizona Project (CAP) water into each of the partner's respective service areas.
- The project tour was led by Oro Valley's Lee Jacobs and Metro Water's Wally Wilson. The Commission saw first-hand where a portion of the Town's CAP water entitlement is delivered and recharged into the Lower Santa Cruz Replenishment Project.
- The group toured nearby recharge basins as well as future recovery wells and reservoir sites. Mr. Wilson explained the hydro-geology, engineering and the operations and maintenance of the recharge facilities, while Mr. Jacobs explained the recovered CAP water transmission pipeline alignment. Commissioners came away with a better understanding of the scope and magnitude of the project.



*Oro Valley's Lee Jacobs and Metro Water's Wally Wilson explain the NWRDS project to the Oro Valley Water Utility Commission*

## La Cholla Roadway Widening Project

The water main relocation part of the La Cholla roadway widening project is underway and on schedule. The waterworks portion of the work included approximately one-mile of 12-inch PVC transmission main to be installed. The contractor is approximately 50 percent complete with the relocation work.



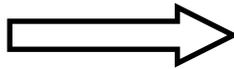
*Pictured above the contractor prepares to install a 20-foot section of 12-inch PVC water pipe.*

# ADMINISTRATION

## Public Records Requests

Time Period	Number of Requests	Staff Time To Process (Hours)
April 2018	36	29
April 2019	33	15

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



## Press Releases Issued in April

- Town Manager presents balanced recommended budget for Fiscal Year 2019/20, 4-19-19
- Celebrate Arbor Day and plant a tree with Mayor Winfield, 4-17-19
- OVPD: UPDATE: Former CDO Student Arrested, 4-12-19
- OVPD: Former CDO Student Brought Gun to Canyon del Oro High School, 4-11-19
- OVPD: High Visibility Enforcement (HiVE) April and May Deployments, 4-10-19
- OVPD: National Public Safety Telecommunicators Week, 4-9-19
- Celebrate Oro Valley at Steam Pump Ranch on April 13!, 4-8-19
- Summer 2019 Parks and Recreation Program Guide now available, 4-2-19

## Advertising

The Communications Division and Parks and Recreation have partnered together to work with KVOA to develop a commercial promoting the family summer fun passes at OVAC. This will be a :15 second commercial that will run 16 times in mid-May during prime time, with several runs during the 6 o'clock news. KVOA sent a production crew to OVAC on April 20. Look for it soon!

## FlashVote

The Town conducted its most recent survey on Water Utility Communications. Communications and Water Utility staff will be meeting to review the results of the survey and how to address the insightful comments the public provided in their responses to the survey. [Click here to view the survey results.](#)

# GOLDER RANCH FIRE DEPARTMENT

## Golder Ranch Fire District Call Load Breakdown (Jan-Mar 2019)

CALL TYPE	370	372	373	374	375	376	377	378	379	380	TOTAL
Aircraft											
Brush / Vegetation	3						1	1	1	1	7
Building	2		3	1	1	2	1			1	11
Electrical / Motor											
Fires - All Other	2			2		1	2		4	1	12
Gas Leak			2				1		2		5
Hazmat					1						1
Trash / Rubbish	3				1	1			1	1	7
Unauthorized Burning											
Vehicle	2			1	1						4
<b>Total Fire</b>	<b>12</b>		<b>5</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>1</b>	<b>8</b>	<b>4</b>	<b>47</b>
Animal Problem											
Animal Rescue											
Assist -Other	53	17	143	36	49	34	27	32	16	8	415
Battery Change	21	5	81	24	10	2	6	6	5	2	162
Bee Swarm	1			1	1		1		4	1	9
Defective Appliance											
Invalid Assist	18	5	52	31	25	23	29	4	27	47	261
Snake	33	4	19	25	25	32	14	9	27	21	209
Lockout	5										5
Fire Now Out	3			1		1			1		6
<b>Total Service Calls</b>	<b>134</b>	<b>31</b>	<b>295</b>	<b>118</b>	<b>110</b>	<b>92</b>	<b>77</b>	<b>51</b>	<b>80</b>	<b>79</b>	<b>1067</b>
Alarms (Fire, Smoke, CO)	11	2	7	5	15	9	10	2	10	5	76
Cancelled / Negative	13	3	14	18	13	11	19	2	21	20	134
Smoke / Odor Invest.	6		4	4	6	2	1		1		24
<b>Total Good Intent</b>	<b>30</b>	<b>5</b>	<b>25</b>	<b>27</b>	<b>34</b>	<b>22</b>	<b>30</b>	<b>4</b>	<b>32</b>	<b>25</b>	<b>234</b>
Motor Vehicle Accident	7		4	11	13	20	17	7	5	19	103
Rescue-high, trench, water	3									1	4
Interfacility Transport				19	12						31
All Other EMS Incidents	222	24	295	226	220	194	276	45	265	413	2180
<b>Total EMS Type</b>	<b>232</b>	<b>24</b>	<b>299</b>	<b>256</b>	<b>245</b>	<b>214</b>	<b>293</b>	<b>52</b>	<b>270</b>	<b>433</b>	<b>2318</b>
<b>TOTAL ALL</b>	<b>408</b>	<b>60</b>	<b>624</b>	<b>405</b>	<b>393</b>	<b>332</b>	<b>405</b>	<b>108</b>	<b>390</b>	<b>541</b>	<b>3666</b>
Percentage of Call Load	11%	2%	17%	11%	11%	9%	11%	3%	11%	15%	100%
Average Calls Per Day	13.60	2.00	20.80	13.50	13.10	11.07	13.50	3.60	12.58	17.45	121.20