

TOWN MANAGER'S

EXECUTIVE REPORT

Town of Oro Valley | JULY 2019

TO COUNCIL

TOWN MANAGER'S MESSAGE

Preparing for emergencies is not just something for police and fire. In local government, emergencies and their responses can involve participation among all Town departments. Staying brushed up on emergency preparedness skills is an ongoing effort, and in June, the Senior Management Team participated in training and hypothetical scenario discussions conducted by Emergency Services Coordinator Char Ackerman. We are preparing to hold a full tabletop exercise in late 2019.

As the organization gains momentum in applying the process improvement tools of the OV Peak Performance initiative, we are incorporating additional opportunities to further broaden our skills in achieving data-driven performance. In June, the Town hosted Shane Yount of Competitive Solutions, Inc., to conduct training on process based leadership. The leadership team and other employees who attended the training found it highly valuable, and we are discussing how the principles can be incorporated into the organization to improve overall performance.

In other matters:

- I represented the Town at the University of Arizona Community Partners breakfast recently, which was held in the brand new Health Sciences Innovation Building. Senior Vice President of Health Sciences Michael Dake provided an excellent overview of how the UA is integrating its medical and health sciences programs across colleges.
- In the employee engagement arena, I spent a morning with Senior Building Inspector Mark Thomas as he conducted a variety of different types of residential inspections on Oro Valley's north side. Our inspections team works hard to meet customer needs and is able to respond to requests for inspections typically by the next day. Mark and the team have great pride in their work, and understand their inspections give residents peace of mind when moving into their new homes.
- I attended the Northwest Tucson Women's Leadership group, coordinated this time by Anne Marie Braswell from Golder Ranch Fire Department. This program focused on initiatives designed to both strengthen women's safety and contribute to the safety of others. OVPD Community Resource Officer Sarah Leiner was the main speaker, and she did an outstanding job representing the Town of Oro Valley!
- I was able to attend one of the two days of the Arizona Women Leading Government conference in Phoenix last month, along with 14 other women professionals from the Town. Several of the Town's participants helped plan the well-received event, with nearly 650 attendees across the state.
- Finally, I was honored to present my first annual Manager's Manager Award to Water Utility Director Peter Abraham last week. This award is my way of identifying a manager in the organization who exemplifies and models outstanding management and leadership skills during the fiscal year.

As always, please let me know if you have any questions regarding any of the information presented in this report.

Mary Jacobs
Town Manager



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JULY 2019 EVENTS

4th of July Celebration

Thursday, July 4, 5-9:30 p.m.

On-site fireworks show begins at 9 p.m.

NEW LOCATION: James D. Kriegh Park 23 W. Calle Concordia

Visit www.orovalleyaz.gov for all the details on parking and entertainment schedule.

Second Saturdays at Steam Pump Ranch

Saturday, July 13, 9 a.m.-noon

Steam Pump Ranch, 10901 N Oracle Road

Kids crafts, Heirloom Farmers Market

Put Me In Coach

Saturday, July 13, 9-11 a.m.

Riverfront Park, 551 W. Lambert Lane

This FREE, one-stop-shop event for your child's sports registration will feature numerous Oro Valley based sports teams, sports stores and hands-on sport clinics.

Drive-in Movies on the Driving Range

Saturday, July 20, 7:15 p.m.

OV Community Center, 10555 N. La Cañada Drive

Movie: *The Lego Movie 2: The Second Part*

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

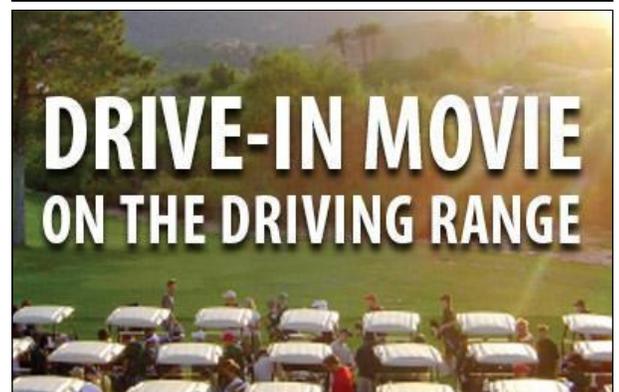
Teen Dive-In Movies at the Aquatic Center

Saturday, July 27, 2019, 7:30 p.m.

OV Aquatic Center, 23 W. Calle Concordia

Movie: *Incredibles 2*

This FREE summer movie series is presented by the Youth Advisory Council and is a fun, safe and secure event for Oro Valley teens, ages 13-19. Join us for pool games and a movie!



POLICE DEPARTMENT

Recognitions

Arizona Leadership Education and Development Academy (ALEAD)

During the first week of June, Lt. Teachout was in Flagstaff assisting with ALEAD, which is sponsored by the Arizona Chapter of the FBI National Academy Associates. ALEAD is a week-long intensive leadership development program for students who are current sophomores or juniors in high school. Students obtain a broad base of exposure to successful leadership principles and skills necessary for success and they are provided with highlights of various careers available in government and public service, and receive an understanding of the value of community service.

Regional Support

National Institute of Justice (NIJ)

On June 6, OVPD members met with representatives from Kansas State University and the NIJ regarding a national NIJ safety study on officer safety. OVPD is one of six police agencies nationwide selected to take part in the study designed to create a safer environment for police officers and the public on US roadways.

Explorer Academy

OVPD assisted the Tucson Police Department in facilitating the Southern Arizona Law Enforcement Explorer Academy June 17 through June 29. The Explorer cadets in attendance came from Oro Valley, Marana, Tucson, Sahuarita and the Border Patrol began each training day with physical training followed by drill and law enforcement training in a variety of disciplines including CPR, investigations, traffic and SWAT.



Cases, Incidents and Statistics

High Visibility Enforcement (HiVE)

OVPD Traffic conducted three HiVEs in June. The deployments targeted speed violations and distracted drivers hoping to increase awareness, prevent crashes and reduce crime.



Public Hazard/Gas Line Break

On June 6, OVPD responded to the Intersection of Naranja and La Cholla in reference to a gas line that had been struck creating a significant leak. OVPD Traffic and CVAP closed the intersection for two hours during which time Southwest Gas, Golder Ranch Fire District and Hunter Construction fixed the damage.

Community Involvement

Teen Academy

OVPD members hosted a Teen Academy June 24 to 26. The teens were provided classes on a variety of topics including crime scene investigations, traffic and SWAT operations.



COMMUNITY AND ECONOMIC DEVELOPMENT

Highlights

Three storefronts and four home-based businesses were licensed.

Single Family Residence Activity

25 new Single Family Residential (SFR) permits were issued for the month of June compared to 20 SFR permits issued in May. Year to date, 142 SFR permits have been issued since the beginning of January compared to 168 issued during the same period in 2018.

Permitting Activity

191 total permits were issued during the month of June compared to 240 permits issued in May. Year to date, 1,216 total permits have been issued since the beginning of January compared to 1,353 issued during the same period in 2018.

End of Fiscal Year Permitting Totals

SFR Permits - A total of 296 SFR permits were issued for FY 18/19 compared to 325 SFR permits issued for FY 17/18. Total Permits – A total of 2,360 permits were issued for FY 18/19 compared to 2,472 permits issued for FY 17/18.

Ribbon Cuttings

Pusch Ridge Automotive
8040 N Oracle Road

Kwench Juice Café
7315 N. Oracle Road, #108

Realty One Group Integrity
445 N. Oracle Road #201
(pictured right)



Permitting Major Activity

NEW BUSINESSES

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

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

Ironwood Dermatology, 10211 N Oracle Rd

Building Permit issued for new building

Jewish Federation of Southern Arizona at Ridgeview Plaza, 180 W Magee Rd, #140

Building TI Permit issued for interior remodel

Miles Label Company – 2300 E Vistoso Commerce Lp

Building TI Permit issued for building previously occupied by Easy Care

OV Vape Escape at Safeway Vistoso Plaza – 12122 N Rancho Vistoso Bl, #140

Building TI Permit issued for interior remodel in previous Catalina Hills Care (Dispensary) location

Permitting Major Activity (Cont.)

PROJECTS UPDATE

Navigation Retirement Group at OV Marketplace, 12115 N Oracle Rd, #151

Building TI Permit applied for new location

Sigma Technologies at Foothills Business Park, 10960 N Stallard Pl

Building TI Permit applied for interior work

Pusch Ridge Christian Academy, 9500 N Oracle Rd

Building Permit applied for new classroom Building

Completed Projects (Certificates of Occupancy Issued)

Glory Cloud USA, 10445 N Oracle Rd, #111

Gritfit, 7980 N Oracle Rd, #110

Kwench Juice Café, 7315 N Oracle Rd, #108

Miles Label Company (business office), 2300 E Vistoso Commerce Loop

Summit Ridge Community Church, 505 W Hardy St (name change from Northwest Brethren Church)

James F. Page DMD, PLLC, 7493 N Oracle Rd, #127 (Change of Ownership)

TD Ameritrade 7805 N Oracle Rd, #151

Business Closures

CH Robinson, 7445 N Oracle Rd, #255

Catalina Cleaners, 11941 N 1st Ave, #181

Arts and Culture

208 residents and visitors participated in 20 Public Art tours over the last fiscal year. Tours are not scheduled during July and August, but will resume in September.



Business Developments

Miles Label Company

Town staff expedited the permitting process to accommodate Miles Label Company's quick move to Oro Valley. After a fire damaged their building of 34 years in Marana, they are relocating their business to an existing building, on Vistoso Commerce Loop in Oro Valley. This family-owned business produces almost any kind of labels and packaging products for a variety of industries.



El Conquistador Tucson, A Hilton Resort

Congratulations to Otton Suarez, the new general manager of El Conquistador Tucson, A Hilton Resort! Otton has served as the hotel manager for several years and is well-prepared to take on this new opportunity. Former GM, Michael Platt, has moved on to another opportunity.

Planning Project Highlights

UPCOMING PLANNING-RELATED TRAINING OPPORTUNITIES

The Arizona State Planning Conference will be held at El Conquistador Tucson, a Hilton Resort September 11 through 13. The conference will include 35 sessions and mobile workshops covering planning best practices from Arizona as well as national trends. All Town Planning & Zoning Commission and Town Council members will be invited to attend.

PLANNING PROJECT HIGHLIGHTS

A neighborhood meeting was held on Tuesday, June 25 at Town Hall. A pre-application for a proposed drive-thru use and office buildings at the northeast corner of La Canada Drive and Naranja Drive (pictured right) was presented. This site has been zoned commercial since the 1980's. A meeting summary has been posted at OVprojects.com.



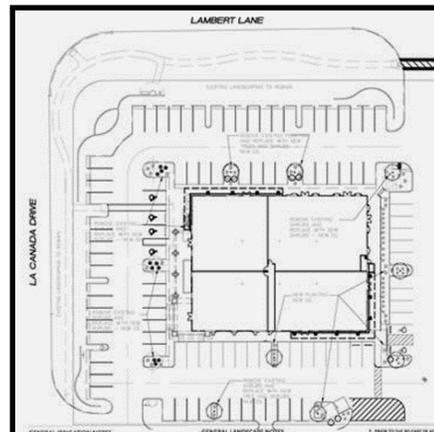
Staff is working with new owners of the site previously occupied by Platinum Fitness near the Oracle and Ina Roads intersection. The site, pictured right, is being reimagined for restaurants with outdoor seating and offices.



Ventana/Roche is planning a new mechanical building to accommodate heating and cooling systems.

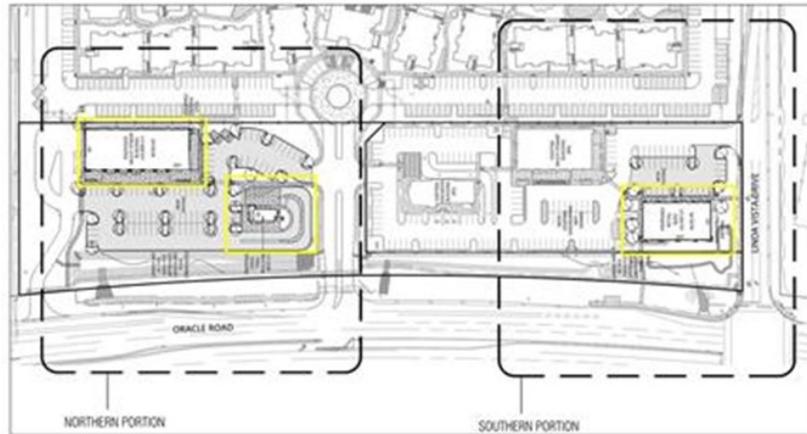


Town staff is currently reviewing a proposal to renovate the former Big 5 store at the southeast intersection of Lambert and La Canada Drive. The new owner wishes to update the architecture and internally divide the building into multiple tenant spaces.



Planning Project Highlights (Cont.)

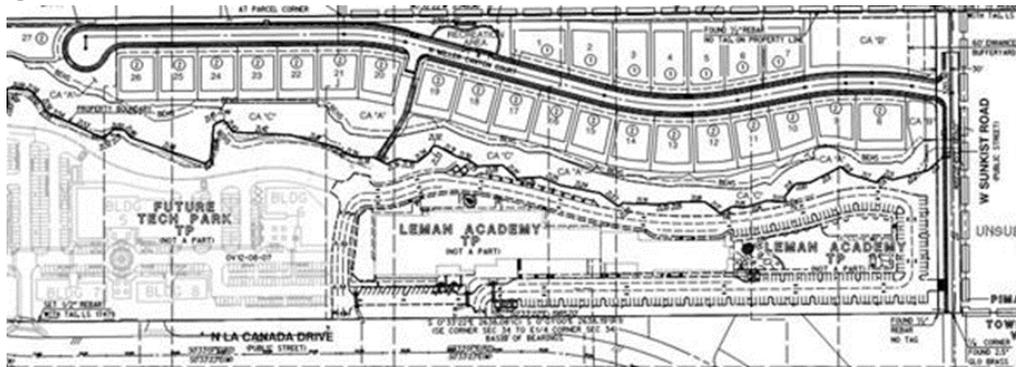
The **El Corredor** commercial center at the northeast intersection of Oracle Road and Linda Vista Drive is moving forward to develop three new pads to accommodate new businesses. Anticipated tenants include Dutch Bros. coffee and a Dunn Edwards retail shop.



Tranquilo at Rancho Vistoso, a new subdivision located southwest of Rancho Vistoso and Del Webb Blvd and adjacent to the Big Wash Trailhead, has been submitted for technical review. The 225 lot and 186 acre site was reviewed and approved as part of a rezoning in 2017.



A **DR Horton** subdivision within proximity of W Sunkist Road and La Canada Drive has been submitted for technical review. It includes 27 lots within a 16 acre site. It reflects the site design approved as part of a rezoning in 2018.

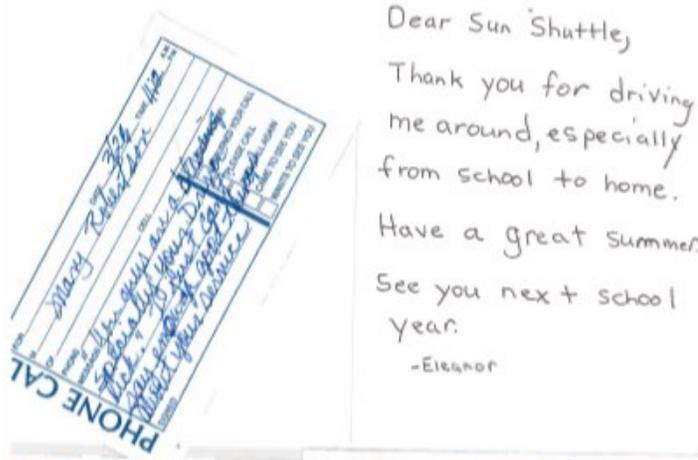


PUBLIC WORKS

News

Transit

Riders have sent in various notes appreciating Transit's great service and drivers; some patrons even saying that they moved to Oro Valley because of what they heard about Transit's service. Everyone in Transit, including schedulers, dispatchers, reservationists and especially the drivers, work diligently on making sure the customer experience is the best it can be. This also goes back to the Town Management team for allowing Transit to get the tools needed to provide this service.



Project Updates

La Cholla Blvd Widening Project

On June 24, the contractor closed the west leg of Glover Rd until July 12 to begin the intersection work similar to the current Naranja Dr. intersection.

On June 26, Hunter Contracting paved the Naranja Dr. and La Cholla Blvd. intersection.



Rancho Vistoso Blvd Street Lights, Circuit #1 Replacements

PACE Electric has completed the electrical wiring and light bulb replacement for Circuit #1. The system has been tested and is operating as intended. The contractor completed the landscaping, impacted by the electrical work, on June 28, which marked the completion of the project.



Project Updates (Cont.)

Lambert Lane/Cholla Wash Dip Crossing Repair

Lambert Lane Drainage Repair Phase 1 involved repairs and reconstruction of an at-grade wash crossing of Lambert Lane west of La Cholla Blvd. This project was chosen as a high priority for this fiscal year based on safety-related issues following severe flooding during last summer's rainy season. This is intended to prevent recurring damage to a 200-foot-long section of road where asphalt is undermined by flood waters multiple times each year, resulting in road closures and immediate shoulder reconstruction. This project will incorporate concrete header toe-downs on the upstream and downstream section of asphalt and Reno mattress (rock held together with wire mesh) at the outlet. Construction (pictured below) began May 28 and was completed, on schedule and on budget, June 28, the end of FY 18-19.



El Conquistador Slope Erosion Mitigation Project

Town staff had identified ongoing erosion along a utility trench near the El Conquistador Resort caused by runoff from a Town-owned parking lot and adjoining public tennis courts. An earlier rock-riprap-remediation effort failed, re-exposing buried waterlines and multiple telecommunication cables. A new catch basin and culvert are currently being installed, and when finished, will negate runoff from eroding and further damaging the slope area containing multiple utility lines. The design solution includes removing and salvaging the existing rock riprap; filling and regrading eroded slope areas; installing a reinforced concrete pipe culvert; installing inlet catch-basin; installing outlet energy dissipater and related appurtenances. Construction began June 11 and completion is scheduled for mid-July. Construction is currently on schedule and on budget.

Pavement Preservation

A portion of this spring's pavement preservation was provided by Pima County through their \$0.25 property tax program for local streets. One of these projects experienced a bad product application. The stress absorbing membrane (SAM – in layman's terms, a rubberized chip seal) within the Catalina Shadows neighborhood was not correctly applied, resulting in a large amount of the chips unseating and spreading up into driveways, spraying out on to the curb and sidewalks and ultimately getting swept up during final cleanup. This led to clumping on vehicle tires as the temperatures rose. Since the initial SAM application, the contractor has been sweeping up the errant chips and reapplied a new fresh coat of properly prepared chips. Then after the chip application, applied a finishing fog seal to complete the placement. The streets are in much better condition, with some additional final work and clean-up underway.

PARKS & RECREATION

Administration

Civic Rec: The new recreation software project is on schedule. The team has been working closely with the vendor and the Information Technology team in building the system and training. A soft launch is scheduled for July 22 through 31. This will provide time for users to set up new accounts either at home or at one of our facilities. August 1 is the planned go-live date.

WE ARE KEEPING OUR
EYE ON THE BALL

WE ARE
IMPROVING OUR
PARKS AND REC
DEPARTMENT
WITH
CIVICREC



Aquatics

On **July 4th**, as part of the Town's celebration, the Oro Valley Aquatic Center (OVAC) will be having scheduled activities with prizes from 5 – 8:30 p.m. This event attracts about 400 people.

On **July 12-14**, the OVAC will be hosting the Junior Olympic State Championship Swim Meet. This event is presented by FAST Swim Team, our home team. This is an all-age group (under 18) event that is expected to attract 350 athletes from around the state.

On **July 18-21**, the OVAC will be hosting the Age Group State Swim Meet. This event is presented by FAST Swim Team. This is a 14 and under swim meet expected to attract 650 athletes from around the state.

Troon

The summer play slow down and reduction of tee time inventory continues in July. June through August there are 18-holes available for play Monday to Wednesday, and 36-holes available Thursday to Sunday. The three-day 18-hole shutdown reflects less early week demand for golf and allows for agronomy projects to be facilitated. The weather heats up and winter visitors fade away. The bent grass greens on Conquistador and Bermuda tiff dwarf greens on Canada were aerified to keep the root base healthy and promote plant growth in June. Junior golf camps and clinics are taking place in July. The nationally recognized First Tee Program begins at El Conquistador in July. The program will be co-managed by the Troon Golf staff and the First Tee of Tucson, with several El Conquistador members also volunteering to facilitate the activities for the kids.

The Overlook continues to host the bi-weekly Tucson Business group for breakfast in the Sunset Room and the annual 4th of July BBQ is will be held in the Overlook, which traditionally has 150-175 guests attend.

Membership retention and sales continue to be a main focus in July. New member promotions are scheduled for the early fall including a return to television on Cox Cable. Marketing for members, golf and the Overlook can be found on Facebook, in print and through numerous e-mail campaigns. Membership documents are being reviewed for our annual membership renewal happening in Sept.

Old carpet near the golf shop was removed in late June and replaced with tiling. This improvement is easier on the eyes and safer as people will no longer slip on the worn out carpeting.

Community Center

Annual resurfacing of the 15 tennis courts at the Community Center was completed June 25. This treatment includes the filling of cracks and repainting of courts to ensure a high quality of courts for the summer tournaments.

The fitness schedule continues to expand with the addition of new after-work class opportunities. Members will now be able to join spin, Zumba and Piyo classes after they get off work Monday through Friday.



The Community Center will be hosting a group from Workability June 20-July 18 for a summer internship. Workability is an organization that provides individualized training and employment for people with special needs. The interns will be assisting in cleaning and general care of the facility for two hours each week.



Community Center Summer Camp

We're off to a great start! The capacity has been increased from 85 to 100 to accommodate more campers each week. The camp has a large diversity of activities, including arts and crafts, swimming, golf, tennis, pickleball and indoor and outdoor sports.



Park Management

The Park Management personnel and ADC crews have been busy preparing **James D. Kriegh Park** for this year's 4th of July event. The team has installed temporary fencing around the perimeter of the park, opened a walkway to CDO High School parking, and prepared the fireworks launch area. New grass is growing in on fields 4 and 5 for a beautiful setting.

Riverfront Park

In July, a full irrigation system audit is scheduled for Riverfront Park. Following the audit, irrigation repair and improvements begin culminating with the installation of an irrigation booster pump.

Community Center Pool Demo

Park Management team is adding landscaping where the small pool was demolished. The project is all but complete, with just a few minor items remaining. The irrigation infrastructure has been updated and expanded, sod is being installed and seating and tables are coming soon. This space will now be a common use area for picnics, parties, youth camps and general leisure activities.



Community Center Pickleball Court

Staff is coordinating the construction of two new pickleball courts, located west of the existing courts. Lloyd Construction is building a 30'x 120' post-tensioned concrete slab for the courts. Once concrete is cured, fencing and court painting will be done to complete the project.

Recreation and Cultural Resources

July 13

The Town will host "Put me in Coach" This one stop shop for children's sports registration will feature numerous Oro Valley based sports teams, sport retailers and hands on sports clinics.

July 13

Steam Pump Ranch will continue its "Summer Art Projects for Kids" summer series. The craft for July will be to create scenery in a jar.

Looking back at June

June 1

National Trails Day hiking event had nearly 60 participants, who enjoyed a beautiful evening hike up the Linda Vista trail.

June 23

The Town hosted the 4th annual "Round up at the Ranch" 5k. Utilizing the loop trail, the event began at 6 a.m. at Steam Pump Ranch.

WATER UTILITY

WaterSmart

The **WaterSmart** customer self-service portal is proving to be well-accepted by Water Utility customers. Metrics show that in the past 90 days, 1,537 customers visited the **WaterSmart** self-service portal. Of the 1,537 customers visits, 58% have visited 5 or more times resulting in a total of 13,068 customer visits. Of those 13,068 customer visits, 83% accessed the portal using a desktop type computer and 17% accessed the portal on a mobile device.

Portal Visits

Visits

[SEE ALL](#)

13,068 visits
in the past 90 days

Unique Visitors

1,537 visitors
in the past 90 days



Water Conservation

During the 2018-2019 school year, 28 Conservation Kids programs were held for 1st, 2nd and 3rd graders in schools served by the Oro Valley Water Utility. In total, 740 students were reached by the Conservation Kids program.



La Cholla Roadway Widening Project

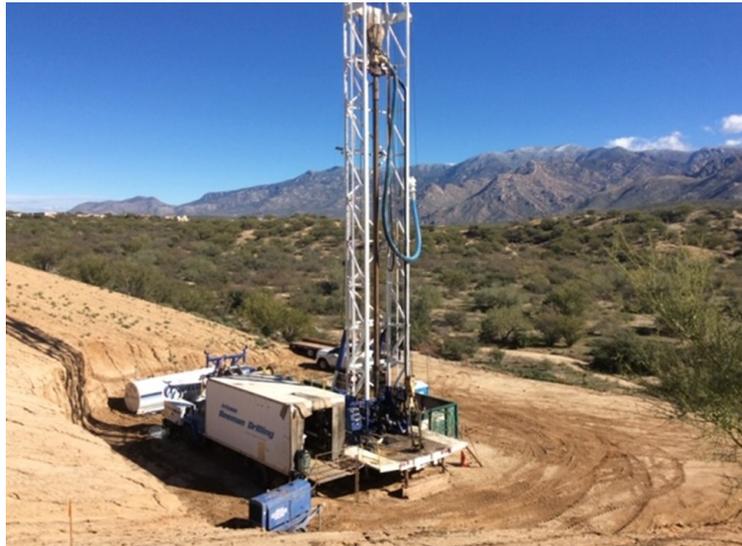
The water main relocation part of the La Cholla roadway widening project is underway and on schedule. The waterworks portion of the work included approximately one-mile of 12-inch transmission water main to be installed. The contractor is approximately 60 percent complete with the relocation work.



Pictured above the contractor installs a section of 12-inch ductile iron water pipe.

Nakoma Sky Well Drilling

Drilling and pump testing had now been completed. A well completion report has been submitted and design work for the equipping of the well has begun.



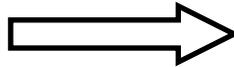
Arizona Beeman was the drilling contractor for the new Nakoma Sky well. This well is a replacement well for several of the Utility's existing older wells that are poor performers due to poor well locations, antiquated construction methods and inferior construction materials.

ADMINISTRATION

Public Records Requests

Time Period	Number of Requests	Staff Time To Process (Hours)
June 2018	41	17
June 2019	26	10

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



Press Releases Issued in June

- Round Up at the Ranch 5K Run/Walk 2019 on June 23, 6-18-19
- Monsoon ready: Free sandbags available for Oro Valley Residents, 6-17-19
- Oro Valley's July 4th Celebration and fireworks moves to James D. Kriegh Park, 6-11-19
- Celebrate National Men's Health Month with Oro Valley, 6-6-19

Census 2020

As follow-up to the June 5 Census 2020 presentation to Council, staff is including the Census Outreach Plan, which supports Town Council Focus Area 6A: Effective and Efficient Government in the Strategic Plan. A copy of the Census Outreach Plan is attached with this document.

Regional Partnerships

Children's Museum OV

Executive Director Michael Luria has resigned from the Museum. He has taken on a new role at the University of Arizona. Hilary Van Alsburg has been named as his successor. Her first day is August 1.

Greater Oro Valley Chamber of Commerce

The Chamber is providing PAG \$1,000 to support the 2020 Census Outreach. The Chamber has announced their new Events Director, Kristen Sharp, who will begin working at the Chamber on June 24.

SAACA

The World Margarita Championships will be returning on Friday, August 2 at 6:30 p.m. at a new location – Westward Look Resort. Stay tuned for additional event details!

Regional Partnerships (Cont.)

Visit Tucson

The agency has been working on a metro-Tucson tourism master plan, with the strategic focus areas recently introduced at the Visit Tucson annual meeting. During the month of July, the community will have an opportunity to review and comment, and the updated document will be presented at the August Tourism Trends quarterly breakfast event. It is anticipated that the new master plan will be presented for approval by the board of directors in late August. Once completed, staff will work on the Town’s visitor attraction strategy in partnership with the regional direction.

Special Events

Visit Tucson has been coordinating with staff and Arizona Synchro to submit bids on behalf of the Town for three national USA Synchro events in 2020 and 2021 to be held at the Aquatic Center. The goal is to be awarded one synchro event a year.



GOLDER RANCH FIRE DEPARTMENT

Golder Ranch Fire Department (GRFD) Wildland Division

- 44 Current Team Members
- 10 Red Carded Engine Bosses
- 3 Type III Engines
- 4 Type VI Engines
- 1 Tactical Tender
- 1 Support Tender
- 1 UTV with Fire Fighting Skid Unit

The GRFD Wildland team is comprised of full-time structural firefighters with specialized Wildland training established for the management of the district's wildland fire and urban interface incidents. The GRFD Wildland team is also an active member of the Pima/Pinal County Wildland Teams. The Pima/Pinal County Wildland Team is a consortium of multiple fire agencies located in Southern Pinal County and Northern Pima County that participate in nationwide and state wildland fires and all hazard incidents.

Presently, GRFD has deployed a Type 3 truck with 4 personnel and a Type 6 truck with 4 personnel to the Woodbury fire. A GRFD Fire Captain deployed to the Bylas Fire in central Arizona was then released from that incident and went to the Pine Lodge Fire in Capitan, New Mexico where he is presently assigned.

According to the Arizona Department of Forestry and Fire Management, they have received 37 wildfire reports in the past 3 days. Weather conditions are forecast to be increasingly hot and windy. The low desert areas in southern and central Arizona have experienced extreme fire conditions this season with rapidly changing weather conditions.



GRFD brush truck fighting a wildland fire in the Pacific Northwest during the wildland season of 2018.