

TOWN MANAGER'S

EXECUTIVE REPORT

Town of Oro Valley | AUGUST 2019

TO COUNCIL

TOWN MANAGER'S MESSAGE

I'm pleased to announce that on August 2, Moody's notified the Town that S&P Global Ratings is raising the Town of Oro Valley's bond rating two grades, from AA- to AA+. This significant and unanticipated change is very good news for the Town. S&P based their rating increase on a variety of criteria, noting the Town's "extraordinarily strong" maximum annual debt service coverage on its bonds, strong local economy, low volatility of the sales tax revenue, healthy reserves and strong overall financial management. S&P will issue a press release this week regarding the rating upgrade, and the Town will also issue one.

The University of Arizona will be gaining an exceptional executive next month as Stacey Lemos prepares to start in her new position as Assistant Vice President for Financial Services and Comptroller. Stacey has been an outstanding member of the Oro Valley team for almost 14 years, serving as Chief Financial Officer, and later as Administrative Services Director. Her professionalism and dedication to this organization can be seen in multiple award-winning financial documents, including the annual budget, CAFR and PAFR, among other accomplishments. Stacey will be sorely missed by all. I have made arrangements to bring on interim CFO, Kevin Artz, starting August 19. Kevin recently retired from the City of Avondale having served nearly 20 years first as CFO, and more recently as Assistant City Manager. He will lead the Finance Department during the transition as we select a new director in the coming months after a full internal/external recruitment. In other matters:

- As you know, the Arizona State Land Department (ASLD) informed the Town on July 31 that due to several staff vacancies, including the project manager assigned to the Oro Valley project, ASLD has elected to put the annexation project on hold for the time being to focus on other priorities. The letter noted that they still do intend to follow up on the project at some point in the future.
- Staff is working on finalizing the scope of work for a Request for Proposal (RFP) to provide the information requested by Council at your July 31 meeting regarding potential landscape restoration options for the golf course. We anticipate the RFP being advertised next week with a three-week advertising period. Once a qualified firm is selected through the procurement process, we will have a better idea as to when a report will be finalized and delivered.
- In the area of employee engagement, I recently spent a morning with the Information Technology team. I saw first-hand how data is collected and utilized in department operations every day. From how Help Desk tickets are prioritized and handled, to the utilization and capacity of the Town's servers. A lean team, our IT professionals serve the entire organization and keep their finger on the pulse of the technology needs of all departments.
- Also in employee connections, the Senior Management Team hosted an ice cream social for employees last week in the Council Chambers. With the hot summer, it was a fun way to connect employees beyond their own department colleagues and also just let them know how much we appreciate the work they do every day.
- Lastly, I was selected to serve on the interim board of the official Arizona Women Leading Government non-profit organization. I look forward to assisting the organization in establishing foundational strategic and operational plans to assist in supporting women in government in our state.

As always, please let me know if you have any questions or wish to discuss anything in this month's Executive Report.

Mary Jacobs
Town Manager



Inside

Events Calendar	2
Police Department	3
Community & Economic Development	5
Public Works.....	8
Parks & Recreation.....	11
Water Utility.....	14
Administration.....	17
Golder Ranch	
Fire District.....	19

AUGUST 2019 EVENTS

Second Saturdays at Steam Pump Ranch

Saturday, August 10, 9 a.m.-noon
Steam Pump Ranch, 10901 N Oracle Road
Kids crafts (this month: creating scenery in a jar), Heirloom Farmers Market

Dispose-A-Med

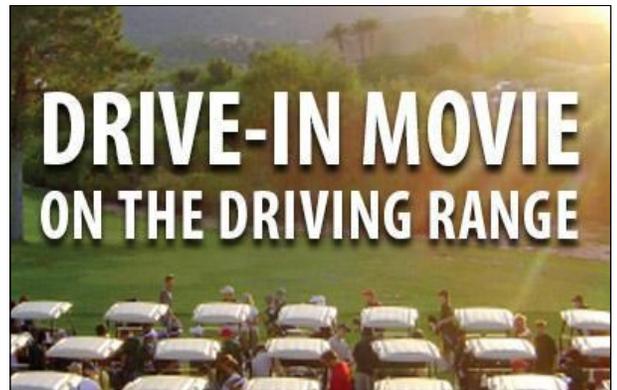
Saturday, August 17, 9 a.m.-noon
Walmart Neighborhood Market, 7951 N. Oracle Rd.
Bring your unused or expired prescription and over-the-counter medications and we will properly dispose of them for you. We accept pills and liquids. Please DO NOT bring batteries or household hazardous waste.

Drive-in Movies on the Driving Range

Saturday, August 17, 7:15 p.m.
OV Community Center, 10555 N. La Cañada Drive
Movie: *Spider-Man: Into the Spider-Verse*
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, August 24, 7:30 p.m.
OV Aquatic Center, 23 W. Calle Concordia
Movie: *Crazy Rich Asians*
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

Recruits in Training

On July 22 four new police recruits began the Pima County Regional Training Academy. The recruits will attend training in the academy through December of this year.

Regional Support

2019 Regional Explorer Leadership Retreat

On July 23-26 OVPD Explorer Advisors hosted the 2019 Regional Explorer Leadership Retreat on Mt. Lemmon. The retreat consisted of explorers from Oro Valley, Marana, Tucson and the Border Patrol.

Monsoon Safety

OVPD members worked with Public Works and Stormwater updating a road closure preparation map. This pre-planning and staging of road closure signs at critical locations ensures quicker response times and road closures when public safety is at risk during the monsoon season.

Community Involvement

Upcoming Shop with a Teacher Event

The annual Shop with a Teacher event is scheduled for Wednesday, August 20, at 2:00 p.m. The event will be held at the Target in Oro Valley and is sponsored by the Oro Valley Fraternal Order of Police Lodge 53 and the Oro Valley Chamber of Commerce.

Cases, Incidents and Statistics

Second Quarter Statistics

Attached are the second quarter statistics for 2019.

Criminal Trespassing/Attempted Burglary

Early on July 5, OVPD Patrol responded to a burglary in progress. Officers located the suspect who had been involved in a physical altercation at the Hilton's 4th of July celebration earlier in the evening. Following the altercation, the suspect, dressed only in boxers, entered a residence after breaking a window. The homeowner confronted the suspect who locked himself in the master bedroom prior to kicking out a second window screen and fleeing. The suspect was booked into the Pima County Adult Detention Center.

Special Events

Back-to-school reminder

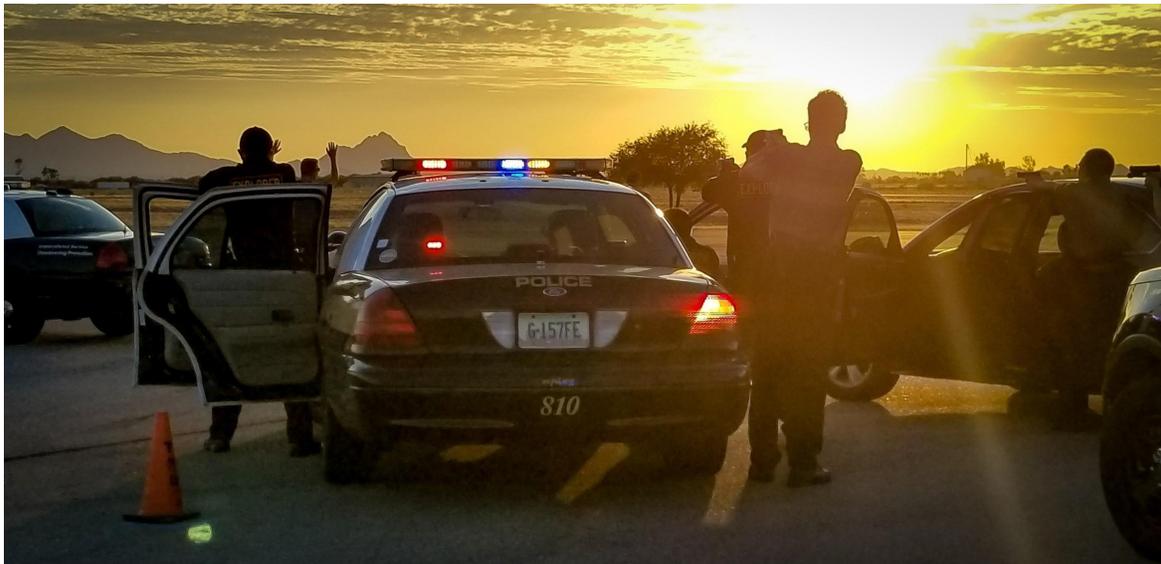
Students attending Oro Valley public schools and private schools will be returning to school the beginning of August. Basis Oro Valley and the Leman Academy began class on August 1, Pusch Ridge Christian Academy on August 2, Immaculate Heart August 5, while all Amphitheater schools begin on August 8.

Active Shooter Advanced Office Training

For two weeks in July, OVPD conducted bi-annual Active Shooter training. The training was held at Ironwood Ridge High School where officers went through a variety of scenarios addressing lessons learned from other high-profile incidents across the nation.

Marana Night Moves

From July 18-20, OVPD Explorers participated in Marana Night Moves which provided explorers with hands-on experience handling police calls for service. The explorers were exposed to live role-play scenarios including domestic violence, drunken disorderly conduct, robberies, runaways and more.



COMMUNITY AND ECONOMIC DEVELOPMENT

Highlights

Single Family Residence Activity

35 new Single Family Residential Permits were issued for the month of July compared to 25 SFR permits issued in June. Year to date, 177 SFR permits have been issued since the beginning of January, compared to 198 issued during the same period in 2018.

Permitting Activity

220 total permits were issued during the month of July compared to 191 permits issued in June. Year to date, 1,436 total permits have been issued since the beginning of January, compared to 1,592 issued during the same period in 2018.

Business Retention/Expansion and Attraction/Marketing

- One store front and four home-based businesses were licensed
- Quail Park, 9005 N. Oracle Road has a new owner
- 728 Oro Valley Businesses are located on the Town's website [here](#).

The Oro Valley Business Navigator is a **FREE** service the Town provides for all businesses in Oro Valley. Search for Oro Valley businesses by name or type of business.

Completed Projects (Certificates of Occupancy Issued)

Life Storage Solutions, LLC; 11061 N. Oracle Road
OV Vapescape; 12152 N Rancho Vistoso Blvd., Ste. 140

Business Closure

Alfonso Gourmet Olive Oil & Balsamics; 7854 N. Oracle Road

New Businesses

Dutch Bros Coffee at El Corredor, 9730 N. Oracle Rd

Building and Grading Permits applied for new building



Dunn Edwards Paint Store at El Corredor, 9610 N. Oracle Rd

Building and Grading Permits applied for new building



Dunn-Edwards Paints

5,913 Followers • 240 Following • www.dunedwards.com

Los Angeles, CA

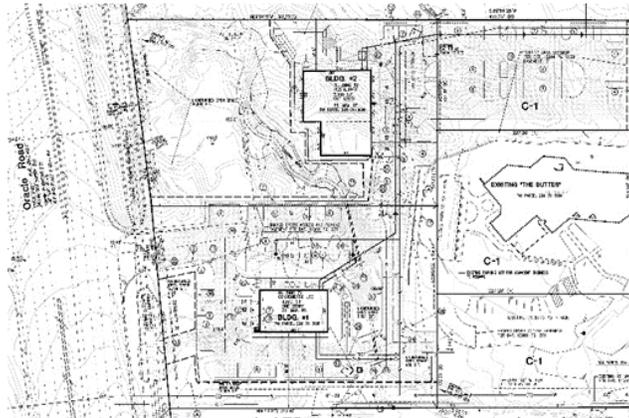
Dunn-Edwards is one of the nation's largest manufacturers and distributors of architectural paints and paint supplies.

Planning Project Highlights

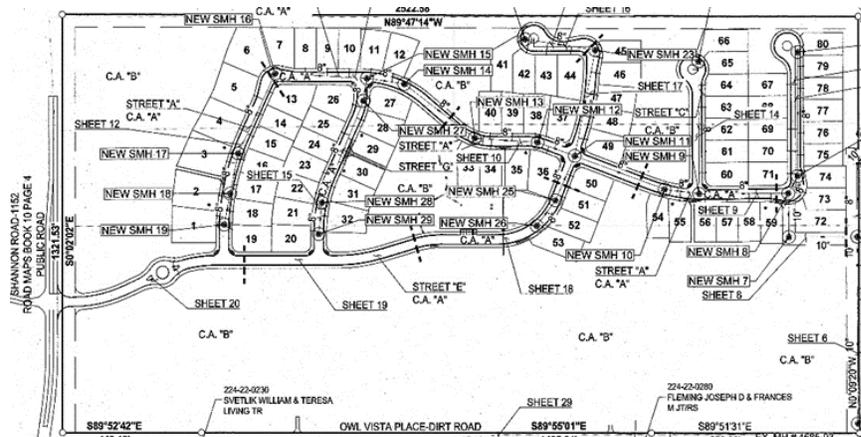
An Administrative Decision was issued on July 8, 2019 to establish the applicable design review process for a proposed development on the northwest corner of Linda Vista Boulevard and Oracle Road. The proposed concept (see image below) features 68 single-story casitas and 30,096 square feet of office/retail space, which is in substantial conformance with a previously approved Master Development Plan. As such, the Administrative Decision determined the proposed development may proceed to Final Design Review.



The development of Desert Sky Center, which occupies the vacant land in front of the Reflections at the Buttes (located east of Oracle Road approximately ¼ mile south of El Conquistador Way) is moving forward. The proposed site plan (see image below) features retail and restaurant space, including a drive-thru use. The Conceptual Site Plan and Conditional Use Permit for the drive-thru will be considered by the Planning and Zoning Commission and Town Council at a future date.

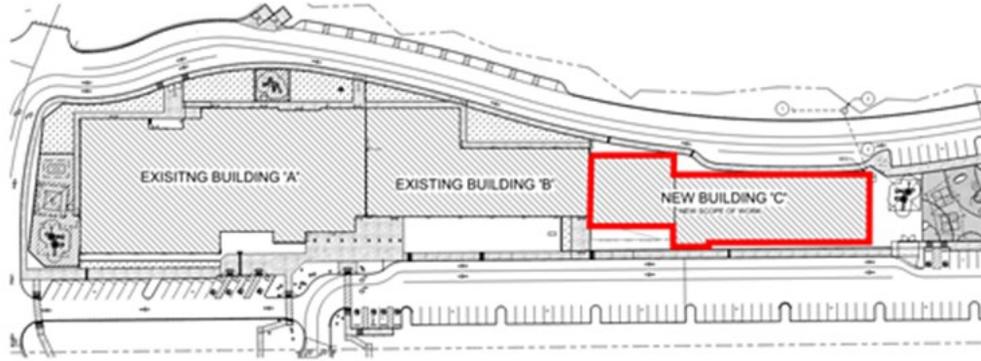


Shannon 80, a new subdivision located on the east side of Shannon Road and south of Naranja Drive, has been submitted for Final Design Review. The design (see image below) includes 80 lots within a 76 acre site and reflects the site design approved as part of a rezoning in 2017.



Permitting Major Activity

Project Spotlight: A building permit has been issued to Lemna Academy for construction of their Phase 2 expansion project. The campus currently serves Pre-Kindergarten through 7th grade and has approximately 889 students. Phase 2 consists of construction of a new building to accommodate additional classrooms and a cafeteria for 5th through 8th grades and will allow growth to an ultimate student population of up to 1,330. The phase 2 expansion is anticipated to be completed prior to the beginning of the 20/21 school year.



Project Updates

Kai Drive for Villages at Silverhawke, SE Corner of Tangerine Rd and 1st Ave

Grading Permit applied for Phase 2 construction of new road to serve Villages at Silverhawke

Sagueros Viejos East - Phase 1, west side of La Cholla Bl between Glover Rd and Naranja Dr

Grading Permit issued for 97-lot subdivision by Meritage

Splendido, 13500 N. Rancho Vistoso Bl

Building TI Permit applied for interior renovations

Valley Vista at Rancho Vistoso, East of Moore Loop extension

Grading Permit issued for bank protection associated with 168-lot subdivision by Pulte

Ventana Medical Systems, 1910 E. Innovation Park Dr

Building TI Permit issued for Building B1 mezzanine addition

PUBLIC WORKS

News

Engineering

The Traffic Signal Technicians have adjusted the signal timing on La Cañada. During rush hour, the timing has been set to hold green lights longer and in sync from Lambert Lane to Tangerine Rd. This will ease commuter travel and reduce La Cañada congestion.

Transit Services

The Sun Shuttle Dial-A-Ride ended the fiscal year carrying 47,847 passenger and providing over 31,000 service hours to our community. Metrics show that 93.6% of riders travel on weekdays and 76.2% of riders are eligible through the American with Disability Act. Of the remaining riders, 11% are seniors and the remaining 12% are general public. Transit hit an all-time ridership record early in the fiscal year in August of 2018 carrying 4,605 riders in one month.



Stormwater

Within the North Ranch Wash area, the County completed their floodplain study. The North Ranch Wash not only affects County properties, but impacts a handful of Oro Valley Residents along the west side of our jurisdictional boundary. The study will be considered preliminary until accepted by FEMA. What this study has revealed is that 15 residents will be removed from the FEMA floodplain and six residents that did not know they were in flooding danger are now in the floodplain. Currently the County Regional Flood Control District (RFCD) is submitting to FEMA. In the meantime, the Town and the County will be surveying the finished floor elevations of the impacted residents to confirm that the flood status determination is precise and truly represents whether they are in or out of the floodplain.

On July 18th, Eric Shepp PE (Deputy Director) and Greg Saxe PhD (Environmental Planning Manager) from the Pima County Regional Flood Control District spoke at the Stormwater Commission Meeting about ongoing collaborative efforts between TOV and RFCD, with the joint projects being:

- RFCD FY 2019-2020 Budget Overview
- RFCD Floodplain Management Plan overview, public outreach phase
- Existing and proposed ALERT gauges in Oro Valley, and the mapping of inundation areas along the mainstream of CDO Wash
- Pima County Office of Emergency Management, MyAlert system for broadcasting flood-safety information
- RFCD, North Ranch Wash Floodplain Mapping Study, status
- RFCD, Highland Wash and Carmack Wash Floodplain Mapping Studies, status

This is important because the Town shares a great relationship with the RFCD. They provide funding and expertise handling regional Stormwater issues. In fact, few Stormwater issues start and stop in Oro Valley. These issues traverse jurisdictional boundaries and require coordinated efforts to manage. In addition, the RFCD is a great source of funding for the Town.

News (Cont.)

Street Operations

The ADC (Arizona Department of Corrections) inmate work program vastly extends the capabilities of Town staff by providing needed labor resources. These inmates conduct a variety of tasks including vegetation maintenance, heavy equipment outfitting, vehicle maintenance and general street maintenance labor. Not only do they extend the capabilities of the department by providing additional labor, but they allow the Town streets staff to concentrate on highly-skilled functions like heavy equipment operation and paving. Here are some examples of the ADC at work:



Sweeper flight chain removal for wear plate removal and replacement



Injector replacement completion on Kenworth 4000 Gallon Water Truck

Project Updates

La Cholla Widening Project

- Hunter Contracting Co., has completed approximately 55% of all drainage features on the project. This includes storm drain pipe, catch basins, box culverts, manholes and the downstream half of the box culverts at La Cholla Wash, which are nearly complete. Traffic will be shifted to go over the new box while the upstream portion is constructed.
- Utility relocations have been completed for Metro Water, Southwest Gas, Tucson Electric Power and CenturyLink. Work should be completed in the next month for Comcast and the Town's Water Utility (OVWU). Installation of new water line facilities for OVWU and removal of various abandoned utilities are incorporated in the roadway contract.
- Hunter Contracting Co., has completed the stabilization of the underlying soil and the first lift of asphalt at the Naranja intersection. New curbs are being installed and traffic signal stabilization and first lift of asphalt will be completed prior to the start of school. Hunter is currently preparing the underlying soils between Tangerine and Naranja for paving of the southbound lanes as well.
- The first section of paving from Overton to north of La Cholla Wash (northbound lanes) will begin within the next few months.

Project Updates (Cont.)

Stormwater: Status of on-going FEMA-grant applications

During the previous Fiscal Year 2018-2019, the Stormwater Utility submitted four (4) grant applications to the Arizona Department of Emergency and Military Affairs (DEMA-EM) for their consideration. Two of these applications were for repairs to the Catalina Ridge Channel, and another application was for the reconstruction of lower Highland Wash. A fourth grant application was recently sent to ADEMA, and this one was for Phase II Lambert Lane At-Grade Wash Crossing Improvements.

The SWU was recently notified by DEMA-EM regarding the status of two ongoing grant applications, as follows:

1. June 24, 2019, Pre-Disaster Mitigation Program FY 2018 Sub-application Status, Town of Oro Valley, Catalina Ridge Channel Reconstruction, "Did Not Meet HMA Requirements", further information pending. The Town will resubmit a grant for the Catalina Ridge project to this office in the near future.
2. July 1, 2019, SEC Mitigation Projects, Town of Oro Valley, Lambert Lane Dip Crossing Reconstruction, Phase II, "Awarded funding through the State Emergency Council (SEC)", pending completion of an Application Briefing. This is an official notification of a \$220,909 grant from the Arizona State Hazard Mitigation Office. Kudos to staff for developing a strong working relationship with the department while pursuing potential grant opportunities. Those relationships resulted in staff being notified of this grant opportunity on very short notice of the deadline (one day), and the project was submitted and successful. In addition, in discussions with the Pima County Regional Flood Control District, they may also contribute to this project by providing the 25% local fund match requirement. If that does come to fruition, then this project will cost nothing to the Town and the CIP funds originally planned for this project can be reallocated to another.

Stormwater: El Conquistador Slope Erosion Mitigation

Public Works would like to extend kudos and thanks from the Stormwater Utility for the expeditious and diligent manner in which Parks addressed the disturbed portions of the slope between the tennis parking lot and access road by seeding and installing a jute mat. Stormwater had advised that the project was deemed substantially complete and, with rain projections for the following week being more significant, Parks Maintenance crew members completed the seeding and protection prior to Stormwater staff arrival on the site at 8:20am. The removal of the contractor-installed wattles, seeding, placement of the jute matting and reinstallation of the wattles was done both quickly and without observable disturbance to a construction area which has seen considerable disturbance over the last 50 calendar days. The responsiveness, professionalism and cooperation exhibited to the immediate need of another Town Division is very much appreciated.

PARKS & RECREATION

Looking back on July

Aquatic Center

July 12-14: The Junior Olympic State Championship Swim Meet hosted 409 athletes, 287 were from outside the Tucson/Oro Valley area.

July 18-21: The Age Group State Swim Meet hosted 582 athletes, 509 from outside the Tucson/Oro Valley area. One highlight of the event came when a 14-year-old boy made an Olympic trial qualifying time, ranking him second in the nation for his age!

Community Center

The concrete for new pickleball courts is currently curing and will be ready for a shiny coat of paint at the beginning of August. Once complete, the Community Center will have six pickleball courts, which will be home to clinics, leagues and everything pickleball.

The (afternoon) Oro Valley Rotary Club chose the Community Center Kid's Korner as a community project. They donated \$5,200 for new play equipment and site improvements that included a concrete raceway (aka sidewalk). To make things fun, they painted the raceway with checkered flags and flames to give the kid's a big wheel race track experience. Vroom Vroom!



Approximately 5,000 individuals attended the Town's 4th of July Celebration at James D. Kriegh Park. The event included swimming at the Aquatic Center for families, crafts for kids, jumping castles, food trucks, Live Music & Entertainment by Little House of Funk and Frank! Powers – MC, fun games and giveaways and a live fireworks show!



Administration

CivicRec

A year-long project has come to completion with the debut of CivicRec, the new Parks and Recreation software. Staff from both IT and Parks and Recreation collaborated to create and implement a user-friendly online system. The public was notified of this new program through media releases, emails to members and recreation users, and signage at the Community Center and Aquatic Center. Diligent work and hands-on staff training successfully prepared for a smooth launch. Customer response has been favorable and only minor bugs were encountered but quickly resolved. This process improvement initiative will result in improved customer service efficiencies, communication and facility scheduling, just to name a few.



Arizona Parks and Recreation Association (APRA) Annual Conference

The APRA annual conference will be held at Oro Valley's Hilton El Conquistador August 21-22. Director Kristy Diaz-Trahan is the current APRA president and was instrumental in securing this conference in Oro Valley. Several staff have stepped up to Chair key roles on the conference planning committee, including Matt Jankowski, Brandon Laue, Nick Scala and Mollie Frye. More than 500 Parks and Recreation professionals throughout the state attend this event and look forward to the educational sessions, professional networking and nearly 100 vendors. Mayor Winfield will welcome the group at the opening session.

The Parks and Recreation Jr. Olympic Archery Development program has resulted in one of its members (an 11-year-old boy) earning a spot to compete in the "Summer Sizzle" Arizona indoor tournament in Phoenix the first weekend in August. He has been participating in the archer program for several years and now assists our instructor with kids new to the sport. We will let you know how he does!

Aquatics

Beginning August 12, three local high school swim teams (CDO, Ironwood Ridge, Pusch Ridge Christian Academy) start their swim team season. These teams will be practicing 6 days a week, have weekly meets, one invitational and a regional competition, all at the Aquatic Center. In addition to the high school teams, the Aquatic Center also facilitates two swim teams (FAST and Oro Valley Swim Team).

Troon

Tournament play in August is alive and well at El Conquistador golf, with an anticipated 340 tournament rounds scheduled, including the Arizona Parks and Recreation Association's annual conference tournament fundraiser.

The Overlook will be catering the OVPD's evidence facility grand opening on August 7.

Park Management

Park Management staff assisted the Stormwater Utility Division by installing erosion control and revegetation seeding on a drainage project to improve the Tennis Center Parking lot drainage.

Park Management staff and Evergreen Turf installed 66,000 sq. ft. of Bermuda sod on Fields 4 & 5 at James D. Kriegh Park as part of the Capital Improvement Project. Next phases will include a new restroom, ramada and playground lighting.



Adobe Workshop @ Steam Pump Ranch

An adobe workshop was held at Steam Pump Ranch recently where volunteers learned how to make adobe from an expert, and then put their skills to work helping to restore the chicken coop on the property. The workshop was well received, and got local TV news coverage that you can view [here](#).



WATER UTILITY

Meter Operations

Six months into calendar year 2019, the Utility's meter operations group has installed 115 new water meters. As of the end of June, the Utility had a grand total of 20,188 service connections.

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 1 mile of 12-inch transmission main to be installed. The contractor is approximately 90% complete with the water main installation work.



Hunter Contracting installs a section of 12-inch PVC water pipe

Production Facility Office Improvements

Office improvements at the Utility's production facility are now complete. This project allows for the Utility's Water Production & Meter Operations staff and superintendent to be based out of one location. Water Production & Meter Operations staff were previously located at two separate locations. These office improvements allow for the centralization of this workforce.



Nakoma Sky well site

Drilling and testing is complete, while site improvement work has started. Currently, riprap and other slope stabilization work is being performed.



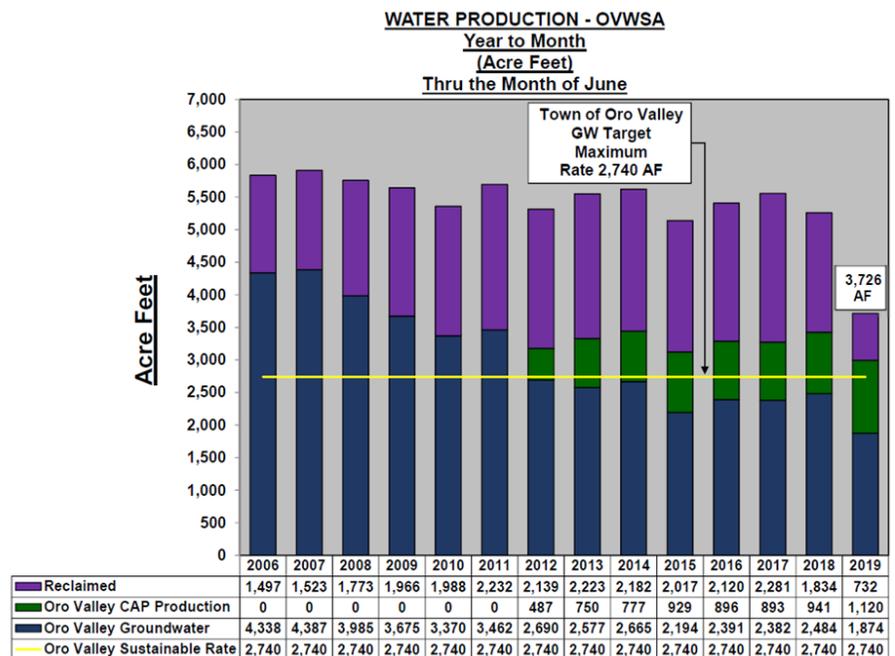
The Water Utility contracted with Borderland Construction Company to construct the slope stabilization elements for the Nakoma Sky well site.

2019 2nd Quarter Water Delivery Metrics by Water Type

Utility continues to successfully deliver Central Arizona Project (CAP) water and reclaimed water to reduce our community's reliance on groundwater. The following graphs compare water deliveries to the **Oro Valley service area** and **Countryside service area** by water type for the 2nd quarter in each of the last 13 years.

Water deliveries to the **Oro Valley service area** for the 2nd quarter of 2019 consisted of:

- 239 million gallons of reclaimed water
- 365 million gallons of CAP water
- 611 million gallons of groundwater

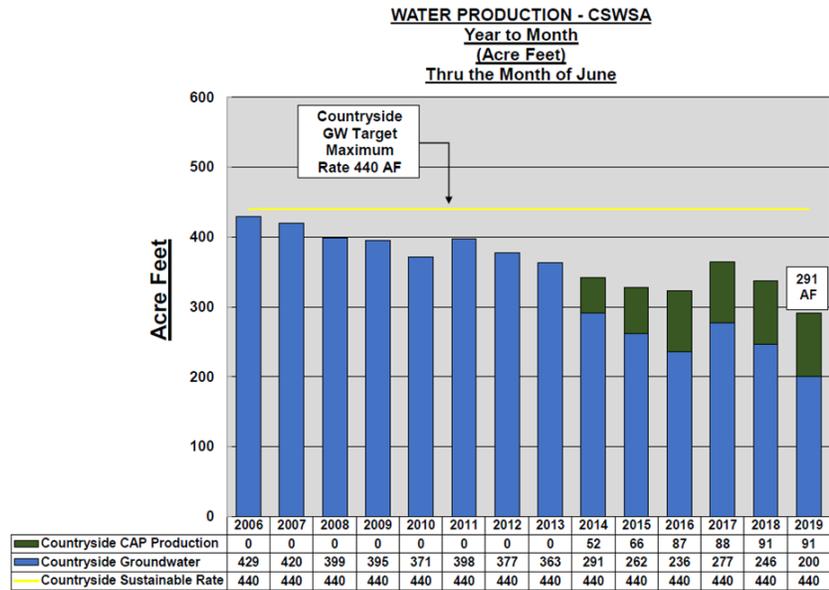


The Water Utility's main service area experienced the lowest 2nd quarter groundwater production since the Water Utility was created in 1996. Additionally, the Water Utility experienced the largest 2nd quarter CAP production thanks to the commissioning of the Oracle & Hardy CAP delivery location in November of 2018.

2019 2nd Quarter Water Delivery Metrics by Water Type (Cont.)

Water deliveries to the **Countryside service area** for the 2nd quarter of 2019 consisted of:

- 30 million gallons of CAP water
- 65 million gallons of groundwater



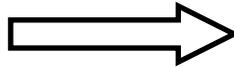
The Water Utility's Countryside service area experienced the lowest 2nd quarter groundwater production since the Water Utility was created in 1996. Better winter and spring hydrology, CAP deliveries and customer self-service monitoring tools like WaterSmart help make this possible.

ADMINISTRATION

Public Records Requests

Time Period	Number of Requests	Staff Time To Process (Hours)
July 2018	32	21
July 2019	34	14

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



Press Releases Issued in July

- OVPD: UPDATE: Death Confirmed as Accidental, 7-24-19
- OV Parks & Recreation launches new user-friendly software; register now for fall programs, 7-23-19
- OVPD: Victim Identified in Oro Valley, 7-22-19
- July 24 Special Council Meeting to be held at Oro Valley Church of the Nazarene; live streaming available, 7-18-19
- OVPD: UPDATE: Victim Identified in Fatal Collision in Oro Valley, 7-16-19
- OVPD: Fatal Collision in Oro Valley, 7-14-19

Swagit

The Town switched over to a new meeting streaming/video recordation service, Swagit. This planned vendor change saves the Town about \$10,000 per year and more effectively automates the recording of public meetings. There was a problem transferring some Town Council meetings from Granicus to Swagit due to a unique alpha character that caused a glitch in transferring. Staff is working with both Granicus and Swagit to manually transfer the remaining meetings to the Town's new site. A priority has been placed on meetings where the topic of golf was discussed given the upcoming meetings and community interest.

University of Arizona

The Town has been asked to be a part of the UA Humanities Festival in October and are pleased to host a lecture on October 17 at Town Hall by Valerio Ferme, Dean of the McMicken College of Arts and Sciences, University of Cincinnati. His lecture will be "Back to the Future – Space Exploration and the Humanities Endless Quest for Answers." The Town has developed a strong working relationship with the College of Humanities over several years by temporarily hosting several of their community classes. While no longer able to accommodate their extended use of the Council Chambers, the Town is pleased to continue to support their exceptional programs in our community.

Constituent Services

- The Youth Advisory Council held a Dive-in Movie June 29 with a record-breaking **201** teens in attendance.
- Since the launch of the new Ask OV portal, citizen engagement has increased by **26.3%**.
- Since launching “Monsoon Ready” on June 17, **600** free sandbags have been picked up from Naranja Park, with one resident needing assistance from staff.

OV Peak Performance

Open Enrollment: Phase I

The purpose was to reduce the process from three months to one and to go 100% paperless. HR and IT collaborated the past year to make the open enrollment process 100% paperless and saved \$3,740 (personnel and office supplies) and 16% in Human Resources staff time. The process was easier and resulted in accurate data collection. The team will be working together in 2019/20 to further improve the process.

Special Event Application and Sign Permit Process

The purpose was to reduce the number of forms an applicant has to submit for a special event. Currently, the applicant completes a special event application (which includes sign information) and a sign permit. Applicants will no longer have to submit a separate sign permit, which eliminates redundancy and requires the applicant to pay an additional \$50 for the sign permit. Additionally, staff will no longer have to process a second application, route, review, approve and print a final permit. Annual cost savings is \$1,000 for the applicants and \$500 in staff time/office supplies.

Special Events

Staff met with the new owner of the Tucson Marathon to discuss a 2020 route that includes Oro Valley. The current Race Director had kept the route outside of Oro Valley for 2019.

Regional Partnerships-Countdown to Catalyst at Tucson Mall!

On July 25, SAACA was prepping their new co-working space with 8 new designs as part of their community mural painting series. A special thank you to local artist Ignacio Garcia for facilitating this project and to SAACA volunteers and the students from Wilson K-8 in Oro Valley for giving their time and talents! There also was a special demonstration by the high school robotics team, Bit Buckets, who took 7th place at Nationals last year. Bit Buckets will be calling Catalyst their new home for weekly robotics classes to build their 2019/20 robots.



GOLDER RANCH FIRE DISTRICT

Golder Ranch Fire District Call Load Breakdown FY 2018-19

CALL TYPE	370	372	373	374	375	376	377	378	379	380	TOTAL
Aircraft	0	0	0	0	0	0	0	0	0	0	0
Brush / Vegetation	12	1	2	0	1	0	2	5	6	5	34
Building	5	0	6	2	5	7	3	0	2	3	33
Electrical / Motor	1	0	0	0	0	3	0	0	1	0	5
Fires - All Other	14	0	0	2	4	8	6	1	10	4	49
Gas Leak	4	2	2	0	1	1	5	0	4	4	23
Hazmat	1	0	0	1	3	1	1	0	3	1	11
Trash / Rubbish	17	0	1	1	1	1	0	0	4	4	29
Unauthorized Burning	4	0	2	0	0	0	1	0	1	1	9
Vehicle	6	0	2	1	2	2	3	4	0	2	22
Total Fire	64	3	15	7	17	23	21	10	31	24	215
Animal Problem	0	0	3	0	0	0	0	0	0	1	4
Animal Rescue	0	1	2	1	0	0	0	0	0	0	4
Assist -Other	155	95	612	167	171	157	110	109	122	47	1745
Battery Change	65	30	337	66	31	29	25	40	18	6	650
Bee Swarm	10	1	3	8	5	5	3	1	16	4	56
Defective Appliance	0	0	3	3	3	0	0	0	0	0	9
Invalid Assist	77	14	283	165	108	98	151	19	131	166	1212
Snake	332	48	340	298	381	477	377	90	386	302	3031
Lockout	13	1	1	0	1	1	0	0	0	1	18
Fire Now Out	3	0	0	2	1	5	2	1	3	3	20
Total Service Calls	655	190	1584	713	701	772	668	260	676	529	6748
Alarms (Fire, Smoke, CO)	33	7	51	31	47	40	47	15	26	23	320
Cancelled / Negative	70	9	65	62	52	50	102	24	91	88	613
Smoke / Odor Invest.	19	3	17	15	20	14	12	5	4	14	123
Total Good Intent	122	19	133	108	119	104	161	44	121	125	1056
Motor Vehicle Accident	40	1	14	20	29	44	66	25	32	92	363
Rescue-high, trench, water	4	0	1	0	2	0	2	0	1	1	11
Interfacility Transport	0	0	0	27	19	0	0	0	0	0	46
All Other EMS Incidents	879	83	1092	851	824	785	1064	181	1068	1502	8309
Total EMS Type	923	84	1107	898	874	809	1132	206	1101	1595	8729
TOTAL ALL	1764	296	2839	1726	1711	1708	1982	520	1929	2273	16748
Percentage of Call Load	11%	2%	17%	10%	10%	10%	12%	3%	12%	14%	100%
Average Calls Per Day	4.83	0.81	7.78	4.73	4.69	4.68	5.43	1.42	5.28	6.23	45.88