

TOWN MANAGER'S

EXECUTIVE REPORT

Town of Oro Valley | JANUARY 2020

TO COUNCIL

TOWN MANAGER'S MESSAGE

Happy New Year! January will be a very busy month for both Council and staff as we gear up after the enjoyable holidays.

In addition to the two regular meetings in January, the Council has several Executive Sessions scheduled with your consultant, Novak and Associates, to discuss the personnel process associated with the recruitment of a new Police Chief. January also marks the beginning of the internal budget process with departments evaluating and considering all of their current and future needs, from capital to ongoing operations. Staff is making significant progress on the development of the competitive solicitation for a golf operator, which we expect to have on the street later this month. Also this month, the community will start seeing more information on how they can participate in the Parks and Recreation Needs Assessment. This month, we also hope to interview candidates for the CFO and Human Resources Director positions.

In other matters from December:

- We received very positive responses from those who were able to attend the Town's annual Volunteer Appreciation Reception at the new Tohono Chul event pavilion. As one of their first major catering events, the Tohono Chul staff did a great job accommodating the Town, while working through minor issues during the evening.
- Mayor Winfield and I attended the quarterly University of Arizona Community Partner breakfast at Centennial Hall, which focused on the plethora of programs in which the UA works with community organizations in the arts arena. The Town's participation has provided a new opportunity for the Town to be better acquainted with opportunities to partner with, or to refer possible partner agencies, to benefit the community.
- The annual Comprehensive Annual Financial Report covering FY18-19 has been posted to the Town's website and to the Council's shared e-library. This audited document is a set of the Town's financial statements that comply with the accounting requirements established by the Governmental Accounting Standards Board (GASB), and is independently audited. I'm pleased to report that there were no findings during the audit. The auditor, Heinfeld and Meech, will be scheduled to present a summary to the Budget and Finance Commission as well as to Town Council.
- I enjoyed spending a morning at the Community Center with manager Nick Scala and his team. The creativity the staff uses in developing programs and activities is very well received by patrons. I was stopped multiple times by residents using the facility, many of whom complimented the work of the team.
- Special thanks to the members of Council who were able to stop by the employee holiday party. This annual luncheon is a small way we show our appreciation for the outstanding work the staff does throughout the year.

On behalf of the Town staff, we look forward to working with Council in 2020.

Mary Jacobs
Town Manager



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JANUARY 2020 EVENTS

OV Marketplace Concert Series

Thursday, January 9, 6 to 7:30 p.m.

OV Marketplace, 12155 N. Oracle Rd. (Century Theatres courtyard)

Music by **Diane Van Deurzen & Lisa Otey** (Jazz, Blues, Boogie Woogie).

Admission is free. Attendees are encouraged to bring their own chairs to the concert.

Second Saturdays at Steam Pump Ranch

Saturday, January 11, 9 a.m. to 1 p.m.

10901 N. Oracle Rd.

Live music provided by Freddy Parish and the Old Town String Band; Hands on Archaeology will provide info on the pre-history of the area; recreation staff will provide a children’s craft; the Historical Society will provide tours of the Pusch house and a German Christmas display.

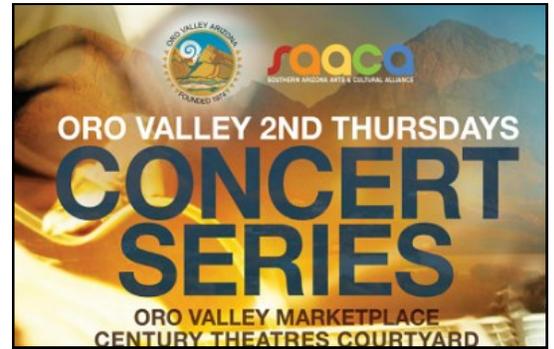
Martin Luther King, Jr./Civil Rights Day

Town offices and Police Department lobby closed on Monday, January 20 in observance.

Oro Valley Kids Concert Series—Carnival of the Animals

Saturday, February 1, 10 a.m.

Town Council Chambers, 11000 N. La Canada Drive



POLICE DEPARTMENT

Cases, Incidents and Stats

Shoplifter Leads to Stolen Car and Multiple Arrests

Oro Valley Police Department (OVPD) patrol officers and the Community Action Team responded to a report of a shoplifting at Kohl's. Two subjects were arrested, and an investigation revealed the suspects were in a stolen car, in possession of drugs, burglary tools and ledgers (which documented items stolen and maps to burglarized homes).

Child Abuse Suspect Arrested

In September, OVPD detectives began a child abuse investigation of a 4-year-old. After several months of investigation that included the forensic examination of a smart phone, detectives developed probable cause to make an arrest.

Recognitions

Academy Graduation

OVPD welcomed three new officers to the department. Officers O'Crotty, Carrillo and Palacios (pictured right with Chief Sharp) completed Advanced Basic in December and start field training in January.



Thank You to Police Staff

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

Emergency Manager Receives Certification

Charlotte Ackerman (pictured right) recently received the Certified Emergency Manager credential. This is the highest honor of professional achievement available from the International Association of Emergency Managers.



Regional Support

Suicide Awareness

Suicide kills more police officers every year than line of duty deaths. Sgt. Carmen Trevizo and Officer Greg Chmara recently received a certification to teach suicide awareness and prevention. They will be utilizing this next month to teach officers and dispatchers. This curriculum may also be used to teach Town staff and the public.

Cellbrite Advanced Smartphone Analysis

OVPD hosted a week-long training and subsequent certification for advanced investigation into smartphones. OVPD detectives, federal crime analysts, county attorneys and forensic examiners from across the region attended. As the host agency, OVPD received a free registration (which would normally cost \$3000).

Special Events

Shop with a Cop

OVPD members, in conjunction with the Fraternal Order of Police (FOP) Lodge 53, hosted the annual Shop with a Cop event on December 10 at the Target in Oro Valley. OVPD hosted 23 children in total with a budget of \$175 each.

Dispose-A-Med

OVPD members hosted a Dispose-A-Med event on December 14. 112 pounds of medications were collected and disposed of properly.



Community Involvement

Upcoming Coffee with a Cop

On January 23, OVPD members will meet the community for coffee and conversation. There is no agenda or speeches, just the opportunity for residents to ask questions, voice concerns and get to know the officers.

Polar Express Reading

Chief Sharp and Golder Ranch Fire Chief Karrer hosted three readings of the popular kid's book, *The Polar Express*. This event was open to the public, and kids were provided chocolate milk, cookies, golden tickets and a Christmas bell.

Upcoming Citizen Academy

OVPD will begin hosting the first Police Department Citizen Academy of 2020. The academy begins on February 4, and will run through April 23. The 36-hour academy is designed to give the public a comprehensive overview of the department and consists of twelve classes taught by sworn police personnel. To register, contact Officer Rick Rendon at rrendon@orovalleyaz.gov.



911 for Kids

OVPD dispatchers recently implemented a new program in Oro Valley schools. 911 for Kids is a 30-minute instructional block designed to teach young kids proper use of the 911 system and what to expect when calling 911.

COMMUNITY AND ECONOMIC DEVELOPMENT

Highlights

Single Family Residential Activity: 27 new Single Family Residential (SFR) Permits were issued for the month of December compared to 12 SFR permits issued in November. A total of 269 SFR permits were issued for the 2019 calendar year compared to 322 issued during 2018.

Permitting Activity: 193 total permits were issued during the month of December compared to 159 permits issued in November. A total of 2,347 permits were issued for the 2019 calendar year compared to 2,501 issued during 2018.

Business Retention/Expansion and Attraction/Marketing

- **Four** new businesses were licensed
- **Jennifer B Photography;** has reopened at 12460 N Rancho Vistoso Blvd., Ste. 110
- **Massage Envy;** 7645 N. Oracle Rd., Ste. 140 has a new owner
- **Planet Beach;** 12112 N. Rancho Vistoso Blvd., Ste. 160 has a new owner
- **Scarritt Group, Inc.** has moved to 7630 N. Oracle Rd.
- **Shear Expressions** has a new manager and changed the business name to **Reform Salon;** 10509 N. Oracle Rd., Ste. 109

Business Closure

- **Curves,** 10355 N. La Cañada Dr., Ste. 157
- **FH Stone Canyon Construction,** 11125 N. La Cañada Dr., Ste. #161 (moved out of Oro Valley)

Completed Projects (Certificates of Occupancy Issued)

- **Burlington Mattress Company--Sleep Solutions Outlet;** 7861 N. Oracle Rd.
- **Primary Residential Mortgage;** 10445 N. Oracle Rd., Ste. 111

Ribbon Cuttings

- **NRG Wealth Management,** 12115 N. Oracle Rd., Ste. 151
- **Tohono Chul Garden Pavilion,** 7366 N. Paseo del Norte



Permitting Major Activity

New Businesses

Avant Dermatology and Aesthetics at Shoppes at Oracle, 8580 N. Oracle Rd.

Building TI Permit applied for new business location. Dr. Sheila Farhang will be the lead dermatologist and is a certified MOHS surgeon.

SPENGA Fitness at Oracle Crossings, 7621 N. Oracle Rd., Ste. 150

Building TI Permit applied for new business location

Trinity Books, Bible and Music Inc. at Escondido Plaza, 7930 N.

Oracle Rd.

Building TI Permit issued for new business location

Other Permits

Best Buy at Oro Valley Marketplace, 11855 N. Oracle Rd.

Building TI Permit applied for interior remodel

Goodwill Store at Placita de Oro, 11941 N. 1st Ave.

Building TI Permit issued for new location to replace another location within same commercial center

John Lebbs CPA at Pusch Ridge Office Complex, 10371 N. Oracle Rd., Ste. 103

Building TI Permit issued for new location to replace another location within same commercial center

Roche Ventana, 1910 E. Innovation Park Dr.

Building Permit applied for new building to replacement of Building #4 which has been demo'd

Taco Bell at Magee & Oracle Shopping Center, 7915 N. Oracle Rd.

Building TI Permit applied for interior remodel

TOV CED/PW Building, 11000 N. La Cañada Dr.

Building TI Permit issued for lobby renovation and security upgrades

TOV Administration Building, 11000 N. La Cañada Dr.

Building TI Permit issued to renovate Exterior Public Restroom

Two Oracle Place, 7315 N. Oracle Rd.

Building TI Permit applied for adding an interior second floor within previous Platinum Fitness Building



New Developments

Roche Medical Systems has submitted the architecture and improvement plans for the forum building (B4E). The building will replace the recently demolished Building 4 on the main campus.



New Developments (cont.)

Work at the Saguaro Viejos Subdivision, near the intersections of La Cholla Blvd., Naranja Dr. and Glover Rd., continues. In addition to all construction-related inspections, staff checks all saguaros required to remain in place on a weekly basis. The builder has respected each of these saguaros and maintains the required protective construction fencing.



Making Connections

- Mayor, Council and staff attended the annual UA Economic Outlook luncheon.
- CED staff presented project updates about Oro Valley at the Southern Arizona Economic Development Quarterly meeting.
- The CED Director, Chief Information Officer and Town Engineer provided an assessment of advanced communications infrastructure and opportunities in Oro Valley to the Pima County Association of Governments.
- Mayor Winfield joined Dave Perry, President and CEO of the Greater Oro Valley Chamber of Commerce and the Town's Economic Development Specialist on business visits. They met with the new manager of the Fry's on Lambert & La Cañada and several other businesses in the shopping center.

Meetings

A neighborhood meeting is scheduled for January 9 at 6 p.m. in Council Chambers to discuss the following requests:

- A rezoning text amendment to the Rancho Vistoso Planned Area Development to conditionally allow grazing in a Low Density Residential District
- A conditional use permit to allow grazing in the Stone Canyon VII subdivision

The applicant will be providing a presentation and Town Staff will facilitate the meeting. The focus will be on addressing residents' questions and concerns.

Planning & Zoning Commission

- On December 19, a training Study Session was held by the Planning & Zoning Commission. It was an opportunity for the 2020 Commission members to meet each other and the outgoing members to share their wisdom. Topics ranging from the roles of a Commissioner "Dos and Don'ts" were discussed to help ensure effective and fair meetings.
- For the February meeting, it is anticipated that the Planning & Zoning Commission will reconsider a newly modified rezoning application for a site known as Cresta Morado. The property owner has proposed a General Plan amendment and rezoning for the northwest intersection of La Cholla Blvd. and Tangerine Rd. The site is adjacent to the Episcopal Church of the Apostles and abuts Tangerine Rd., La Cholla Blvd, N. Como Dr. and Limewood Dr.

Meetings (cont.)

Town Council

Tech Park and Commercial Uses Code Amendments In response to the Town Council's Strategic Leadership Plan's objective to analyze and develop strategies to expand available properties for primary employment, the Town has initiated this code amendment to:

- Allow low-impact Tech-Park uses in commercial zones, which include uses such as research, development and lab space.
- Revise the Tech-Park development standards for parity among the three codes regulating Tech-Park developments.
- Update specific use standards, such as odor abatement plan requirements

Economic Expansion Zone Code Amendments key needs of employment uses as reported in the Comprehensive Economic Development Strategy (CEDs) are "shovel-ready" sites and an efficient development review process. In response, the proposed code amendment aims to allow "shovel-ready" sites and reduce unintended inefficiencies for developments within the Economic Expansion Zone (Innovation Park or Tech Park zoned land).

Town Council will now review, with Town staff at a Study Session, both of the Planning & Zoning Commission affirmatively recommended code amendment proposals on January 8. The amendments will then be placed on the February 5 Town Council Meeting agenda for action.

PUBLIC WORKS

News

Stormwater Utility Division

- Small Municipal Separate Storm Sewer System (MS4) permit
The Utility has been mapping floodplains throughout the Town. Floodplain mapping efforts have mapped 14.4 square miles of floodplains, categorized by platted, FEMA or special study area.
- A Drainage Concerns layer has been created within the Town's ArcGIS and Cartegraph mapping software. 55 historic points of concern were created in December with incoming and future concerns to be tracked similarly.
- MS4 Outfall inspections were completed for the winter rainy season on December 9, 2019.
- From November 19—December 31, 2019, Pima County rain gauge 1230, located at 680 W. Calle Concordia, registered 4.34 inches of rainfall. Unofficially, this gauge had 13.43 inches of total rainfall in 2019.

Fleet and Facility Management

- Community & Recreation Center. As was discussed previously, the rear beam of the main entrance of the porte-cochere of the Community Center is slowly collapsing where it ties into its support column. The Town has installed a screw jack to help relieve this compromised connection and carry a portion of the load. Fortunately, the bids to replace the beam came in lower than expected at just \$8,500, so we will be moving forward to have the work done in 2020.
- The facilities maintenance team will be attending Competent Person, Fall Protection training in January. The training will also include ladder and scaffold safety. Staff will also be attending the 2020 ADA Coordinators training in Phoenix on January 16 and 17.

Project Updates

La Cholla Widening Project

- Staff is considering a road closure proposal from the contractor for a central section of the project, between Lucero Rd. to Owl's Peak Pl. This is where the most severe grading activities will occur. This is the area with the most dips and hills within the original roadway. This area also has a large amount of sugar sand and other unsuitable materials that must be removed and replaced with engineered materials. Given the depths of the remove and replace operations—hillsides and minimal side traffic—the contractor would be more efficient executing the grading under a closed road status rather than trying to keep two lanes open. In the long run this will save the project money as it would lessen both the necessary traffic control expenditures, as well as the cost of temporary pavement to keep the road open that will be thrown away later.
- There are a few homes that would be accommodated, but traffic from these homes could utilize graded, temporary lanes through the duration of the closure. The contractor has requested a three-month closure to conduct the mass earthwork, old utility removals, drainage structures and first lift paving of the north half of the final Roadway from Overton to Lambert.
- This is a large request, but there is merit in the closing from a project budgetary standpoint, as well as elimination of traffic congestion/difficulties as this area would be difficult to travel through.
- Currently Town staff is coordinating with Pima County on the closure as a portion of it extends over their portion of the ROW.

Facilities

Roofing activities are complete. The rain in late November and early December put the roofers behind schedule, but the work is complete. Staff is conducting walkthroughs with the contractor.

Project Updates (cont.)

Moore & La Cañada Intersection Project

- Staff is pleased with traffic flow at the intersection. The flow is smooth and constant. With any change to an intersection, areas of improvement become apparent once vehicular flow is present. To better define the separation between bicyclists exiting onto the adjacent sidewalk/multi-use-path and regular traffic remaining within its designated lanes, the Engineering Division has installed lane delineators on the eastbound leg along the outside edge of the #2 (left) vehicular lane.
- Although traffic is moving smoothly, there is the occasional vehicle that stops and tries to switch lanes at the last second. To help make the lane choice more apparent, minor adjustments in signage will be implemented over the next couple of weeks.
- Other than those minor issues, Town staff is enthused with how well the community and general driving public have taken to the new intersection control.



Stormwater Updates

- **Lambert Lane Dip-Crossing Repair West Of Derrio Canyon Place**
KE&G was awarded the contract for this project. This is the second dip crossing repair in the area between Cross Rd. and Derrio Canyon Pl. The site was chosen due to continuing safety-related issues created by flows from an unnamed wash crossing Lambert Lane. The project is intended to prevent recurring damage to a 160-foot section of road due to pavement and shoulder undermining and the need for immediate post-runoff maintenance and repair. The project is comprised of a concrete drop structure and wire-mesh encapsulated rock apron and energy dissipation sill. The project plans, specifications and opinion of probable construction cost were prepared by Stormwater Utility staff (SWU). The Town was the recipient of a disaster mitigation grant from the Arizona Department of Military and Emergency Affairs that will cover 75% of the construction cost.
- **Lower Highland Wash Flood Mitigation**
The Stormwater Utility has been notified by the State of Arizona Department of Emergency and Military Affairs (DEMA) that the Highland Wash Flood Mitigation project has been listed as “competitive” under Arizona’s Hazard Mitigation Assistance grant application process. This listing means the project will be one of several representing the State of Arizona in the national competition for Federal Emergency Management Agency (FEMA) funding. The SWU will be submitting its final application to DEMA by January 10, 2020. The grant, if ultimately selected at the national level, would cover 75% of the approximate \$2 million cost of the project.
- **The Town’s Drainage Criteria Manual**
The Town’s consultant undertaking the significant rewrite of the Town’s 2010 Drainage Criteria Manual (DCM) has submitted the first four of 12 chapters for review. Town staff anticipates that Chapter 5 (sediment, scour and lateral-migration) will be complete by Friday, January 3, with work on Chapters 6 (Storm Drains), 7 (Culverts and Bridges) and 9 (Subdivision Streets) to be delivered in January and February. The update to the DCM is to be completed prior to June 30, 2020.

Street Operations Updates

- Personnel and ADC crews have been busy removing uprooted trees and branches in various areas due in part to the extreme winds and the oversaturation of soil from the approximately four-plus inches of precipitation received over the past month.
- Street crews continue to work in multiple Sun City/Rancho Vistoso neighborhood areas repairing damaged sidewalks. Crack sealing crews completed the Coyote Ridge, Sunridge, and Vistoso Ridge subdivisions on December 10 and have moved into the Rancho Vistoso #10 (parcels Q and R) subdivision, in addition, crews will also be working to complete Desert Fairways Drive. Pictured right is a picture of crack seal work being performed in Rancho Vistoso neighborhood 10.



PARKS & RECREATION

Administration

The Needs Assessment and Master Plan project will ramp up with Pros Consulting hosting the first community meeting on Thursday, January 23 at 6 p.m. in the Council Chambers. They are developing the statistically-valid survey questions to go out in the mail at the end of January or early February. Additionally, through February and March they will be attending area events to hear from Town residents. Behind the scenes, they are working on asset and program inventory so that when all this data is compiled we will have a data-driven report that represents our community desires related to parks and recreation. Presentations to PRAB and Council will be done in late April and early May.

[Check out the Parks & Recreation Spring 2020 Program Guide!](#)

Park Management

- The Parks team will be installing wayfinding signage along the Loop from La Cañada Dr. to Catalina State Park. This signage will be consistent regionally with other signage on the Loop.
- Work at James D. Krieger park in January will include a 700 sq. ft. aggregate pad for the future precast restroom, just west of the dog park. The project includes expansion of electrical, potable water, sewer, irrigation utilities and lighting to the dog park. Lastly, the old grill near the ramada will be replaced and a chilled drinking fountain at the concession stand will be installed.
- Last month, Park Management worked with two different groups to provide memorial locations. At Riverfront Park a bench and tree were installed for Lyra Done and a ceremony took place with 100 or so people to share the special day. A memorial tree has been planted at Honeybee Canyon Park in loving memory of a member of the Szaro family.



Recreation and Culture

- MOVE Across 2 Ranges event is scheduled for February 29. It is expected to be sold out (300 max) by mid-January.
- New 3D archery targets have been ordered in an effort to provide more frequent and diverse archery shoots throughout the year.

Community Center

- On Saturday, December 21 the Community center showed Elf, the Will Ferrell holiday comedy. There were more than 250 attendees and the movie included hot cocoa and a special appearance from Buddy the Elf.
- The Community Center hosted the inaugural winter break camp December 30 – January 3 (skipping New Year's Day) and included games, sports and lots of fun! More than 20 kiddos signed up for the week.
- The Community Center hosted the USTA Nationals December 28-31. This tennis tournament brings in the highest level of junior play, both male and female, ages 12 and 14. More than 500 players were signed up throughout the four-day tournament.
- The Community Center has added some additional group fitness class offerings for the January schedule. Additional evening classes will be added to provide an opportunity for those that can't make it during the working hours. The Community Center offers nearly 80 classes each week, ranging from yoga to spin to High Intensity Interval Training.
- The Community Center honors a different staff member each month for going above and beyond the expectation. Jackson Williams (pictured right), Community Center lifeguard, received the honor in December after being nominated for responding to a tennis player who had fallen and cut his forehead. Jackson had just closed the pool and was walking back to his car when the incident was brought to his attention. He administered first aid and provided exceptional care.



Troon

- The golf courses are in great condition and January starts the upswing in daily fee play as the winter visitors begin to arrive. The plan to increase daily fee tee time inventory by allowing access to the Member Preferred Course five days out continues to generate additional revenue. The Players Bundle continues to sell at a brisk pace after December holiday gift sales. Daily fee play will be marketed with weekly and monthly specials. There will be print ads, television, digital, email and radio spots in January.
- January is typically a slow month for tournaments. Outside-play tournaments pick back up in February and March. January planned tournaments are as follows:
 - ◇ WGC Champions of Champions
 - ◇ MGA 2-day event
 - ◇ WGC 3-day Match Play
- Membership sales remain strong for the fiscal year. Membership is currently at 250 memberships, up from 226 last year. There was a direct mail piece distributed in November to 5,200 homes. The New Member Holiday Promotion runs through the end of January. The arrival of Roxanne Harding, the new Membership and Marketing Manager, is off to a very good start. The Cheaper by the Dozen promotion continues to attract new members. There have been eight new members signed up in the past six weeks.

Troon will be introducing two new programs:

- **Saturday Family Fun**
Make plans for Saturday afternoons at the Oro Valley Community Center. Saturday Family Fun features a number of ways to enjoy the facilities at the Community Center. There will be a free putting course and lawn games, \$5.00 use of the driving range from 3-5 p.m. and a newly created 6-hole par three course. The par three course is only \$10.00 per adult (21 and over), \$7.00 for young adults 16-20 and free for 15 years and younger accompanied by a playing adult (21 and over).
- **Friday Afternoon Fun!**
El Conquistador has put together a Friday afternoon 6-hole, Par 3 golf league. The league consists of two-person teams. The scoring format is two-person alternate shot aggregate total for each hole. The league runs for 8-weeks. Team registration is \$60.00 and each team can be comprised of up to six players. The weekly team greens fee is \$40.00 which covers both players the day of play and also includes use of the practice facility the day of play, merchandise discounts in the golf shop, weekly prize pool, one drink ticket per player, Happy Hour drink and appetizer specials. To register for the Sunset Shootout League contact the Golf Shop at 544-1801. The Friday League is an adult golf league and players need to be 21 years old or over.

Month End Rounds Count and Golf Members
07/19-06/20

Month	ROUNDS				MEMBERS											
	Member Rounds	Non-Mem Rounds	Comp Rounds	Total Rounds	Total Members	Res Afternoon	Res Individual	Res Junior	Res Family	Weekend Warrior	PX9	Int'l	Corp.	Medical Leave	Over 90	Under 18
7/31/2019	1287	1740	253	3280	236	25	101	13	66	19	0	0	1	1	4	6
8/31/2019	1339	1774	324	3437	237	25	102	13	67	19	0	0	1	1	3	6
9/30/2019	1749	1487	331	3567	239	24	107	13	63	22	0	0	1	0	3	6
10/31/2019	2025	1796	380	4201	246	23	109	14	65	25	0	1	1	0	3	5
11/30/2019	1962	2755	388	5105	250	23	105	14	66	27	0	1	1	0	3	10
12/31/2019	1537	2565	372	4474	255	23	102	16	66	31	0	1	1	3	3	9
1/31/2020				0	0											
2/28/2020				0	0											
3/31/2020				0	0											
4/30/2020				0	0											
5/31/2020				0	0											
6/30/2020				0	0											
Total Rounds	9899	12117	2048	24064												

WATER UTILITY

Meter Operations

11 months into calendar year 2019 the Utility's meter operations group installed 228 new water meters. At the end of November, the Utility had a total of **20,302** service connections.

Reclaimed Production Facility Wall Repair and Painting

The perimeter wall of the Water Utility's reclaimed production facility at North Rancho Vistoso Blvd. is undergoing minor stucco repair and painting. The contractor has completed the specified pressure washing and stucco patching and has begun applying the topcoat; work is expected to be complete mid-January.



The exterior of the reclaimed production facility wall after the completion of pressure washing and stucco patching work. Application of the topcoat is underway.

Steam Pump Well Site

Final well development work was completed by local contractor Smyth Industries. Pump testing is currently being performed to determine the sustainable water production for this well. Staff will begin the well-equipping design after the pump testing is performed.



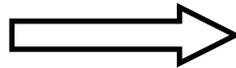
The sub-contractor to Smyth Industries, "Rain for Rent" installs the above-ground discharge piping so that pump testing can be performed.

ADMINISTRATION

Public Records Requests

Time Period	Number of Requests	Staff Time To Process (Hours)
December 2018	29	22
December 2019	38	23

The January Vista can be viewed here.



Press Releases Issued in December

- OVPD: OVPD Searching for Missing Person, 12-27-19
- Stride into the New Year with the 6th annual Hot Cocoa 5K Run/Walk, 12-6-19
- OVPD: Shop with OVPD 2019, 12-3-19

Employee Recognitions

Jacob Henziel was promoted from Park Maintenance Worker I to PMW II.

Wendy Gomez was promoted from Senior Budget Analyst to Finance and Budget Administrator

Juan Lopez was promoted from Parks Maintenance Worker II to Parks Maintenance Worker III

Hayden Harmon was promoted from Lifeguard to Facility Supervisor

Rachel Back was promoted from Senior Office Assistant to Senior Office Specialist



Pictured left to right: Interim Finance Director Kevin Artz, Finance & Budget Administrator Wendy Gomez, Facility Supervisor Hayden Harmon, Aquatic Center Manager Brandon Laue, Parks & Recreation Director Kristy Diaz-Trahan, Town Manager Mary Jacobs, Senior Office Specialist Rachel Back and Community Economic Development Director J.J. Johnston. Not pictured: Park Maintenance Worker II Jacob Henziel.

Lauren Seder and **Carrie Rowley** earned their IPMA-HR Certified Professional designations during the months of November and December. The International Public Management Association for Human Resources (IPMA-HR) is one of the world's leading associations for HR professionals working in the public sector.

Andrea Lightfoot-Bisson earned her SHRM-CP certification in December. This course and certification exam is designed to develop exceptional strategic human resources management and policy implementation skills. Anyone wishing to sit for this exam must already be an experienced human resources professional.

GOLDER RANCH FIRE DISTRICT

Golder Ranch Fire District Call Load Breakdown

July 2019 - December 2019

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	0	0	1	0	1	0	2	0	1	17
Building	4	0	3	0	1	0	2	1	1	1	13
Electrical / Motor	0	0	0	0	0	0	0	0	0	0	0
Fires - All Other	8	0	2	1	1	6	2	1	3	7	31
Gas Leak	0	0	0	0	0	1	0	0	0	1	2
Hazmat	0	0	0	0	0	0	0	0	0	0	0
Trash / Rubbish	4	0	0	0	0	2	0	0	1	1	8
Unauthorized Burning	5	0	0	0	0	0	0	0	0	0	5
Vehicle	3	1	0	0	0	1	1	0	0	0	6
Total Fire	36	1	5	2	2	11	5	4	5	11	82
Animal Problem	0	0	2	1	0	0	1	0	0	1	5
Animal Rescue	2	0	2	0	0	0	0	0	0	0	4
Assist -Other	83	67	302	87	142	84	59	76	47	28	975
Battery Change	34	16	235	16	22	21	14	13	6	4	381
Bee Swarm	0	0	1	1	1	0	0	0	1	3	7
Defective Appliance	0	0	2	0	0	0	0	0	3	0	5
Invalid Assist	40	8	108	67	76	47	51	9	46	108	560
Snake	125	34	157	128	213	190	153	81	146	127	1354
Lockout	2	0	1	0	1	0	0	0	0	1	5
Fire Now Out	1	0	1	1	1	1	1	0	1	2	9
Total Service Calls	287	125	811	301	456	343	279	179	250	273	3304
Alarms (Fire, Smoke, CO)	30	4	25	21	26	15	20	9	12	22	184
Cancelled / Negative	39	4	26	24	28	22	32	17	45	46	283
Smoke / Odor Invest.	5	1	13	3	6	8	5	2	4	3	50
Total Good Intent	74	9	64	48	60	45	57	28	61	71	517
Motor Vehicle Accident	27	1	4	10	24	22	29	7	7	51	182
Rescue-high, trench, water	0	0	1	0	0	0	0	0	0	0	1
Interfacility Transport	0	0	0	10	3	0	0	0	0	0	13
All Other EMS Incidents	413	46	489	386	370	376	555	68	532	823	4058
Total EMS Type	440	47	494	406	397	398	584	75	539	874	4254
TOTAL ALL	837	182	1374	757	915	797	925	286	855	1229	8157
Percentage of Call Load	10%	2%	17%	9%	11%	10%	11%	4%	10%	15%	100%
Average Calls Per Day	2.29	0.50	3.76	2.07	2.51	2.18	2.53	0.78	27.58	39.65	83.86