

# TOWN MANAGER'S EXECUTIVE REPORT

Town of Oro Valley | SEPTEMBER 2020

TO COUNCIL



## TOWN MANAGER'S MESSAGE

Starting next week, the Town will launch OV SafeSteps, the business assistance program Council funded in the FY20/21 budget. Feedback from businesses so far has been very positive, as staff and the Chamber have personally reached out to hundreds of businesses in our community. So far, 28 businesses have submitted requests for reimbursements of PPE and digital marketing costs, and we will be rolling out the professional services assistance portion next. The community will begin seeing marketing of our local businesses, as well as the OV SafeSteps brand in participating businesses, with window clings, floor stickers and posters. A website is also launching next week that will help area consumers connect with our businesses. As feedback is received, the Town will adjust its efforts in order to best meet business needs, while ensuring compliance with the State gift clause.

The latest economic forecast from Dr. George Hammond of the UA Eller College was made available this week (you can find it [here](#)). Dr. Hammond is projecting Arizona will continue to be among the strongest states for recovery starting next year. For Pima County specifically, he has projected only a .5% reduction in retail sales for calendar year 2020. This is consistent with what the Town is seeing in relatively stable sales tax collections overall, with the exception of bed taxes and bar/restaurant taxes. Budget & Finance Administrator Wendy Gomez will present the FY19/20 year-end unaudited financials to the Town Council at the September 16 regular meeting, which shows a very strong end to the fiscal year. In the General Fund, the Town's total sales tax receipts were 7.8% higher than budget for the fiscal year contributing to total revenues being 5.8% higher than budget. Additionally, expenditures were 5% lower than budget. The end result was a General Fund that was budgeted to sustain a \$2.58M planned use of reserves, but actually increased its reserves by approximately \$1.78M.

### In other matters:

- I'm pleased to report that the Town received another upgrade to its Fitch bond rating, from AA- to AA, for its Water Utility bonds, due to the overall financial condition of the utility and the Town, and the continued strengthening of town finances even in the midst of a pandemic. With historically low interest rates and this rating improvement, we are exploring refinancing some water bonds.
- The TEP solar panels/shade structures at Naranja Park are complete and being used by our park visitors with much gratitude. We appreciate the partnership with TEP and thank them for choosing Oro Valley for this project.
- The La Cholla Blvd. widening project is nearly complete, with final landscaping and other punch list items getting wrapped up. The Public Works Department is exploring ways in which to hold a ribbon cutting with our partners, Pima County and the RTA, on this important multi-million dollar investment in the community.
- My office is pleased to again host the University of Arizona Keane Fellow this academic year as an intern. Leila Castro is a first year MPA student at the UA, and she will be assisting our department and several others with special projects. The Keane Fellowship is one of only a few programs across the country that supports graduate students interested in local government management, incorporating practical internships with area communities. The Arizona City/County Management Association contributes toward the salary of this part-time opportunity.

As always, please contact me if you have any questions regarding anything in this report.

Mary Jacobs, Town Manager



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# POLICE DEPARTMENT

## Cases, Incidents and Stats

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### **Recovered Stolen Cart / Foot Pursuit**

OVPD received a call for service in reference to a male in a Westward Look golf cart approaching community members in a neighborhood near Oracle and Linda Vista asking if they would like to purchase the cart. As officers arrived on scene the subject fled on foot. Members of the Criminal Investigative Unit, Community Action Team, command staff and officers working Stone Garden Interdiction responded. The male was located on foot in a neighborhood approximately a mile away. The cart was found to be a housekeeping linen cart that the subject had stolen from Westward Look. The male was found to have a history of theft and burglary. OVPD's efforts resulted in the recovery and return of Westward Look's property. The male was taken into custody and is being held accountable for theft-related felony charges.

## Regional Support

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### **Officer Recognition**

An Oro Valley citizen submitted a letter to the editor that was posted on Tucson.com. The letter detailed the actions of an unnamed officer who stopped and assisted the author's wife when her car had broken down in 105 degree weather. The officer provided water, moved her to the air conditioning of his patrol vehicle and assisted her with facilitating phone calls. The residents were so appreciative they took the time to write the letter of appreciation. The officer was found to be Officer Mark Kaser.

### **Arizona Peace Officer Standards and Training Board (AZPOST) Selection**

Sgt. Marshall Morris was selected as a subject matter expert (SME) to assist AZPOST with the development and implementation of a community engagement lesson plan.

### **International Association of Chiefs of Police (IACP) Selection**

Lt. John Teachout was requested by the IACP, in cooperation of the National Highway Traffic Safety Administration (NHTSA), to participate as a SME for a "Building a Culture of Traffic Safety" Advisory Group.

### **Arizona Women's Initiative Network (AZWIN) Executive Board Selection**

Chief Kara Riley was selected to sit on the Executive Board for AZWIN. The network's mission is to recruit, train and mentor women in Arizona law enforcement.

### **Retirement**

After 25 years in law enforcement, 21 of which were serving the Oro Valley community, Officer Robert Lolmaugh retired. We wish him success in his future endeavors.

## Community Involvement

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### **Woman's Council Leadership Meeting**

Chief Riley was asked to speak with a panel of woman leaders during a monthly meeting. She was requested to showcase Safety Now! Leadership in Community Safety.

### **Oro Valley Safe Return Program**

The Community Resources Unit developed and implemented its new OV Safe Return Program. The program provides the family or caretaker of a vulnerable person with a mechanism to expeditiously share crucial information when officers are responding to a call pertaining to the vulnerable community member.

## Regional Support

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### **Department of Public Safety (DPS) Assistance**

Lt. John Teachout was requested to assist the Department of Public Safety with a Qualified Assessment Board, a state wide captain's promotional process.

# COMMUNITY AND ECONOMIC DEVELOPMENT

## Statistics

### Single Family Residential Activity

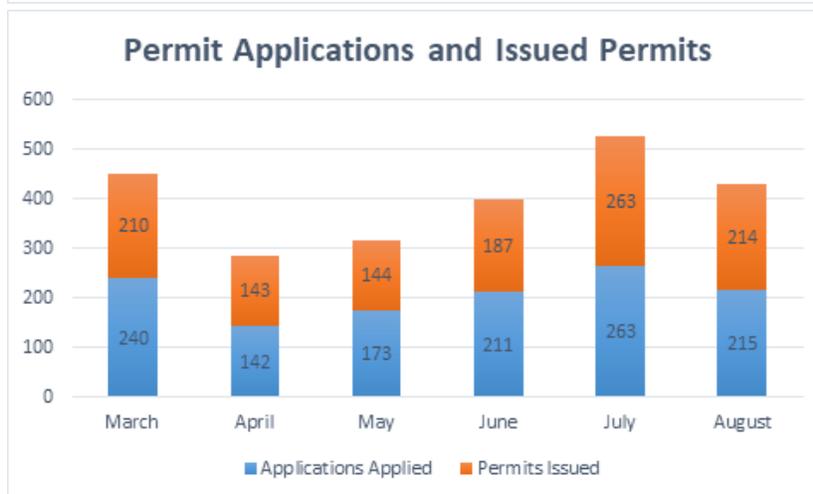
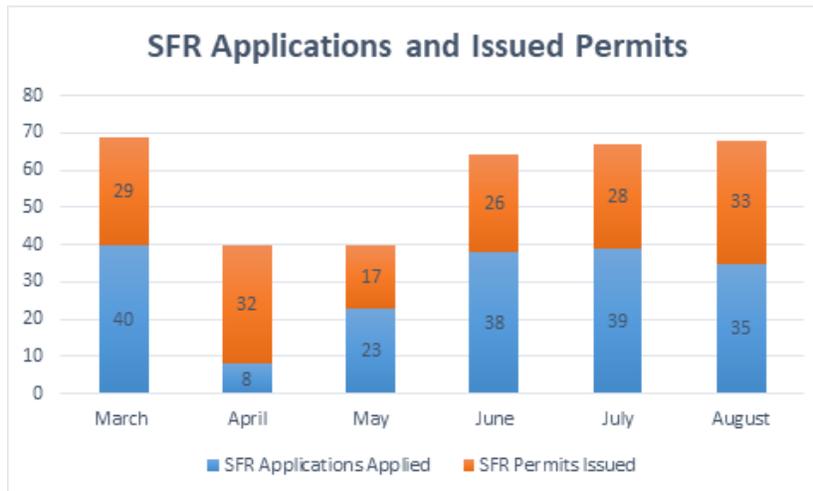
33 new Single Family Residential (SFR) Permits were issued for the month of August compared to 28 SFR permits issued in July. Year to date, 209 SFR permits have been issued since the beginning of the year compared to 196 issued during the same period in 2019.

### Permitting Activity

214 total permits were issued during the month of August compared to 263 permits issued in July. Year to date, 1,592 total permits have been issued since the beginning of the year compared to 1,631 issued during the same period in 2019.

Below are charts showing overall activity for the last six months – August’s overall numbers continue to remain very strong. The 33 SFRs issued in August represents the most SFRs issued in one month since July 2019 when 35 SFRs were issued.

SFR applications and permit applications over last six months below



## Meetings/Other News

### Planning & Zoning Commission

- On August 4, the Planning and Zoning Commission recommended approval of a zoning code text amendment to update the required findings for a variance application. The update is primarily a legal exercise to further align the findings with state and case law. The proposed code amendment will be presented to Town Council in September.
- On September 8, the Planning and Zoning Commission will consider a possible Zoning Code Amendment for administrative review and potential approval of minor setback reductions. This proposed code amendment would provide an avenue for administrative relief of minor setback reductions, when warranted and based on specific standards, without the need to go through the legal framework of a variance process.

### Board of Adjustment

- The Board held a study session on August 10 to discuss the proposed changes to the required findings for a variance case. The Board had minimal comments and no outstanding questions as the proposed code amendments are largely a legal exercise to clarify application of the findings.
- A study session was held August 31 regarding a potential Zoning Code amendment for administrative review and potential approval of minor setback reductions. This proposed code amendment would provide an avenue for administrative relief of minor setback reductions, when warranted and based on specific standards, without the need to go through the legal framework of a variance process.

### Neighborhood Meetings

- Town staff, the applicant and Suffolk Hills neighborhood leadership met for a second time to discuss the proposed rezoning and conditional use permit to develop the vacant corner on Oracle and Suffolk Drive. Since these meetings, the applicant has submitted a formal application which can be viewed at [www.OVprojects.com](http://www.OVprojects.com). Meetings with the neighborhood will continue as staff reviews the application.



- On September 10, a third Zoom neighborhood meeting will be held for the proposed General Plan Amendment and Rezoning for a vacant property located near the southeast corner of the 1<sup>st</sup> Avenue and Tangerine Road intersection. The proposal is to allow high density residential uses on commercially zoned vacant property. Key topics discussed at the August 6 meeting included the economic benefits of the proposal and compatibility with the surrounding area.
- On September 15, a Zoom neighborhood meeting will be held for the proposed General Plan Amendment and Rezoning for the Westward Look Resort property located at the intersection of Ina Road and Westward Look Drive adjacent to the Town's southern boundary. An informational community outreach video has been created and will be posted on OVprojects.com on August 31. As of September 3, this video had 825 views.
- On September 22, a fully interactive, Zoom neighborhood meeting will be held for a proposed residential subdivision for a property located south of Naranja Drive approximately ¼-mile west of N. 1<sup>st</sup> Avenue, immediately north of the Highlands Mobile Home Park. An informational community outreach video has been created and will be posted on OVprojects.com on September 4.

## Business Retention/Expansion and Attraction/Marketing

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### New Businesses

- **Dr. Anthony Lux**, formerly at 13101 N. Oracle Road, has relocated to the Oro Valley Hospital Office Building at 1521 E. Tangerine Road.
- **Rutledge Dental** is the new name of Flynn Dentistry. Dr. Rutledge recently purchased the practice from Dr. Flynn who is retiring.
- **Sonoran Ear Nose Throat Audiology** has relocated to 2506 E. Vistoso Commerce Loop from the Oro Valley Hospital Building at 1521 E. Tangerine Road.
- **The Willow Springs Collection**, formerly in Ridgeview Plaza, is now conducting business as a home occupation.
- **Commerce Bank of Arizona at Two Oracle Place**; 7315 N Oracle Road, Suite #181  
Building TI Permit issued
- **Desert Dance Collective at Foothills Business Park**; 10831 N. Mavinee Drive, Suite #165  
Building TI Permit applied for new dance studio
- **Luxspace Studios at Two Oracle Place**; 7315 N Oracle Road, Suite #051  
Building TI Permit issued for new hair salon
- **Salted Pig BBQ at Oro Valley Marketplace**; 11835 N. Oracle Road  
Building TI Permit applied for new restaurant in shop space where annual holiday tree is located

### Completed Projects (Certificate of Occupancy Issued)

- **Avant Dermatology & Aesthetics**; 8580 N. Oracle Road, Suite 104 has been opened by renowned MOHS surgeon and dermatologist Dr. Sheila Farhang. She has appeared on the Dr. OZ show and is regularly interviewed by multiple media, including Forbes Magazine.
- **El Conquistador Spa/Spa Well**; 10000 N. Oracle Road. This new spa on the campus of The El Conquistador Tucson, a Hilton Resort will be open to serving customers soon.
- **Oro Valley Medicine**; 1171 E Rancho Vistoso Boulevard, Suite 143. Drive. Taggarse relocated his medical practice from Rancho Vistoso Urgent Care to 1171 E Rancho Vistoso Boulevard, Suite 143.
- **University of Arizona College of Veterinary Medicine**; 1580 E Hanley Boulevard, Suite 110 has welcomed its first class of 110 students.

### Business Closures

- **Chuy's Mesquite Broiler**; 8195 N Oracle Road
- **Icagen**, 2090 E. Innovation Park Drive. Icagen closed operations in Oro Valley and has put their 112,524 SF building on the market. The property is located on 11.54 acres next to Roche Tissue Diagnostics. CED staff is coordinating closely with the property's brokers, the Arizona Commerce Authority and Sun Corridor, the U of A and Pima County to attract a primary employer to Oro Valley.
- **Verizon**; 10580 N. Oracle Road, #100
- The former Rancho Vistoso Urgent Care at 13101 N. Oracle Road has closed. Dr. Anthony Lux and Oro Valley Medicine noted previously have relocated. The following businesses closed:
  - NW Allied Physicians at Rancho Vistoso
  - Northwestern Neurology
  - Oro Valley Hospital Outpatient
  - Rancho Vistoso Urgent Care

## Business Retention/Expansion and Attraction/Marketing

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**Sonoran Ear Nose Throat Audiology Ribbon Cutting** - 2506 E Vistoso Commerce Loop Road, Suite 180.  
Council Member Rodman welcomed Drs. Jonathan Lara and Anthony Kang.



**Community Assets Map:** Through a collaboration between the Communications Department and Economic Development, a community assets map has been developed and added to the website for regional, national and worldwide site selectors in search of locations for new and relocating businesses. The map lists the top ten primary employers in proximity to key community assets such as public/town facilities, parks and retail centers. This is a great addition to available information about Oro Valley and can be accessed on the Community and Economic Development Department page under the Site Selector tab and also in the Economic Development drop down.

## Permitting

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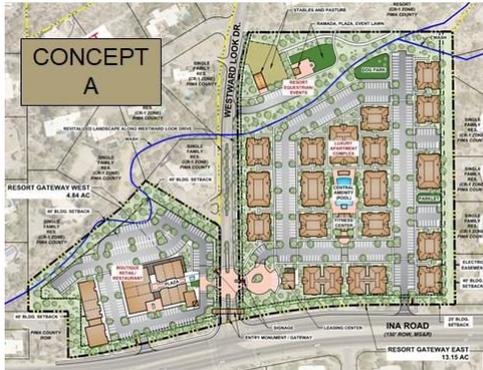
### Other Permits

- **Flex Gymnastics at Steam Pump Village;** 11085 N. Oracle Road  
Building TI Permit applied for interior modifications
- **Oro Valley Library;** 1305 W. Naranja Drive  
Building Permit applied for new outdoor patio and shade sails
- **Oro Valley Medicine at Mountain View Plaza;** 1171 E. Rancho Vistoso Boulevard, Suite #143  
Building TI Permit issued for new office location

## Planning Project Highlights

### Proposed General Plan Amendment, Rezoning and Annexation for Westward Look

A pre-application was held for the proposed annexation, General Plan Amendment and rezoning of The Westward Look Resort property located at the intersection of Ina Road and Westward Look Drive. The applications are for annexation into the Town and to establish a Planned Area Development for the site that assigns property zoning for the resort site and adjacent open space and readies the area that fronts Ina Road for future development. The application includes a mix of uses. See below



On September 15, a Zoom neighborhood meeting will be held for the proposed General Plan Amendment and Rezoning for the Westward Look Resort property located at the intersection of Ina Road and Westward Look Drive adjacent to the Town's southern boundary. An informational community outreach video has been created and will be posted on [OVprojects.com](http://OVprojects.com) on August 31.

## Other News

In the image below, the temporary nursery filled with healthy saguaros at the aptly named Saguaro Viejos subdivision is indicative of the Town's native plant preservation and transplant requirements. As part of code requirements, the applicant was required to keep large saguaros in place and transplant all smaller healthy saguaros. Once site construction is complete, these smaller saguaros will be moved to their permanent homes for enjoyment by future homeowners!



# PUBLIC WORKS

## News

### **Bighorn Fire Flood Mitigation**

Now 100% contained and having burned over 119,000 acres, the Bighorn Fire is now the largest forest fire in Pima County history. The SWU continues to respond to requests for information from our constituents for floodplain status.

New maintenance activity starting mid-August in the Rooney Wash near San Dorado Commercial Center. Vegetation and sediment management taking place in this wash segment. Maintenance activities along the Canada Del Oro Wash have been completed underneath the roadway bridges at Oracle Road, First Avenue, Pusch View Lane, and La Canada Drive. Our partners at the Arizona Department of Transportation and the Pima County Regional Flood Control District have been instrumental in undertaking these activities.

### **Floodplain Mapping of the North Ranch Wash**

One of the goals of the Town Engineer is to map all of the current floodplains and major water courses throughout the Town. The Town has not comprehensively detailed the actual floodplain before and has relied on others for this information such as the County or individual developments.

Now staff are taking a global concerted effort and approach to create a comprehensive singular database of all known flooding areas. The Town is working with the Pima County Regional Flood Control District (PCRFC) as a mapping resource and partner for this endeavor.

The first wash to be completed is the North Ranch Wash - Flood Hazard Boundary Revisions (FEMA Case #19-09-2006P), which flows through both the Town and County in and around the Shannon and Naranja area. The local floodplain determination is complete and PCRFC is applying for a Letter of Map Revision (LOMR) from the Federal Emergency Management Agency on behalf of Pima County and the Town of Oro Valley to revise Flood Insurance Rate Maps (FIRM) numbers 04019C1060L and 04019C1070L along the Wash. The District is proposing to revise the FIRM to reflect the development of better hydrologic and hydraulic information.

The County has setup an information website page dedicated to this project:

<https://webcms.pima.gov/cms/One.aspx?portalId=169&pageId=580461>

## Street Operations Updates

Street Maintenance Operations crews are continuing various sidewalk repairs (pictured right) in the Sun City unit 7 subdivision as well as in the Ironwood Ranch, Verde Ranch and La Cholla Estates subdivisions, these crews are also currently performing various asphalt repairs town wide.

In addition, Streets Crews have completed cold process (summer) ROKLIN polymer crack repair to the Lambert Lane multi-use path between First Avenue and Pusch View Lane and will be continuing repairs on the W. Linda Vista Boulevard roadway.

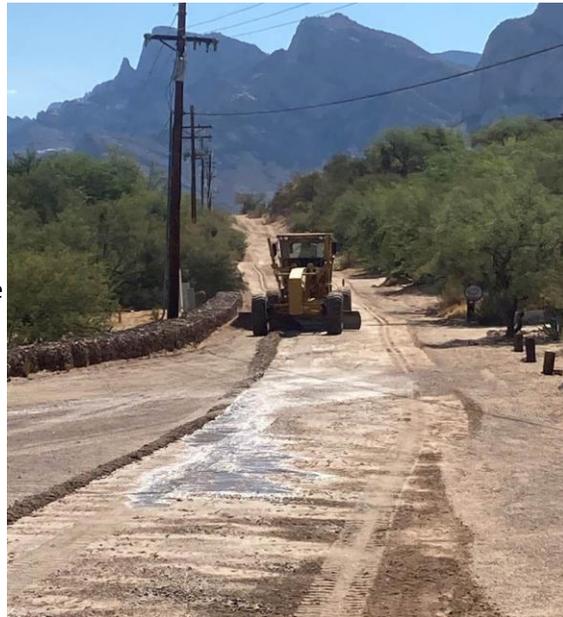


## Street Operations Updates (Cont')

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Streets Crews have completed quarterly grading of Town unpaved roads north of Tangerine as well as the dirt section of W. Linda Vista Blvd. (Pictured right)

ADC crews continue to be suspended due to the COVID-19 situation. The ADC Crew Leader along with two Street Maintenance personnel continue to perform essential vegetation maintenance and removal when possible. The town is seeking an outside vendor to assist in providing additional vegetation management personnel for Town ROWs in order to supplement the Street Operations crews in tackling the overgrowth of these areas due to the lack of ADC personnel.



## Fleet

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Street Operations continue to provide support to the Fleet shop with the utilization and assistance of one Street Maintenance crewmember as ADC personnel continue to be unavailable.

## Transit

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### **TOV Transit Driver Recognized for Service during Pandemic**

Ms. Donna Burdette has provided transportation to disabled passengers of Oro Valley throughout the pandemic. She has assisted these disabled riders onto and off of the bus and to their destinations without hesitation. During this time, Ms. Burdette has provided over 1,500 passenger trips. She has successfully maintained proper protocols for person protection of herself and passengers. Since hired in May 2001, Ms. Burdette has driven accident free. During the last 19 years she has logged over 1.1 million miles on the roadways and highways without a single accident. Her service is a testament that accident free service is attainable.

## Street Projects

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**La Cholla Blvd:** The project is about 97% complete. Paving and signage are finished and the first coat striping is done as well. The contractor continues to complete the landscaping, drainage as well as adjusting valve and sewer manhole covers to top of street grade.

**La Canada @ Canada Hills Drive Pedestrian Crossing RRFB:** Is completed and operational

**Catalina Shadows:** Town Engineering staff are evaluating the currently placed sand that is acting as a blotter absorbing some of the liquefied street asphalt. It is expected that the sand will be removed in September as temperatures start to decrease.

**Leman Academy:** Agreements have been finalized with all parties affected by the proposed circulation changes. However, Leman Academy has requested that the work to the La Cañada medians be delayed till winter break.

## Facilities Projects

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### **Touchless Bathrooms**

The installation of hands-free towel dispensers is complete. Hands-free door pull installation is nearly complete. Retrofit flush valves are on order; POs for faucets and thermal mixing valves are being processed.

### **Tangerine Sub-Station Generator**

The Town's consultant on this project, GLHN, has completed the electrical usage survey rework. GLHN has confirmed that the 35KW generator as originally specified is appropriate. Once the plans are approved, the Facilities team will begin getting quotes.

### **680 Restroom Remodel**

Staff has met with the design architect and the project is underway to complete the design and permitting requirements.

### **Council Chambers Remodel**

Staff has met internally to begin the design phase of the project. Both an architect and AV consultant have been chosen.

### **Tennis Courts**

To better understand the cracking of the asphalt tennis surface at the Community Center, Facilities staff has established some measurement monitoring stations throughout the courts. The goal is to understand when it's best to conduct repairs and obtain knowledge if there is any disproportionate migration of the surface. We measure the monitoring points monthly. Starting in July, there has been no measurable change in width of cracks, as expected during hot weather. The best, or most prevalent, monitoring will be when the weather starts to cool. Then we will see if there is any abnormal movement of the asphalt surface.

### **Community Center**

In an ongoing effort to make the building more ADA compliant, both the handicap access ramp to the second floor (pictured below left) as well as the staircase to the lower level at the Golf Main Entrance (pictured below right) have been updated to correct all code deficiencies. As such, the entrances to the building offer 100% ADA compliant pathways to either the first or second floors.



# PARKS & RECREATION

## Aquatics

The Oro Valley Aquatic Center (OVAC) is still open for lap swimming with social distance precautions in place. The facility is in high demand with over 1,000 individual lane opportunities for the public offered each week. In addition, OVAC is still



allowing controlled organized use. This includes swim teams, private lessons, water polo, aqua aerobics, and synchronized swimming. The swim teams alone bring an additional 300 youth to the facility. Additionally, the facility is accommodating the Pusch Ridge Christian Academy's high school swim team. The Aquatic Center will be open normal hours on Labor Day for these uses.

## Community and Recreation Center

The Community and Recreation Center pool continues to see high pool usage. Lap lanes and aqua aerobics classes are consistently at or near capacity. With school restarting the department is actively hiring lifeguards to stay open as many hours as possible. Backwash valves have been updated on the filters; this necessary upgrade will allow a more consistent cleaning of the pool.

The racquet sports (Tennis and Pickleball) continue to be popular in the morning and evenings. The Town is providing a great recreation opportunity and many people are taking advantage of it. Prime morning hours are seeing close to 100% utilization.

New door coming soon! The old French doors leading to the pool will be replaced with an automatic sliding door. Not only will this remove the need for ongoing repairs of the French doors, it will also meet ADA regulations and make pool access a "touch free" activity.

Welcome banners have been installed on the light poles in the parking lot of the Community & Recreation Center. The banners (pictured right) are colorful and vibrant, a warm welcome to visitors of the center. The hardware was reused from previous banner projects around Town, making it a low cost update to the center.



## Park Management

Construction of the Naranja Playground Improvement Project continues, with an anticipated completion date now revised to October 31. The project is currently behind schedule due to contractor not progressing fast enough on the initial work items. We are currently working with and realigning the contractor to help mitigate the overall delay in completion of the project. This includes demanding the contractor to bring in more resources. A modified completion date will be included in the next Executive Report. Staff is continuously working with the contractor to help mitigate the delays. The drainage and grading work has been extensive, and internal Public Works staff were able to help with much of that work in order keep the project within budget. The playground equipment and amenities have been delivered.



## Recreation/Culture

### Field usage

While a couple of local youth sports leagues have yet to resume play, most have started their summer/fall seasons. This has resulted in an increase in Oro Valley field usage. All field users are required to adhere to the Town's COVID-19 safety protocols. Routine safety checks are being performed in the morning and evening hours by Parks and Recreation staff to ensure that everyone using the fields have a safe and enjoyable time. These routine checks have resulted in Oro Valley's permitted field users feeling safe and seeing that town staff is doing all they can to keep them safe. During these field checks, non-permitted users have been removed from the fields due to overcrowding and safety concerns.



### El Toro Flicks Drive-in Movie

El Toro Flicks will be moving from the Market Place to Steam Pump Ranch. Their first show at the ranch is scheduled for September 9. The change of location is due to the Marketplace Theater reopening and a non-compete agreement. Preparations are being made to provide safe events where participants are able to remain in their cars and maintain physical distancing.

### New Recreation programs

The Honeybee Park Field Trip and Nature Learning Program is a new program that consists of a field trip to Honeybee Park, one-mile hike and nature learning stations and a craft.

1 mile hike, nature learning stations and a craft. Participants will be guided along a loop trail that is just less than one mile, with two educational station stops along the way. Hikers will learn about the weekly themed animal, the desert environment, geology & geography of the area, including:

- Sept 8: Honey Bees (Crafts: bee finger puppets & bee antennae)
- Sept 16: Coyotes & Wolves (Craft: coyote masks)
- Sept 25: Birds (Craft: flight craft)
- Sept 30: Reptiles (Craft: Rattlesnake rattle)

# Antares Golf

## Golf

Reviews remain highly favorable via online comments regarding course conditions and total facility experience. A calendar of events has been planned, including Junior Clinics, Adult Player Development Programs, a Multi-Vendor Demo Day and new events geared towards golfers of all skill levels.

## Food and Beverage

The Food & Beverage operation continues to consist of walk up, grab-and-go items at the Garden Café snack bar window, getting a mix of members and Oro Valley residents. We will be partnering with the Community Center to expand the email database to grow sales. We anticipate being able to re-open the Overlook restaurant in October (based on state, county and town regulations) and have designed new menus to attract business to our facility.

## Membership

All 2020/2021 membership programs are finalized, and marketing of these programs will begin soon. Our tee sheet provider now provides tee time access for our members at 7 p.m. versus 12 a.m. This has been well received among our members. We are hosting a Members Only Labor Day Scramble on September 7 for members and their guests as our first golf event from Antares. We will be sending out a monthly newsletter to the membership featuring golf, golf maintenance, food and beverage, membership updates and operational updates.



Congratulations to El Conquistador Golf Member Rex Smith (pictured right) for his Hole in One on Canada #8 on August 12!

## Golf Course Maintenance

Director of Agronomy Chris Soto and his team have been busy with summer projects including top dressing of greens on Conquistador and Canada, installing sod on several greens on Canada and have begun initial preparation on Conquistador for overseeding. The Conquistador Course will be closed September 21 for overseeding and will re-open on Monday, October 10.

## Marketing

In early September, we will launch our free El Conquistador mobile phone app to all players in our database. We anticipate 1,500 downloads by the end of the year. We will also be launching our “Best Rate Guarantee” in September. The best rate guarantee—found on our website and mobile app—is geared towards moving players away from third-party sites to give us more direct communication with our golfers. Antares and the El Conquistador resort team have created “Stay and Play” packages to begin in November. This will aid us in membership sales versus our competitors. Antares will also be contacting the Westward Look to inquire about similar possibilities with them for both resort guests and for our members.



Month End Rounds Count and Golf Members																	
07/20-06/21																	
Month	ROUNDS					MEMBERS											
	Member Rounds	Non-Mem Rounds	Comp Rounds	Outing Rounds	Total Rounds	Total Members	Res Afternoon	Res Indiv	Res Junior	Res Family	Weekend Warrior	PX9	Intl	Corp	Medical Leave	Over 90	Under 18
7/31/2020	1554	4070	179	139	5942	257	22	108	16	64	37	0	0	1	3	2	7
8/31/2020	1967	3641	328	91	6027	257	22	107	16	65	37	0	0	1	3	2	7
Total	3521	7711	507	230	11969												

# WATER UTILITY

## Meter Operations

As of July 31st, the Utility had a total of 20,505 service connections which includes 44 new water meters installed by Meter Operations staff in the month of July.

## Water Conservation

The number of WaterSmart users continues to grow every month. WaterSmart is helping customers save money by identifying water leaks and other inadvertent or accidental high water use events sooner and therefore reducing the amount of unintended water consumption. In the past, customers may not have known about a problem until they received their water bill. Now, customers can set thresholds to receive automated leak alerts from WaterSmart so that they are notified when those thresholds are met.

In July, 880 automated leak alerts were sent to customers directly from the WaterSmart system. Approximately 90 customers reported that they found the leak due to the alert. Most leaks were related to faulty irrigation systems and 63% of the leaks found were found in less than 24 hours.

## Engineering & Water Operations

The Utility's Engineering and Water Operations teams are working together on the implementation of this fiscal year's Capital Improvement Program and operations and maintenance work. Much of the work will take place during the cooler fall, winter and spring months and includes well, reservoir, booster station, buried valve and piping rehabilitation work as well as new well equipping and reservoir construction.



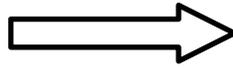
*Perpetual Capital reinvestment in addition to an adequately funded Operations & Maintenance program ensures our community's water needs are met.*

# ADMINISTRATION

## Public Records Requests

Time Period	Number of Requests	Staff Time To Process (Hours)
August 2019	43	24
August 2020	24	9.5

The September Vista can be viewed



## Press Releases/News Articles Issued in August

- [OV wants you to “Know Your Town’s Budget”](#) 8-6-20
- [Oro Valley Posts Informational Video for Westward Look Proposal](#) 8-31-20

## OVsafesteps—Business Assistance Program



The Town began offering reimbursement to over 500 businesses for PPE and marketing/advertising, in which 25 businesses have applied and been approved as of August 26<sup>th</sup>. The Town’s consultant, the Gordley Group, anticipates launching a comprehensive website the first week of September that will serve as a hub of information for both residents and businesses. Town staff and the Chamber of Commerce have wrapped up a series of roundtable events specifically tailored to restaurants, and will begin the next series of roundtables intended for hospitality businesses starting the first week of

September. One-on-one coaching opportunities are also being developed to assist small businesses in need of professional services related to legal assistance, accounting/bookkeeping and finance, human resources, business planning, marketing and communications, and technology.

## Town promotes “Discuss” feature on website

The Town’s new website launched May 1, 2020 and continues to rollout new tools and features. The latest, is the “Discuss” function, which can be found on the homepage. Visitors to the site can click on the “Discuss” tab (see yellow arrow right) and began commenting on moderated topics, such as parks and recreation and Town services. The topics are updated and archived every three to four weeks, and the Communications Team will continue to promote new topics as they are added.



