

TOWN MANAGER'S

EXECUTIVE REPORT

Town of Oro Valley | OCTOBER 2020

TO COUNCIL

TOWN MANAGER'S MESSAGE

Since the Town Council voted on September 23 to extend the time in which HSL has to execute a lease for the Pusch 9 course to January 31, 2021, I have been in touch with Omar Mireles as well as the two HOAs adjacent to the course. Mr. Mireles has already begun meeting with HOA representatives to explore options for a lease that could minimize the investment needed to maintain the property. The HOAs have been advised that the Town will not be overseeding the course or operating golf this season at Pusch. However, Antares Golf will fence off the greens, water sufficiently so as to allow for golf to return next year at minimal cost should that be feasible, and maintain the property neatly during this extension period.

The Arizona League of Cities and Towns recently provided an analysis and recommendation to municipalities to quickly pursue the establishment of certain zoning and general ordinance changes related to the potential of recreational marijuana being allowed in the state if Proposition 207 passes this November. They have provided a model ordinance, and a cross-departmental team from Planning, Legal, the Police Department and my office are reviewing and customizing the League's proposed code changes for presentation to the Planning and Zoning Commission and the Town Council soon. The code changes need to be in place prior to a potential successful vote of the measure in order to ensure the Town has proper authority to regulate placement of recreational marijuana sales establishments in the community. Proposition 207 does not allow municipalities to prohibit such sales. I will be briefing Council Members in our 1:1 meetings.

Now that the OVSafeSteps Business Assistance Program has been launched, the project team and consultant Gordley Group have begun implementation of a two-fold marketing plan. There is a three-month effort targeting Oro Valley businesses to increase participation in the program. This will include print, digital, social media and direct-mail marketing. Running concurrently with this outreach is a seven-month effort targeting Oro Valley residents and shoppers to boost consumer confidence and raise awareness of what local businesses are doing to keep patrons safe. This will also include print, digital, social media and radio marketing.

In other matters this month:

- Town staff held the first of two full-day orientation sessions with Council Members-Elect Bohlen and Greene in September. Another session is scheduled for next week. The program consists of departmental briefings and tours of key Town facilities.
- Pima County has launched a data dashboard for COVID-19 cases. Comprehensive information—including demographics and location—about the virus can be found [here](#). The link will be placed on the Town's website.
- I had the privilege of joining fellow Town Managers from Marana and Sahuarita on a virtual breakfast presentation with the Metropolitan Pima Alliance regarding current issues in our communities.
- The Town received the Certificate of Achievement for Excellence in Financial Reporting—twenty-sixth consecutive year—and the Excellence in Procurement Award—thirteenth consecutive year. The Town's website was a finalist for the Pinnacle Award for Excellence in Government Web Design from the National Government Webmasters Association. Congratulations to our Finance and Procurement and Communications teams for outstanding work!
- Pima County has agreed to assist the Town in reviewing the occasional applications we receive for exceptions under the Governor's Executive Order to exceed 50 people at gatherings or events. The County Public Health Department will review COVID-19 safety protocols, and following their recommendation, the Town then facilitates an indemnification agreement as part of the approval.

Please let me know if you have any questions regarding any content in this month's report.

Mary Jacobs, Town Manager



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OCTOBER 2020 EVENTS

Drive-in Concerts at Steam Pump Ranch | FREE

Concerts are back at Steam Pump in a new format consistent with CDC recommendations. The band will perform live, on stage, and they will also be projected onto a large screen in the south parking areas, so everyone has a view of the action. Attendees may bring chairs to sit near their cars as long as they maintain at least six feet of social distance from other groups/families.

Friday, October 2, 7 to 9 p.m.—Split Decision

Friday, November 6, 7 to 9 p.m.—Connie Brannock and the Tiny House of Funk

10901 N. Oracle Rd.



Haunted Car Rides at Steam Pump Ranch | FREE

Dates: Friday, October 9, 16, 23 and 30

Bring your family to Steam Pump Ranch for a haunted road trip across Arizona. Listen to frightening stories, narrated on your smart phone/ device from the safety of your own vehicle... if you dare! Event is free; reservations required. Visit [PlayOV.com](https://www.playov.com) to reserve your seat!

10901 N. Oracle Rd.



HAUNTED CAR RIDES

Drive-thru Halloween at Community & Recreation Center

Saturday, October 31, 6 to 8 p.m.

The center will offer a drive-thru Halloween event on Saturday, October 31. Staff will pre-package candy (using proper safety precautions) and hand out a bag of treats to each child in the car. The event will include an online costume contest and car decorating contest.

POLICE DEPARTMENT

Cases, Incidents and Stats

Felony Flight & Drug Arrest

Officers observed two known violent offenders at the Three Palms Motel departing the motel in a vehicle. Upon seeing the presence of the marked patrol vehicle the driver began driving in an evasive manner. The officer attempted a traffic stop and the vehicle fled the area at a high rate of speed. Through a coordinated effort the vehicle was located, having fled to a retail parking lot at La Cholla and Ina. The two subjects had fled the vehicle on foot. Pima County deputies along with their air unit, Survey 2, responded to assist the Oro Valley patrol officers and Community Action Team members on scene. Both suspects were located and taken into custody. Officers recovered a large sum of cash, packaging for narcotics, heroin, illegal pills and associated paraphernalia. The driver was booked into the Pima County Adult Detention Center for felony flight. The passenger was booked for drug sales charges and a felony warrant for burglary.

Oro Valley Safe Return Program

The new Community Resources program, OV Safe Return, has realized its first success. A resident enrolled in the program wandered away from his residence. He was contacted by a concerned citizen who called 911. The subject was quickly identified via the enrollment information and returned safely to his family.

OV Safe Return is a service provided by the Oro Valley Police Department for members of the vulnerable population community who work, live, go to school or receive treatments within the Town of Oro Valley. This program provides parents and caretakers with a mechanism to share crucial information with police officers who are responding to calls for service involving these individuals. For more information, residents are encouraged to contact Officer Sarah Leiner with the Community Resources Unit at 520-229-5085 or via email at sleiner@orovalleyaz.gov

Recognitions

Retirement

Officer Wendy Davis retired after serving the Oro Valley community for 22 years. Prior to her career with OVPD she was a K9 handler in the Air Force. She spent the last 13 years of her career mentoring the community's youth as an SRO and Explorer Advisor.



Community Involvement

National Preparedness Month

Members of the Oro Valley Police Department worked in conjunction with members of the Golder Ranch Fire District to produce a [public service announcement \(PSA\) highlighting National Preparedness Month](#). The video highlighted items that are recommended to have at the ready to sustain you for 72 hours in the event of an emergency.



Child Passenger Safety Week

The Community Resources Unit produced a [child safety restraint installation and usage PSA for Child Passenger Safety Week](#). The video highlighted the importance of child safety restraints and included instruction on how to properly installation and use them

Regional Support

Drug Enforcement Administration

Chief Riley accompanied local, state and federal partners to participate in a press conference alongside United States Attorney General William Barr (at podium in picture) regarding Operation Crystal Shield. This operation targets methamphetamine trafficking and associated violence. The conference was an opportunity to share critical information with the public and discuss combatting the methamphetamine epidemic.



Regional Collaboration

Staff maintained open lines of communication with regional, state and federal law enforcement partners and health officials for continued regional preparedness and collaboration related to COVID 19.

UArizona Informational Video

OVPD staff partnered with UArizona and produced a traffic safety video related to their new Oro Valley campus. The traffic safety message was related to making a safe and continuous turn onto Oracle Rd. when departing their new campus.

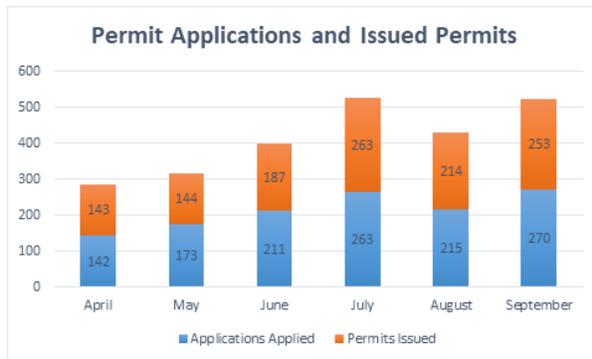
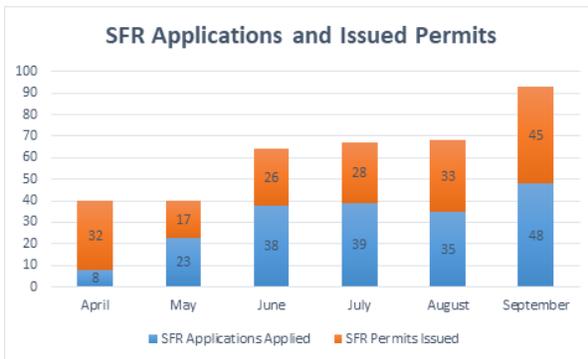
COMMUNITY AND ECONOMIC DEVELOPMENT

Statistics

Single Family Residential Activity: 45 new Single Family Residential (SFR) Permits were issued for the month of September compared to 33 SFR permits issued in August. Year to date, 253 SFR permits have been issued since the beginning of the year compared to 209 issued during the same period in 2019.

Permitting Activity: 253 total permits were issued during the month of September compared to 214 permits issued in August. Year to date, 1,844 total permits have been issued since the beginning of the year compared to 1,813 issued during the same period in 2019.

Charts below show overall activity for the last six months – September’s overall numbers continue a very strong trend. **September’s monthly SFR total (45 permits) represents the highest number issued in a single month since September 2008.**



For more information on the Town’s business assistance program, OVSafesteps, visit the [Administration section](#) (page 19) of this report.

Arizona Planning Association Award

Arizona Planning Association Public Outreach 2020 Award

The Town’s Planning Division received this award for its work on the Town’s General Plan Amendment public outreach efforts. The Planning Division worked closely with the Town’s Information Technology Department and Communication Division to produce informational videos and host Zoom neighborhood meetings to provide community engagement opportunities for residents during the COVID-19 pandemic.

“I couldn’t be more proud of the team that pulled together very quickly and successfully used technology they were not familiar with,” said Planning Manager Bayer Vella. “The outreach we did on this project will never replace in-person meetings, but given the circumstances of the pandemic, our outreach efforts exceeded expectations. Typically, the Town will have 100 to 150 people at a public meeting. The first general plan amendment informational video was watched 1,765 times by more than 1,400 individuals. That’s an impressive number. We continue to experience higher than average levels of participation with recent video and Zoom outreach on other projects.”

Business Retention/Expansion and Attraction/Marketing

High Level Oro Valley Market Updates

Community and Economic Development (CED) staff presented Oro Valley market updates during three regional and state-wide meetings of senior level business, government and workforce development executive groups. The quarterly meeting of the Southern Arizona Economic Developers Association, the Sun Corridor Practitioners meeting, and the Arizona Commerce Authority Business Retention/Expansion and Business Attraction meetings are noteworthy on many fronts. More than 100 key economic development allies heard key project updates underway in Oro Valley. CED staff emphasized the significance of recent Council decisions regarding the passage of code amendments and the Town's first primary incentive program.

New Businesses

Two store front, two intelligent, and eight home based businesses were licensed in August. Intelligent businesses are physical locations that a business owner can use for package delivery, meetings, etc.

Completed Projects (Certificate of Occupancy Issued)

- All Seasons Oro Valley; 1734 E. Innovation Park Drive (C of O for main building)
- Desert Dance Collective; 10831 N. Mavinee Drive, #165
- John Daniels, CPA; 190 W. Magee Road, Ste. 122
- Pusch Ridge Christian Academy, Building #3; 9500 N. Oracle Road
- Spirit Halloween; 11975 N. Oracle Road (Oro Valley Marketplace)

Business Closures

- GNC filed for bankruptcy and closed 800+ locations which includes the store in the Oro Valley Marketplace.
- Pier 1 filed for bankruptcy and plans to have all stores closed by the end of October.
- San Carlos Grill, Oro Valley Marketplace

Meetings/Other News

Planning & Zoning Commission

September 8, 2020 Key Action Items

- A code amendment was recommended for Town Council approval regarding noise abatement standards for new uses and convenience use separation requirements.
- A code amendment for a process for administrative review and potential approval of minor building setback reductions was recommended for Town Council approval by the Commission. A minor condition was added with the approval as a housekeeping item.

October 13, 2020 Key Agenda Items

- Discussion regarding the Vistoso Golf General Plan Amendment located on the vacant Golf Club at Vistoso. This is the first of two required Planning and Zoning Commission meetings. The item will be presented for discussion only, no action will be taken by the commission. The applicant has requested a continuance to allow completion of the neighborhood meeting process and staff will be recommending the same.
- The conceptual architecture for a multifamily and commercial development, located on the northwest corner of Linda Vista Boulevard and Oracle Road, will be considered on October 13, 2020. The proposed design includes two models (see building top right) for the multifamily portion of the development and two commercial buildings (see building to the right).



Meetings/Other News (Cont.)

October 13, 2020 Key Agenda Items (Cont.)

- Discussion regarding a proposed General Plan Amendment and rezoning near the southeast corner of Tangerine Road and 1st Avenue intersection. This is the first of two required Planning and Zoning Commission meetings. The item will be presented for discussion only, no action will be taken by the Commission. The applicant is proposing senior care, multi-family or single family residential (site plan options below) uses on a vacant commercially zoned parcel.



- Conceptual model home architecture for a 29-lot single-family residential subdivision located northwest of the La Cañada and Moore Road Intersection adjacent to La Cholla airpark.
- Conceptual model home architecture for a 48-lot single-family residential subdivision located west of La Cholla Boulevard and south of Naranja Drive adjacent to Ironwood Ridge High School.

Board of Adjustment

No pending cases at this time.

Upcoming Neighborhood Meetings (All meetings held via Zoom at 6 pm)

- A second neighborhood meeting will be held on October 15 regarding a proposed General Plan Amendment and Rezoning for the Westward Look Resort property located at the Ina Road and Westward Look Drive adjacent to the southern Town boundary.
- The applicant, staff and members of the Suffolk Hills neighborhood group participated in a third informal meeting at the beginning of September. Staff's first review comments and resident feedback were provided to the applicant shortly after. Upon a resubmittal, another informal meeting will be scheduled to further discuss traffic and drainage. Once all staff comments have been addressed, a formal neighborhood meeting will be held for the general public.

Permitting Major Activity

New Businesses

Desert Dance Collective at Foothills Business Park; 10831 N. Mavinee Drive #165

Building TI Permit issued for interior work

Oro Valley Self Storage and Business Center; 9255 N. Oracle Road

Building Permit applied for new building

TMC One at Oro Valley Shopping Center; 10390 N. La Canada Drive

Building TI Permit applied for new location within half of building previously occupied by Big 5

Permitting Major Activity (Cont.)

Other Permits

H&R Block at Oro Valley Marketplace; 2060 E. Tangerine Road #162

Building TI Permit issued for interior remodel

Lux Dermatology at OV Hospital Medical Office Building; 1521 E. Tangerine Road #205

Building TI Permit issued for interior remodel

Oracle Family Dental at El Conquistador Professional Office Plaza; 10195 N. Oracle Road

Building TI Permit Issued for interior remodel

OV Hospital; 1551 E. Tangerine Road

Building TI Permit issued for MRI equipment replacement

Purelit Studios at Two Oracle Place; 7315 N. Oracle Road #11

Building TI Permit issued for interior remodel

Pusch Ridge Christian Academy; 9500 N. Oracle Road

Building Permit applied for new 19,000 SF Multi-Purpose Building

Planning Project Highlights

Westward Look

The Westward Look Resort annexation, General Plan amendment and rezoning applications are proceeding on schedule. Staff is working with the applicant with the aim of holding Town Council public hearings in January or February of 2021.

A neighborhood meeting was held on September 15 regarding a proposed General Plan amendment and rezoning for the Westward Look Resort property located at the Ina Road and Westward Look Drive adjacent to the southern Town boundary. Approximately 100 people attended the September 15 meeting and a formal submittal is anticipated in early October. A second neighborhood meeting is anticipated on October 15. The informational video posted on August 31 prior to the meeting has generated 1,238 views as of September 30.



Tangerine Road and 1st Avenue

A third and final fully interactive Zoom neighborhood meeting was held on September 10 for a proposed General Plan amendment and rezoning near the southeast corner of Tangerine Road and 1st Avenue intersection. The applicant is proposing multi-family residential use on a vacant commercial parcel. Approximately 27 residents and interested parties attended the meeting. To date, the project videos—two information videos and three neighborhood meeting videos—have 788 views as of September 30.

Proposed subdivision south of Naranja Drive and Highlands Wash intersection

A neighborhood meeting was held on September 22 for the proposed subdivision located south of the Naranja Drive and Highlands Wash intersection. Approximately 78 people attended the meeting. A formal submittal is expected from the applicant next month. The informational video posted on September 4 prior to the meeting has generated more than 461 views as of September 30.

PUBLIC WORKS

News

La Cholla Boulevard

It's open!! The contractor continues to address off-street punch list items for drainage, landscaping and driveway tie-ins (pictured right), but substantial completion has been reached. The contract time is now suspended and the team—both the contractor and Town staff—hit the deadline on time. This is quite an accomplishment for a two-year project. Shutting down La Cholla last winter, following the schedules and the lack of weather assisted with on time completion. The contractor is performing minor landscaping, placing riprap and decomposed granite, installing handrail, constructing survey monuments, adjusting sewer manhole lids and water valve covers, applying final striping, and hydro-seeding.



Streets and Drainage Operations

Street Maintenance Operations crews continue with sidewalk repairs in the Rancho Vistoso Parcel 10 subdivision, as well as in the Copper Creek subdivision. Crews are also completing asphalt repairs on Rancho Vistoso Blvd. in Sun City, as well as in the Monterra Vista subdivision.



In addition, crews continue cold process (summer) ROKLIN polymer crack repair to Glover Road between La Cholla and Mountain Breeze Drive, on Hardy Road between Oracle and Calle Loma Linda as well as on the W. Linda Vista Blvd roadway.

Streets Crews are now back in Naranja Park starting preparations for the northern half of the new parking lot by hauling off excess fill material left by the contractor for the playground area.

Streets 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 where needed throughout the town.

In addition, our vendor AAA landscape is working with us to establish a date for vegetation maintenance within specific town right of ways. When possible, 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.

Oracle Road Update

ADOT Pavement Reconstruction Project

The State Route 77 (Oracle Road) Pavement Reconstruction Project, including street lights, sidewalks, additional turn lanes at the Oracle/Magee intersection, between River Road and Calle Concordia (aka - Phase 1) was advertised for bids Friday, September 11, 2020. The advertisement included additional northbound left turn lanes onto Magee Road and pavement preservation from Interstate 10 (at Miracle Mile) to River Road. Bids are scheduled to be opened on October 23, 2020. After the project is awarded, The Town will receive a project schedule, which will help Town staff understand the timing through Oro Valley. From initial conversations with ADOT, they expect the project duration to be two years and commence on the south end at Miracle Mile and Interstate 10. This means it could be an additional year before the project makes its way into Oro Valley Town limits.

Litter Pick-up Day

Public Works staff is working with the Mayor to organize a roadside litter pick-up day. Scheduled for Saturday, October 24, this effort will consist of organizing volunteer groups to pick up litter along Oracle Road, 1st Avenue and Tangerine Road. The Town is sponsoring the event and will supply safety vests, trash bags and grab-arms for the volunteers. We will muster and then disperse to pre-arranged locations on Oracle Rd., 1st Ave. and Tangerine Rd. Then at the end of the day, staff will collect the trash bags, vests and grab-arms.

Transit

Transit will request Council approval of our Public Transportation Agency Safety Plan (PTASP) in November. Under Federal requirements, the Town of Oro Valley Transit Services must establish and certify a plan that incorporates Safety Management System (SMS) principles and methods. This plan includes safety procedures including risk assessment and mitigation processes. ADOT has been designated to develop the initial PTASP for the Town of Oro Valley, which also acts as a first look at compliance and contains an audit report with required tasks to mitigate findings.

The Federal Transit Administration requires that this plan be certified by December 31, 2020 and annually thereafter. Approving this resolution ensures that sustainable Federal funding sources are available to meet the transit needs of our community.

Facilities Project Updates

OVPD Security Improvements

OVPD has elected to use security screens to secure the windows outside of their secure lot. At this time, two vendors have indicated that the October 31 deadline is achievable, but have made no formal promises to that end. A quote for the CMU wall is still forthcoming.

Touchless Bathrooms

Hands free faucet installations are complete at Town Hall and will now continue in the rest of the facilities until complete. Delivery of the retrofit flush actuators is expected in early October, with installation to commence once they arrive. Staff is working to identify hands-free faucets for kitchenettes and lab sinks.

Main PD Soffits and Stucco Work

Project commenced on September 21. Kittle will be replacing the gypsum board soffits with exterior grade plywood. This project includes stucco repair and painting the south end of the facility.

Facility Project Updates (Cont.)

Town Hall Wayfinding, Sidewalks, and Security Improvements

Staff has commissioned Norris Design to develop a comprehensive plan to address these three disparate but related improvements in the Fiscal Year 20/21 budget. Construction will not proceed until after the first of the calendar year to ensure revenue targets are met.

680 Restrooms

The final design meeting was held and Breckenridge is drawing the plans for 680's restroom remodel.

OVPD Substation (500 Magee) Water Pressure

The public water pressure at 500 Magee has become excessive, resulting in leaks and severe water hammer at the facility. We will be working with a contractor to install a pressure reducing regulator on the facility.

National Domestic Violence Awareness Month

We have received the supplies and will have them installed, ready to light up purple on October 1. (Pictured right)



Stormwater

Rainfall

The Town of Oro Valley has seen a dramatic reduction in rainfall totals for the 2020 calendar year. Year-to-date rainfall is 3.35 inches at the Pima County Regional Flood Control District rain gauge 1230, located at the 680 W. Calle Concordia facility. Rainfall totals at this rain gauge for the previous five years—January 1 through September 11 for each calendar year—are shown below for comparison.

2015 – 8.70” 2016 – 8.98” 2017 – 8.98” 2018 – 7.28” 2019 – 6.42” 2020 – 3.35”

Bighorn Fire

Maintenance activity is completed in the Rooney Wash near San Dorado Commercial Center, along with completion of vegetation and sediment management activities in this wash segment to maintain channel capacity. 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 Cañada Drive. Our partners at the ADOT and the Pima County Regional Flood Control District have been instrumental in undertaking these activities. Continued monitoring of the burn scar area and coordination with our regional partners and emergency management department are ongoing.

Arizona Department Of Environmental Quality – Ms4 Annual Report

The Stormwater Utility is working to complete the ADEQ Annual Report, which is due to the state by September 30, 2020.

Drainage Criteria Manual

Technical outreach to internal working group and Subject Matter Experts is underway. Expected to have comments back in October 2020. Once technical feasibility comments have been received and vetted, additional outreach and presentations will be held.

Highland Wash

The Stormwater Utility is undertaking a Notice of Intent (NOI) to the Department of Emergency and Military Affairs (DEMA) to re-submit for the 2021 FEMA Building Resilient Infrastructure and Communities (BRIC) Grant. NOI is due September 18, 2020.

Stormwater (Cont.)

Carmack Wash

The 2020 Carmack Wash Floodplain mapping study is complete and the final report has been delivered to the Pima County Regional Flood Control District (District) and Town of Oro Valley. We recommend the Town accept the report, and begin using it for Floodplain Management Purposes.

In addition, we also recommend the Stormwater Utility continue ongoing discussions with Eric Shepp about the District continuing the Carmack study by developing three (3) or more “mini basin-management plans” for specific flood-prone areas identified by the current study. These three locations are as follows:

1. Main stem of upper Carmack Wash and its confluence with Tributary “E” located near the intersection of Linda Vista Boulevard and Egleston Drive, including the Vista Montana subdivision and the Oro Valley Aquatic Center.
2. Main stem of upper Carmack Wash and its confluences with Tributaries “A”, “B”, “C”, and “D”, located between Hardy Road on the south, and Calle Concordia on the north.
3. Upper Tributary “C” upstream from SR 77 (Oracle Road), and south of Hardy Road, and including Cathy’s Vac and Sew, Extra Space Storage, and the Sunnyslope Townhomes.

PARKS & RECREATION

Administration

Master Plan Project update

Next steps in Phase II of this project includes park classification, level of service standards, equity mapping and framework for concept plans that will be presented to PRAB for discussion at their Oct. 20 meeting. Concept plans and aerial images will be presented to PRAB at their Nov 17 meeting. The Concept Plans will then be available for public comment from Nov. 23 to Dec 9 using “Discuss” on the Town’s web page. The PRAB will meet on Dec. 15 in a Study Session to further discuss the concept plans as well as the connectivity analysis and CIP. In January, PRAB will be presented with the program assessment findings, partnership assessment, program/service classification, funding strategies and pricing model. In February they will see the draft Master Plan for discussion and recommendation. We anticipate presenting to Council on Feb. 17 recommendation for adoption with final adoption being March 3, 2021.

Community & Recreation Center

The Community & Recreation Center (CRC) reopened on Monday, October 5. Based on Pima County numbers, Parks and Recreation staff is confident that the CRC will be able to remain open.

Upon reopening, the center will adhere to Arizona Department of Health Services guidelines, which means there will be some notable changes. For example, the center can only operate at 25% capacity—12 people per hour in the fitness area and class sizes limited to nine participants.

Online reservations will be required for gym usage, fitness classes and lap lanes. Masks will be required for indoor usage at all times and each facility user must pass a wellness check prior to usage.

The CRC will offer 30 fitness classes each week, including water aerobics, spin, yoga, Zumba, tai chi and stretch classes. In addition, the pool will remain open for lap swimming and the tennis and Pickleball courts will be open.



Recreation and Culture

Concerts are back at Steam Pump Ranch in a new format consistent with CDC recommendations. The format has changed to drive-in style, but the music will still be awesome. Friday, Oct 2 will feature the music of Split Decision, an old time Rock and Roll band. Cars will be spaced in order to allow adults and/or families to sit beside their cars with another car between them for social distancing and dancing.

The super popular Haunted Hayrides at Steam Pump Ranch of 2019 have morphed into Haunted Car Rides in 2020—also following CDC recommendations—on October 9, 16, 23, and 30. Pre-registration is required. Visitors will receive a link to access a soundtrack and drive the south parking lot to view 13 spooky Halloween stories, all from the (COVID) safe location of their own car.



Recreation and Culture (Cont.)

Fall break (Oct 5-9) programming will resume in a COVID safe environment.

Camp at Riverfront Park will include creating chalk art drawings, hay maze, gaga ball pit and old timey games.

Honey Bee Canyon camp will include guided hikes, environmental educational and crafts

Sport fields continue to see heavy use as fall teams are back at it. Routine safety checks for COVID compliance continue to be implemented so that participants and spectators have fun and safe experiences.

El Toro Flicks will continue to show movies at Steam Pump Ranch. In the spirit of Halloween, they will be showing double features on Saturdays in October. The second show, intended to thrill and terrify will only have sound using transistor radio or in car radio (no have amplified sound).

Cultural services staff have completed work to the exterior of the south Bunkhouse at Steam Pump Ranch that included preservation and aesthetic improvements. Treatment to the north Bunkhouse will resume in November.



Aquatic Center

The Oro Valley Aquatic Center 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 offered to the public each week. The Aquatic Center's membership is up to 640 members. In addition, the Aquatic Center is still allowing controlled organized use, including swim teams, private lessons, water polo, aqua aerobics, and synchronized swimming.

The Aquatic Center will be offering a Red Cross Lifeguard certification course over fall break. This course will allow eight to nine participants a chance to gain the necessary certifications to become lifeguards.

Park Management

Construction of the Naranja Playground Improvement Project continues (photo right). The play structure and amenities are up; land forming of the hills and berms that make this play area unique are complete; sidewalks and concrete borders are under construction. Project completion is expected in early November.

Overseeding of park athletic fields has begun and will continue through October. Field closures have been scheduled so that field availability will exist through overseed activities.



Antares Golf

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 Indv.	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
9/30/2020	2039	3285	301	304	5929	261	22	109	16	66	37	0	0	1	2	2	6
Totals	5560	10996	808	534	17898												

Golf

Golf Rounds for October are forecasted to be 4350 total rounds. Reviews remain highly favorable regarding golf course conditions and total facility experience via online comments.

The PGA Fall Junior League activities begin in October and already have 13 youth signed up for our team

Food and Beverage

The Food and Beverage operation will continue to run from the Garden Café in October. The Café will be open from 6:30 a.m. to 1 p.m. Monday through Thursday, and 6:30 a.m. to 3 p.m. Friday through Sunday. The Overlook restaurant will reopen in November, with limited seating—per state and county mandates—and new menus for lunch, happy hour and a children’s menu. Hours will be 10 a.m. to 4 p.m. Monday through Wednesday and 10 a.m. to 6 p.m. Thursday through Sunday. Happy Hour will be held from 3 p.m. to 6 p.m. Thursday through Sunday. Seating will be limited to less than 50% capacity.

Membership

The Labor Day Scramble was attended by 100 members, and we were able to raise \$670 for the Fisher House Foundation for Veteran’s families. We will be running a Halloween-themed event for the membership on October 24. We are currently at 260 memberships and have added six total memberships in September (2 single, 1 full family, 1 Discoverer Family and 2 Sunset Memberships). We anticipate losing seven memberships at the end of September mostly due to health reasons.

Marketing

Our free mobile app will have over 300 downloads by the end of September. We have had 137 users earn points in our loyalty program. October social media initiatives include Golftoberfest, National Golf Day, a Balloon Sale, Range Pass and 30-60-90 Day Membership Marketing, and a Book Your Holiday Party posting.

Employee Spotlight – Mark Thesing, Head Golf Professional



Mark Thesing is the Head Golf Professional at El Conquistador Golf. Mark has been at El Conquistador since February 2020 after spending six years at La Paloma Country Club as the Head Golf Professional. Mark and his wife Leslie have a three-year-old daughter named Emma. Mark grew up in Minnesota and went to college in Michigan at Ferris State University—majoring in Professional Golf Management. Mark’s hobbies include fishing, hunting and of course golfing. Mark is currently on the board of directors of the Southern Chapter Southwest Section PGA and is the chair of the PGA Junior League Committee.

Employee Spotlight – Roxanne Harding



Roxanne is an Oro Valley native and a graduate of the University of Arizona. After studying architecture and engineering for a little bit she decided to settle on communication and business degrees. Before joining El Conquistador Golf as the Membership & Marketing Director in November 2019, she was a commercial real estate broker in Tucson specializing in retail properties. Roxanne is an avid cat lover, enjoys travelling abroad and has a pilot’s license! Roxanne is very happy to be part of the El Conquistador Golf team and is excited to help make El Conquistador the best it can be.

WATER UTILITY

Meter Operations

As of August 31, the Utility had a total of 20,534 service connections which includes 29 new water meters installed by Meter Operations staff in the month of July.

Water Conservation

Water Conservation staff continue to perform water audits for customers. The Water Audit Program is an opportunity to educate and assist customers with high water use concerns at their home, business or homeowner's association. Although the COVID-19 pandemic has impacted the program with fewer audits being requested, with the economic hardship in the community and the persistent warm temperatures audits remain a useful tool.

- Over 70% of participants showed a reduction in water use following their water audit.
- Water use savings varied between customers and ranged from 1,000 to 11,000 gallons per month.
- The most common issues were irrigation scheduling errors, overwatering and leaks unknown to the homeowner.

Customer Service

Since April of this year, the Water Utility has suspended water shutoffs, due to non-payment as a courtesy to customers who might be financially struggling due to the COVID-19 pandemic. The Water Utility has made efforts to reach out to those customers who struggle to pay their water bill by offering payment plans. This effort has prevented most delinquent accounts from accumulating large balances.

The Water Utility, as well as other Southern Arizona water providers, will resume water shutoffs for non-payment beginning in January 2021. The Water Utility will notify customers with delinquent water accounts of the reinstatement of this policy and will continue to work with those customers with delinquent accounts to arrange for flexible payment options.

Rancho Vistoso Pressure Vessel Replacement

Smyth Industries recently completed the work associated with the replacement of a non-ASME certified pressure vessel and miscellaneous booster station modifications. This work is typical of the ongoing effort by the Water Utility to reinvest in the infrastructure of the Water Utility so it can continue to provide years of uninterrupted service. Perpetual Capital reinvestment ensures our community of a reliable water system.



Engineering and Water Operations

The Utility's Engineering and Water Operations teams are working together on the implementation of this fiscal year's Capital Improvement Program.

Allied Signal Reservoir Replacement

This 500,000 gallon reservoir will be replaced with a new reservoir utilizing the latest construction techniques and materials. Because of the implementation of modern construction techniques and materials the new reservoir will provide a longer service life.



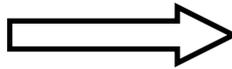
*Workers for Smyth Industries Plasma cut the existing welds of the nearly 40-year old Allied Signal Reservoir. **A portion of the Utility's 2018 bond proceeds are funding this Capital Investment effort!***

ADMINISTRATION

Public Records Requests

Time Period	Number of Requests	Staff Time To Process (Hours)
September 2019	41	31
September 2020	42	20

The September Vista newsletter can be viewed here.



OV's Website Recognized as Finalist for Excellence in Government Web Design

The Town of Oro Valley's new website, which launched May 1, 2020, was recognized as a finalist for the Pinnacle Award for Excellence in Government Web Design from the National Government Webmasters Association in the category of City/County Small Population (up to 50,000 residents).

OVSafeSteps

The Town officially launched the OVSafeSteps business assistance program and a comprehensive website (www.OVSafeSteps.com), offering a business directory that includes contact information and safety measures taken by each business; encouraging both residents and businesses to make the OVSafeSteps Promise to work together in protecting our Oro Valley community and economy; offering to businesses free safe steps materials to display their support for OVSafeSteps; providing an easy-to-use application for businesses to request reimbursement for PPE, marketing and one-on-one coaching (professional services); and directing businesses and residents to a variety of resources.



The Town also has created a survey to gather information about safety measures each business is currently taking. There have been 69 businesses who have submitted applications and have been approved to receive assistance from the program. The OV Chamber of Commerce and Town staff also hosted several business roundtable events, including participation from Mayor Joe Winfield. As part of the program, the Town plans to sponsor the annual Taste of OV gathering put on by the Rotary Club in November.

As of September 30, 69 Oro Valley businesses had been approved as being eligible to receive assistance through OVSafeSteps. 30 of these have requested and received reimbursements (up to \$500 per business) in each of these areas:

- \$13, 132 for PPE (safety measures to stop the spread of COVID-19)
- \$7,751 Marketing (digital, print, social media)
- \$1000 One-on-one coaching (marketing, finance, legal advice, human resources, technology, business planning). This area of reimbursement was just offered and only two businesses have completed the necessary counseling to request reimbursement.

Press Releases Issued in September

- [Town's Community & Recreation Center postpones reopening until Oct. 5](#), 9-25-20
- [Town announces schedule for upcoming pavement preservation](#), 9-24-20
- [Town recognized with three awards from Arizona associations](#), 9-21-20
- [Town seeks to fill various board and commission vacancies](#), 9-17-20
- [Town of Oro Valley launches OVSafeSteps for business assistance](#), 9-16-20
- [OV posts informational video for Proposed Residential Subdivision](#), 9-4-20

Videos Produced in September

- [Proposed residential subdivision, south side of Naranja Drive & Highlands Wash neighborhood meeting](#), 9-22-20
- [Westward Look proposed Annexation, General Plan Amendment & Rezoning](#), 9-16-20
- [Proposed General Plan Amendment and Rezoning 1st Avenue & Tangerine Neighborhood Meeting](#), 9-11-20
- [Proposed Residential Subdivision, south side of Naranja Drive & Highlands Wash](#), 9-4-20

GOLDER RANCH FIRE DISTRICT

Fire Prevention Month Overview

In October, the fire service recognizes a unified fire prevention theme shared by the National Fire Protection Association. This year's theme, *Serve Up Fire Safety in the Kitchen*, will be shared with local community partners and residents through a handful of community outreach efforts. The fire district is very grateful to the Town of Oro Valley for once again presenting a proclamation, recognizing the Fire Prevention Month theme and associated messages at one of their council meetings.

This is an unusual time and many of the conventional ways that Golder Ranch usually likes to reach out to the community are not possible. As a result of existing and strong relationships with area schools, Golder Ranch firefighters usually visit every second grade classroom in person to teach them fire safety and injury prevention in the month of October. This year, the fire district is exploring other avenues and also remaining flexible and available to any requests that come in from schools. Presently, the fire district is participating in Zoom virtual tours of fire trucks and demonstrations of the firefighter's protective gear to teach the students something that is engaging and also time sensitive since all that is available is a virtual format to connect with school children. The fire district is happily taking requests and being as creative as possible in assisting the local educators through this dynamic time.

Golder Ranch has also posted an original public service announcement using its social media platforms, featuring the fire chiefs from Golder Ranch Fire District, Tucson Fire Department and Northwest Fire District. Chiefs Karrer, Ryan and Bradley talk about grill safety in this message since so many families in Southern Arizona have outdoor kitchens and enjoy being outdoors this time of year as the weather starts to cool. There are additional plans to have a second public service announcement for social media in October targeting teens who may be cooking in the home. The messages will be concise but provide some basic fire safety and injury prevention messages that also tie into the kitchen safety theme.

Finally, the fire district is partnering with local State Farm agents who have sponsored fire safety message packages for elementary-age kids and are assisting with getting those packages into the hands of Title 1 Schools who can distribute them to their second graders. Golder Ranch Fire District coordinated selection of schools through the Amphi Foundation and will be delivering the packages to Coronado K-8 and Mesa Verde.