

TOWN MANAGER'S

EXECUTIVE REPORT

Town of Oro Valley | NOVEMBER 2020

TOWN MANAGER'S MESSAGE

On behalf of the Town staff, I am pleased to welcome back to the Town Council Steve Solomon, and welcome Council Members Bohlen and Greene. We know there is a lot of information that is poured out to new members of the elected body during the first six months, and we have already started that process. The team stands ready to continue orientation sessions on Town operations in the coming months, and we look forward to working with all three Council Members over the next four years.

As I mentioned during the November 4 Town Council meeting, we are pleased to have nearly 100 businesses approved for reimbursement of PPE, marketing and professional/technical assistance through OVSafeSteps. The Town has disbursed about \$70,000 to date to 45 of the 100 businesses, and interest continues. Representatives of the Chamber and our own Margie Adler continue to make personal visits and phone calls to local businesses, and that personal touch has made all the difference to our businesses. The appreciation heard has been tremendous, and a more detailed summary of OVSafeSteps activities will be shared with the Town Council later in November.

Due to COVID-19, this year's in-person Volunteer Appreciation Reception has been cancelled, and instead, staff will be mailing out appreciation packets to our valued volunteers in early December. Staff is currently collecting the names of all volunteers from 2020 and will invite them to register their mailing address and select one of the participating OVSafeSteps restaurants for a \$25 gift card. Volunteers will receive a gift card of their choice, and an official letter/certificate of appreciation, along with an OV-branded cloth face mask. This is another way we are using the OVSafeSteps initiative to encourage our residents to support participating local businesses. Communications staff will also be coordinating with Mayor and Council to produce a "thank you" video message to be shared with all volunteers.

In other matters:

- Andrew Stegen, General Manager of The Westward Look Resort, has requested a one-month delay for all annexation and land use related applications. The aim is to enable additional time to work with adjacent neighbors and further refine rezoning plans. The revised schedule targets Planning & Zoning Commission review of the land use related applications early in January and February. Town Council public hearings regarding the annexation and land use related applications are now scheduled for February 17, 2021.
- I recorded my first *This is Oro Valley* podcast with Chief Riley focused on community policing. This series is one component of a monthly showcase of all the things that make Oro Valley such an extraordinary place to live; this is an effort designed to help our residents feel more connected to their local government.
- The Council, PRAB and key staff will be holding a ribbon-cutting for the new Naranja Park playground on November 17. This exciting new play space will then be open to the public.
- The Town is currently working with Patrick Rooney to finalize a closing date on the approximately 108 acres of property being donated to the Town of Oro Valley near Oracle Road and Pusch View Drive. All due diligence has been completed, and the transaction should be completed by the end of November.
- The Town has been very successful in increasing the number of employees and eligible dependents participating in having a flu shot this fall, with nearly 200 doses used. We continue to encourage all employees and their families to get vaccinated this year. We continue to pay close attention to implementing workplace safety protocols to keep our employees and visitors safe from Covid-19 and other illnesses this year.

As always, please contact me if you have any questions.

Mary Jacobs, Town Manager

TO COUNCIL



Inside

Events Calendar	2
Police Department	3
Community & Economic Development	5
Public Works	8
Parks & Recreation	11
Water Utility	14
Administration	16
Golder Ranch FD	17

NOVEMBER 2020 EVENTS

Drive-in Concerts at Steam Pump Ranch | FREE

Friday, November 6, 7 to 9 p.m. | Steam Pump Ranch

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, November 6—Connie Brannock and the Tiny House of Funk
10901 N. Oracle Rd.



A Taste of Oro Valley—Tailgate Party | Ticketed Event

Sunday, November 8, 5 p.m. to 9 p.m. | Steam Pump Ranch

A Taste of Oro Valley is hosted by the Rotary Club of Oro Valley, a networking and service organization of friends, neighbors and local business owners who together, enhance health, improve education and reduce poverty in our community and all around the world.

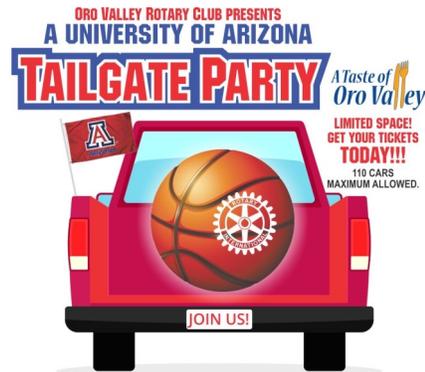
Come out to the Steam Pump Ranch and celebrate Oro Valley with the culinary tastings prepared by our amazing local partner restaurants. Listen to the classic stylings of the incredible Five Way Street band and enjoy re-living Arizona's 1997 NCAA men's basketball championship!

The Rotary Club of Oro Valley dearly thanks the many local vendors, sponsors and volunteers who contributed their time and treasures to the success of this event.

Proceeds from this event will benefit the Oro Valley Rotary Foundation, Impact of Southern Arizona, Community Scholarships and Polio eradication worldwide.

To help maintain a fun and safe environment, please abide by the following rules:

- You **MUST** wear a mask anytime outside of your vehicle.
- You **MUST** practice social distancing at all times and respect nearby areas.
- You **MUST** wear a mask when visiting the bathroom and concessions.



POLICE DEPARTMENT

Cases, Incidents and Stats

Quarterly Stats

Please see the attached statistics for the first quarter of the fiscal year.

Narcotic Activity

Patrol officers have increased their presence and proactive activity in the area of a local motel that has had a significant increase in criminal activity, including narcotics transactions. An officer made a traffic stop on a vehicle that had stopped at the motel. The female driver was found to be in possession of methamphetamine and heroin. Intelligence was gathered and a warrant was obtained referencing the sales of narcotics from one of the motel rooms. The suspect was found to have a history of burglary, auto theft and has been incarcerated multiple times for methamphetamine and theft-related offences. During the service of the warrant, methamphetamines, heroin and paraphernalia were recovered. The driver of the vehicle was booked for offences related to narcotic possession. The suspect was booked for narcotic sales.

Recognitions

New Police Officer

Officer Christa Salica joined the Oro Valley family. She lateralled to Oro Valley PD having served two years with the Pima County Sheriff's Office and six years as a Pima Community College Police Officer.



Community Involvement

NAACP Meeting

Chief Riley and staff met with members of the NAACP's Arizona Chapter. The discussion focused on contemporary issues in law enforcement specific to use of force. Staff outlined the best policy practices currently utilized by the department and discussed the various views and perceptions of the community.

Back to School

Schools returned to a hybrid in person learning model. Staff produced a back to school safety PSA for social media. Topics included the utilization of alternate routes, school zone safety and school bus safety.

CDO Baptist Church

Chief Riley was invited to speak to the congregation of CDO Baptist Church, an event originally scheduled prior to the COVID-19 outbreak. The Chief spoke about being Chief of Police and answered questions. (Pictured right)

Chalk for Hope, Heroes and Halloween

Chief Riley and staff participated in the Chalk for Hope, Heroes and Halloween event—hosted by the Southern Arizona Art and Cultural Alliance—at the OV Marketplace on Halloween. The event is a drive-through pop-up experience featuring Fall chalk art and community celebration.



Regional Support

Missing in America Project

Oro Valley traffic officers helped honor 27 veterans who passed away and had no family to claim them. The 27 souls were escorted and laid to rest at the Veteran's Memorial Cemetery.

Pima Regional Motor Academy

Oro Valley PD staff worked with regional partners to facilitate the Pima Regional Motor Academy. The program is a grueling four weeks of intense hands-on instruction. The class graduated four students, including Oro Valley Officer David Pacino.

COMMUNITY AND ECONOMIC DEVELOPMENT

Statistics

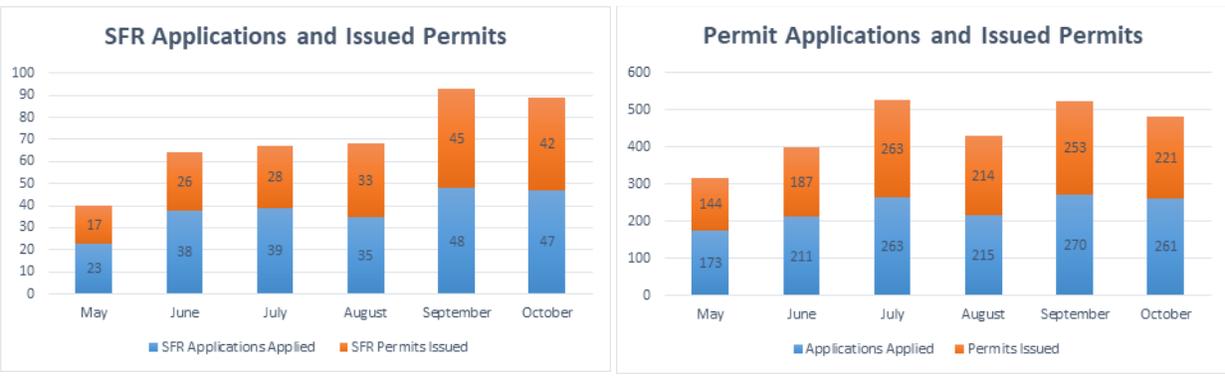
Single Family Residential Activity

42 new Single Family Residential (SFR) Permits were issued for the month of October compared to 45 SFR permits issued in September. Year to date, 295 SFR permits have been issued since the beginning of the year compared to 230 issued during the same period in 2019.

Permitting Activity

221 total permits were issued during the month of October compared to 253 permits issued in September. Year to date, 2,065 total permits have been issued since the beginning of the year compared to 2,004 issued during the same period in 2019.

Charts below show overall activity for the last six months – numbers continue to be strong.



Meetings/Other News

Board of Adjustment

The Board of Adjustment has received several applications for one vacancy. The Town will conduct interviews in the next couple of weeks.

Westward Look

The Westward Look has requested an additional 30 days with which to continue dialogue with area residents and provide adequate time to resubmit its proposed rezoning concepts. Upon a resubmittal and staff review, an informal meeting with the Suffolk Hills neighborhood leadership and a formal/larger neighborhood meeting will be conducted.

Planning & Zoning Commission

- On October 27, the Planning and Zoning Commission considered, and voted to recommend, proposed Zoning Code amendments to regulate recreational marijuana. This is in response to potential voter approval of Prop 207, the "Safe and Smarter Arizona Act," on the November 3 general election ballot.
- The Town commissioned an apartment study as a first step in implementing housing study related actions from the voter-approved General Plan. A third party consultant, The Real Estate Consulting Group, completed the study to assist the governing body and objectively analyze common concerns about apartment communities. RECG presented their study to the Commission on October 27, 2020.

Meetings/Other News (Cont.)

Planning and Zoning Commission (Cont.)

- On November 10, the Planning and Zoning Commission will consider the proposed General Plan Amendment and Rezoning for a vacant property located near the southeast corner of the N. 1st Ave. and Tangerine Road intersection. The proposal would allow residential uses and change the zoning from commercial to multi-family residential. This is the second of two required public hearings and the Commission will make a recommendation to Town Council at this meeting.



Proposed Rezoning Oro Valley Church of the Nazarene

An informational video was released and posted on November 2 with neighbor notification and a fully-interactive Zoom neighborhood meeting scheduled for November 17 for a proposed new Planned Area Development (PAD) at the Oro Valley Church of the Nazarene. The property is situated on approximately 27 acres at the northeast corner of Calle Concordia and Calle Buena Vista (image right.) The informational video was posted online at OVprojects.com.



Business Retention/Expansion and Attraction/Marketing

New Businesses

Two store fronts, one intelligent business, and three home-based businesses were licensed in September. Intelligent businesses are physical locations that a business owner can use for package delivery, meetings, etc. Face the Son, a small gift shop, has opened in the lobby of Chiropractic USA; 1820 E. Innovation Park Drive.

Completed Projects (Certificate of Occupancy Issued)

- Artists and Makers Studio AZ; 11061 N. Oracle Road
- Freytag Orthodontics at El Corredor; 9740 N. Oracle Road
- Massage Envy; 7645 N. Oracle Road #140 (C of O for new owner)
- MOB Orthopedics; 1521 E. Tangerine Road (Updated C of O due to a large remodel)

Business Closures

- Mystic Rhythms Ballroom; 8035 N. Oracle Road
- Catalina Cleaners; 10420 N. La Canada Drive #150

Business Retention/Expansion and Attraction/Marketing (Cont.)

OV Safe Steps Update

The amount of reimbursements eligible businesses can receive has been increased to \$1,500 for personal protective equipment (PPE) and \$1,500 for marketing. One-on-one coaching remains at \$500 per business.

As of October 30, 96 Oro Valley businesses had been approved as being eligible to receive assistance through OVSafeSteps. 45 of these have requested and received reimbursements in each of these areas:

\$33,560 for PPE (safety measures to stop the spread of COVID-19), \$32,612 marketing (digital, print, social media), \$1,780 professional and technical (marketing, finance, legal advice, human resources, technology, business planning).

Permitting Major Activity

New Businesses

AZ Blood and Cancer Specialists at Shops at Oro Valley—10390 N. La Canada Drive #2
Building TI Permit Issued

F45 Fitness at El Corredor—9740 N. Oracle Road #100
Building TI Permit Applied

H&R Block at Oro Valley Marketplace—2060 E. Tangerine Road #162
Building TI Permit Applied

Salted Pig BBQ at Oro Valley Marketplace—11835 N. Oracle Road #101
Building TI Permit Issued

Seis Kitchen at El Corredor—9740 N. Oracle Road #105 & 106
Building TI Permit Applied

TMC One at Shops at Oro Valley—10390 N. La Canada Drive
Building TI Permit Issued

Other Permits

Flex Gymnastics at Steam Pump Village—11085 N. Oracle Road
Building TI Permit Issued for Phase 3 Interior Expansion

Planning Project Highlights

Vistoso Golf

The applicant for the proposed Vistoso Golf General Plan Amendment formally withdrew their application for this year's General Plan Amendment review cycle. According to the applicant, it is expected the application will be resubmitted during next year's review cycle.

PUBLIC WORKS

Street & Drainage Operations

Volunteer Road Trash Collection

Public Works and Communications staff supported the efforts of Mayor Winfield who organized a roadside litter pick-up day on Saturday, October 24. This consisted of organizing volunteer groups to pick up litter along Oracle Road, 1st Avenue and Tangerine Road. The event included approximately 160 volunteers who managed to pick up over 180 bags of trash and other large bulk materials. In all, the event was a huge success as their efforts made a marked difference along these roads, particularly on Oracle.



Sidewalk Repairs

Street Maintenance Operations started multiple sidewalk repairs on the west side of E. Vistoso Commerce Loop between Rancho Vistoso Blvd. and N. Wide View Drive the week of October 12.



Street Crack Sealing

Crews have wrapped up cold process ROKLIN FLOMIX polymer crack repair for the season and are now fully engaged in crack sealing.

Naranja Park Playground Construction Support

Streets crews returned to Naranja Park the week of October 19 in order to continue grading preparations for the northern half of the new parking lot.

ADC Status

Although Streets ADC crews continue to be suspended due to the COVID-19 situation, Streets staff did complete its required annual ADC Inmate Supervisor training on October 6.

Street Vegetation Removal

The Streets ADC crew leader is working to perform essential vegetation maintenance and removal where needed throughout the town. In addition, Street Operations has contracted with another landscape vendor (BrightView Landscape Services) through a City of Tucson cooperative contract to begin vegetation maintenance and cleanup of various town right-of-ways within the next two weeks, and will be working directly with the ADC crew leader to prioritize and schedule workloads. The ADC crew leader also continues to work with the Town's other vendor, AAA Landscape Services, for herbicide applications where needed.

Engineering

Pavement Management

VSS International finished micro sealing and will begin adjusting water valve covers the week of November 2. In mid-November, Sunland Asphalt's subcontractor is scheduled to apply a second coat of paint on Tangerine Road, First Avenue, and Naranja Drive. These roads were recently treated with a Tire Rubber Modified Surface Seal.

La Cholla Blvd

La Cholla Blvd Project is officially complete. Contractor working on punch list items and closing documents.

Facilities Maintenance

680 Bathroom remodel

The architect has provided 95% plans for our review.

680 Generator Plans

GLHN, a consulting Architect/Engineer has performed preliminary site visits and is drafting the plans.

680 Admin and Facility Maintenance Shed Roofs

The Contractor has been notified of our intent to proceed and the purchase order has been requested. We anticipate that work will commence in November.

Admin Building Back-up Generator Plans

GLHN has performed a site visit and is drafting a proposal.

Community and Recreation Center Water Leak

Staff found a water leak adjacent to the ADA Ramp at the Community and Recreation Center. After determining that we were unable to shut off the source to effect repairs, the water utility was called in to assist. The site was excavated and repairs were made the same day.

Community and Recreation Center Pool Door

The Vendor reports that all materials are on hand and we expect work to commence shortly.

Community and Recreation Center Urinal and Water Closet Replacements

The proposal price came in significantly higher than our estimates. We are seeking additional proposals.

MOC Security Lighting

Facilities staff is proceeding with installation of five LED light fixtures along the impound lot wall, which will illuminate the corridor to the transit yard.

OVPD Main Security Enhancements

Work commenced on the security screen install on Monday, October 26. and were completed prior to November 3. These screens protect all publicly facing windows, as well as the interior glass partition wall in the OVPD main lobby. They are designed to withstand attack by hitting or throwing heavy objects.

OVPD Tangerine Emergency Operations Center Back-up Power Generator

The preconstruction meeting has been conducted. Work is scheduled to commence November 6. The contractor estimated 60 days to complete, but there is an 11-week lead time on the generator that will push project completion to late February or early March.

Pusch Tennis ADA Improvements

The Breckenridge Group, the Town's chosen architect for this project, is performing design work and will be providing the Town with a project construction cost estimate as soon as possible.

Touchless facility modifications

Restrooms have been completed Town wide. Park remote rest stations, kitchenette faucets were on order and scheduled to arrive this October 30. Additional applications for the remainder of the budget such as, automatic door operators, and pressure flush water closets are being considered.

Town Hall Sidewalk Remediation, Bollards and Wayfinding

Norris Design has been commissioned to design the improvements and will begin the design process in collaboration with key Town staff. This project is slated for construction in the second half of the fiscal year.

Stormwater

Catalina Fire

The Catalina Fire started in Catalina State Park on October 18. The fire grew to approximately 50 acres, burning in Sonoran Desert scrub within the Canada Del Oro Wash in the Catalina State Park. Firefighters made progress suppressing the fire with air support and then began mopping up. The fire was listed as 100% contained on October 28, 2020.

Floodplain Status Public Web Application

Stormwater Utility (SWU) has completed updates to its webpage and added a new public facing, interactive floodplain status map.

<https://townoforovalley.maps.arcgis.com/apps/webappviewer/index.html?id=0395c923d3c348b8921ca95852d08e15>

The intent is to allow the public better access to known floodplain information within Town boundaries and reduce in person inquires. Data maintenance will reside with SWU with regular updates and quality control reviews.

Sandbag Program

3,600 sandbags were deployed June through September 2020.

5,500 sandbags in reserve.

Sand material was replenished three separate times.

There were eight calls for sandbag assistance.

Drainage Criteria Manual

Technical outreach to internal working group and subject matter experts underway. SWU expected to have comments back in October 2020. Once technical feasibility comments have been received and vetted, additional outreach and presentations will be held.

Spill Prevention Plan and Stormwater Pollution Prevention Training

SWU hosted an Oro Valley spill prevention plan/stormwater pollution prevention training for our maintenance facilities in late October. The training was geared to satisfy Arizona Department of Environmental Quality requirements, as well as site-specific information for the El Conquistador Golf Course Maintenance and 680 facilities.

PARKS & RECREATION

Administration

Upcoming Meetings

- Master Plan project community meeting (Zoom), November 12 at 6 p.m.
- Parks and Recreation Advisory Board meeting (Zoom), November 17 at 6 p.m.

Master Plan Project update

The project is entering a fun and engaging phase. On November 12, Mike Svetz with PROS consulting will lead a virtual meeting to review the Phase I process, including equity mapping and the methodology leading to the conceptual site plans. This meeting will allow for public participation via a question and answer session. The Parks & Recreation Advisory Board (PRAB) will see the conceptual plans at their Nov 17 meeting. These plans will then be posted to the “Discuss” tab on the Town’s website from November 18 to December 18 for feedback. The consultant will compile all the comments, make changes as appropriate, and bring the revised concept plans back to PRAB in January 2021. These plans were identified in the FY 19/20 - 20/21 Strategic Leadership Plan and include:

- Naranja Park
- Riverfront Park
- James D. Kriegh Park
- Steam Pump Ranch
- Community Center

Aquatics

The Oro Valley Aquatic Center remains 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, the Aquatic Center is still allowing controlled organized use. This includes swim teams, private lessons, water polo, aqua aerobics and synchronized swimming.

November 8 marks the start of the winter season at the Oro Valley Aquatic Center. While the weather may be getting cool, the water at the Oro Valley Aquatic Center is still averaging 80 degrees.

The Oro Valley Aquatic Center will be closed on Thanksgiving Day.

Community & Recreation Center

Reopening

In case you missed it, the Community & Recreation Center (CRC) reopened on October 5! To ensure the safety of the facility users and staff, the center implemented new policies, such as online reservations for classes, gym usage and lap lanes. Per Arizona Department of Health Services guidelines on reopening, everyone in the facility must wear a mask. Staff maintains a regimented cleaning schedule and ensures the facility stays clean and sanitized.

Fitness

As of mid-October, the CRC has seen 900 members return to enjoy the gym, pool, tennis, pickleball courts and fitness classes. Speaking of classes, the center will be adding additional classes in November to continue to expand fitness opportunities for facility users.



Community & Recreation Center (Cont.)

Art Classes

In the spirit of bringing back some activities and programs to the CRC, art classes will be returning in November. In addition to the adult classes, the center will now be partnering with the Young Rembrandts to offer art classes for children.



Spooktacular Drive-through

The CRC held a drive-through Halloween event on Saturday, October 31. Staff pre-packaged candy (using safety precautions) and handed out a bag of treats to each child in the car. Similar to previous years, local businesses donated candy and goodies to the event. The fun ran from 6 p.m. to 8 p.m. and approximately 400 vehicles came through to enjoy the festivities!



Fall Break

The center offered a fall break arts and crafts program at Riverfront Park October 5-9. Participants made a variety of fall themed crafts in a safe and sanitized environment.

Recreation and Culture

Steam Pump Ranch

Due to the continuation of COVID-19 creating limited safe family activities in Oro Valley, El Toro Flicks temporary use agreement for a drive-in has been extended through the end of the year, and the business has agreed to cease the use of outdoor speakers for all regularly scheduled movies to address neighbor concerns. Amplification will still be allowed for special events or buy-outs.

The Steam Pump Ranch chalk art drawings project (pictured right) will continue into November. Participants are encouraged to bring their own chalk and create beautiful chalk art drawing for the community to enjoy. The project is intended to highlight pollinators, and many artists and future artists have created a beautiful art project. We hope many more will participate.



Sports Fields

Sport fields continue to be in high demand. Random safety checks and social distancing plans are still being used to ensure a fun and safe experience.

Archery

The Town's archery partner, the Pusch Ridge Archers, will be hosting a camp for wounded veterans. This small event will provide a big opportunity to the involved archers. The camp will be held November 20-22. Participation will be limited to six wounded veterans affiliated with Operation Enduring Warriors. A portion of the camp will take place on the walking course using a "Tractor Wheelchair" for participants.

Haunted Car Rides

The Haunted Car Rides at Steam Pump Ranch were a huge success. Each Friday night was sold out and word on the street is that tickets were being scalped just like the big leagues!

Park Management

The Naranja Playground will open this month! A small, in-person ribbon cutting ceremony will be held November 17 to celebrate this "epic" new amenity, which will be a destination for fun and adventure!

The Riverfront Park hitting/batting cage project will see movement in November. The existing batting cage will be removed, which will also include the removal of two trees. The new unit has been ordered and we are working with the Oro Valley Fast Pitch Softball organization on the details. We anticipate this project to be complete the first quarter of 2021.

Indigo Golf Partners (Formerly Antares Golf)

Month End Rounds Count and Golf Members
07/20-06/21

ROUNDS						MEMBERS											
Month	Member Rounds	Non-Mem Rounds	Comp Rounds	Outing Rounds	Total Rounds	Total Members	Res Afternoon	Res Indv.	Res Jr.	Res Fam.	Weekend Warrior	PX9	Intl.	Corp.	Med. 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
10/31/2020	2335	2325	192	275	5127	261	25	104	16	68	38	0	0	1	2	2	7
Total Rounds	7895	13321	1000	809	23025												

New name and Re-brand

In a release dated October 30, 2020, Indigo Golf Partners (formerly Antares Golf and Billy Casper Golf) announced its new name: Indigo Golf Partners. Indigo Golf Partners is the owner-operator of 160-plus golf courses, country clubs, and resorts.

Golf

We will begin our Get Golf Ready Program in November and have 10 participants in this program. These programs will feed into a Beginner Golf League for the winter season. Golf will also be hosting a Masters Par 3 event for our membership on November 10. This nine-hole event will be the same week as the Masters Golf Tournament, and we will turn nine holes into par 3s.



Food and Beverage

The Overlook restaurant will re-open in November with limited seating per state and county mandates. We are planning on hosting two dining events per month which will feature “themed” evenings, such as “date night”, burger night, steak night, etc.

Membership

We are currently at 258 memberships and added seven memberships in October. We anticipate gaining five new memberships in November.

Marketing

Our Free Mobile Phone App has over 400 downloads, and we anticipate reaching 500 by the end of November. November marketing initiatives include promotion of our annual range pass, 30-60-90 day golf passes, Thanksgiving “to go” dinner, Black Friday Sale and Cyber Monday gift card promotion.

Golf Course Maintenance

The Conquistador Course and west side practice area are open. The Cañada course, east side driving range and the putting green area re-opened on Monday, November 2. Projects continue to move forward by providing enhancements to the golfer experience, including edging of curbs and bunkers, trimming of over-hanging tree limbs along cart paths (pictured right), addition of new flagsticks and cups, and the replacement of PVC install in the cups with 3” pool noodle foam to prevent putts from bouncing out.



WATER UTILITY

Meter Operations

As of September 30, the Utility had a total of 20,558 service connections which includes 24 new water meters installed by meter operations staff in the month of September.

Water Conservation

Fall is generally a busy time for Water Conservation, with part-time residents returning to Oro Valley. September stood out as the highest audit month in the past five years. Additionally, Water Conservation staff have been working with the Town's Communication staff on projects focused on making improvements in the Utility's customer communications in the way of printed media and "How-to" videos. The first video can be seen here:

<https://www.youtube.com/watch?v=UnWlQpwfUMs&feature=youtu.be>

Incoming Councilmembers Tour Water Utility Facilities

On October 16, incoming Councilmembers Tim Bohan and Dr. Harry "Mo" Greene (pictured right) toured the Water Utility facilities and met with Water Utility staff. The Water Utility staff were appreciative of the incoming Councilmembers interest in the operational aspects of the service staff provides to successfully meet the municipal water needs of the community.



Capital Improvement Program

Water Utility staff continue implementing this year's Capital Improvement Program, which includes Well F-1 Pressure Vessel Replacement. Fabrication is taking place of a new replacement American Society of Mechanical Engineers (ASME) certified pressure vessel for Well F1 (pictured below.) This new pressure vessel will replace the existing non ASME certified unit.



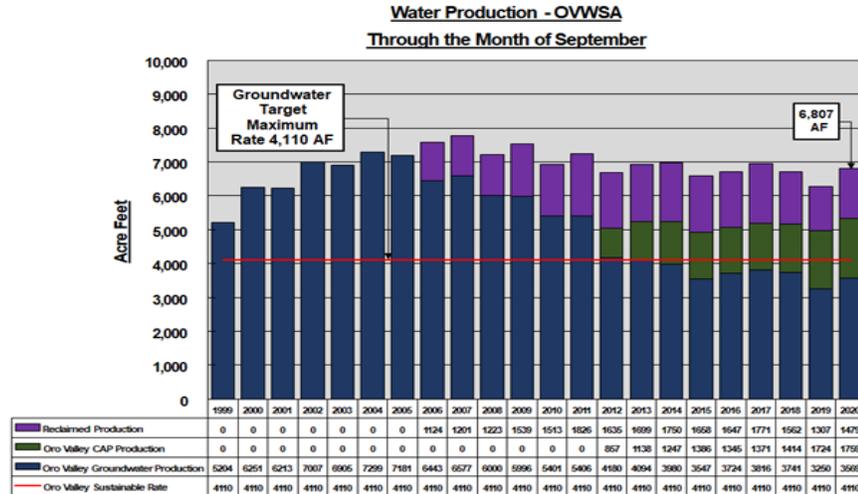
A new 5,000 gallon ASME certified pressure vessel is in the process of fabrication. This work is typical of the ongoing effort by the Water Utility to reinvest in the communities water system infrastructure.

2020—First through Third Quarter Water Deliver Metrics by Type

The Utility continues to successfully deliver Central Arizona Project water and reclaimed water to reduce our community’s reliance on groundwater. The following graphs compare water deliveries to both the **Oro Valley service area** and **Countryside service area** by water type for the aggregate of the first, second, and third quarters in each of the last 21 years.

Water deliveries to the **Oro Valley service area** for the first three quarters of 2020 consisted of:

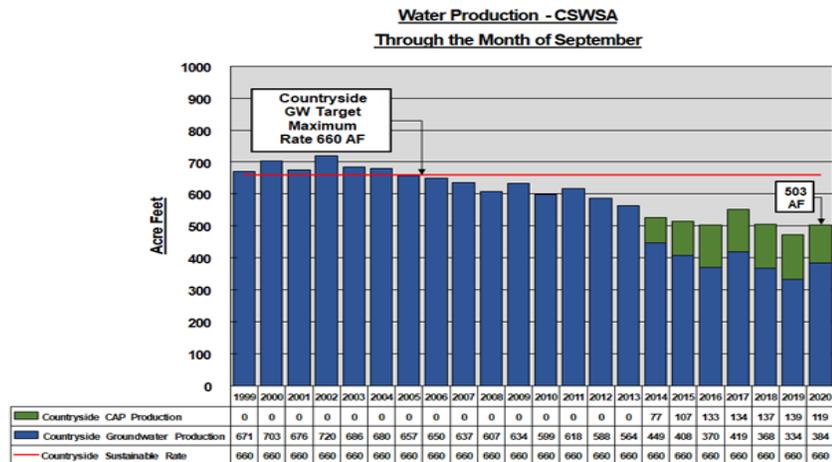
- 482 million gallons of reclaimed water
- 573 million gallons of CAP water
- 1.16 billion gallons of groundwater



The Water Utility’s main service area experienced an increase in first and second quarter consumption compared to the same time last year. The third quarter consumption was similar to last year’s third quarter consumption. Higher residential consumption due to the COVID-19 restrictions, as well as early spring heat and lack of rain accounts for the increase in the first and second quarter consumption. The result is overall higher consumption for 2020 through September.

Water deliveries to the **Countryside service area** for the first three quarters of 2020 consisted of:

- 39 million gallons of CAP water
- 125 million gallons of groundwater



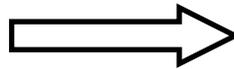
Water deliveries to the **Countryside service area** experienced an increase in 1st & 2nd quarter consumption compared to the same time last year. The 3rd quarter consumption was similar to last year’s 3rd quarter consumption. Higher residential consumption due to the COVID 19 restrictions as well as early spring heat and lack of rain accounts for the increase in the 1st & 2nd quarter consumption. The result is overall higher consumption for 2020 through September.

ADMINISTRATION

Public Records Requests

Time Period	Number of Requests	Staff Time To Process (Hours)
October 2019	37	22
October 2020	22	7

The November Vista newsletter can be viewed here.



2020 State of the Town Address

The Town's Communication team worked with Mayor Winfield (pictured right) and the Oro Valley Chamber of Commerce to create an engaging State of the Town address. Due to the COVID-19 pandemic, the event was changed from an in-person event in the ballroom at the El Conquistador hotel to an outdoor event with limited seating capacity for social distancing requirements. Anstar Productions recorded the event and streamed it live to more than 500 viewers.



Media Releases Issued in October

- [Town revises Zoom meeting procedures based on Zoom update](#), 10-5-20
- [Town Finance Department receives two awards for financial reporting](#), 10-14-20
- [Town of Oro Valley Magistrate Court begins livestreaming court cases](#), 10-15-20
- [Engage with Oro Valley; serve on a board or commission](#), 10-19-20

Videos Produced in October

- [Thank you Rhonda Piña and Bill Rodman](#), 10-8-20
- [The Haunted Car Ride at Steam Pump Ranch](#), 10-8-20
- [OVSafeSteps - Our Promise. Our Community.](#), 10-26-20
- [Water Wisdom - How to read your meter](#), 10-29-20
- [2020 State of the Town Address with Mayor Winfield, including interviews with Police Chief Kara Riley, Public Works Director Paul Keesler, and Water Utility Director Peter Abraham interviews](#), 10-29-20

GOLDER RANCH FIRE DISTRICT

GRFD Update

With the COVID-19 Pandemic we have had to adapt to an ever-changing healthcare environment. Not only providing medical care for critically ill patients, securing personal protective equipment and maintaining the required supplies for medical care while national supply chains crumbled were part of the challenges. Currently, our emergency medical services environment is stable. We are experiencing very similar number of ambulance requests as received in 2019. While the pandemic continues to be a great concern, we remain vigilant in our everyday safety protocols to minimize the risk for our providers and community spread. While we have made changes to our clinical care to maintain the level of service to the community, we have developed greatly in the area of organizational communication. We are maintaining constant communication internally between chief officers and division managers to ensure the safety of our staff remains excellent. Externally, the pandemic has increased the amount of communication between other public safety agencies, local hospitals, and the county health departments, communication channels remain strong as we move to the final months of the year.

Historically, we see an increase in 911 requests and ambulance transports during the winter months, many of these patients suffering from flu symptoms and respiratory illness. During the month of October, crew members received specific training in respiratory care, from basic oxygen therapy to care of patients in full respiratory arrest. Our medical providers are prepared for the future. This flu season will be unprecedented due to the use of facial coverings to protect from the COVID-19 virus spread. While face coverings may reduce the spread of flu as well, we are in full support of community vaccine programs to potentially reduce illness. Our employees and dependents have access to flu vaccines through an internal flu shot clinic provided by our registered nurse or through their primary care physician or local pharmacy under our robust health and benefits program.

To say the health care environment during 2020 has been dynamic is an understatement. We are proud of our employees, they have successfully adapted to policy and procedure adjustments and have trusted the recommendations from our health and safety division. Our community did an excellent job to reduce the spread of COVID-19, we are cautiously optimistic that the community effort remains solid.