

TOWN MANAGER'S

EXECUTIVE REPORT

Town of Oro Valley | JANUARY 2021

TOWN MANAGER'S MESSAGE

Happy New Year! I hope you and your family had a lovely and relaxing holiday. On behalf of the entire Town team, we look forward to working with the Council in 2021 on ways in which to support the community.

The Town continues to be engaged with Pima County on COVID-related issues, particularly staying attuned to the procedures and distribution of vaccines in the community. In a call this morning with County Administrator Chuck Huckelberry, he indicated that they are gearing up to add additional drive-thru vaccination centers in the region to maximize distribution of the vaccine to those deemed eligible by the State. They have asked for assistance in identifying certified EMTs willing to give shots in order to extend hours at the sites. Chief Riley and Chief Karrer are working with the County to determine whether Police and Fire District employees can assist in the process.

As you have read in the papers, the number of COVID-positive cases has skyrocketed in Pima County and the State of Arizona in the past 30 days, and the Town has been similarly affected. We still have had no cases of workplace transmission, but the Town as an organization has seen a similar increase in cases among employees. To give you a frame of reference, from March through mid-November, we had nine cases of COVID among Town employees. From November through the end of December, we have had 24. We continue to push remote work, mask wearing, sanitization and all the usual CDC-recommended protocols. I have also directed that any unused COVID leave mandated by the federal CARES Act be carried forward in 2021 through March 31 in order to allow employees to stay at home due to COVID illness, quarantine, caring for a family member with COVID, or caring for a child home under quarantine or as a result of school/day care closures due to COVID.

In other matters:

- Today is new CED Director Paul Melcher's first day on the job. We will be setting some time aside for an individual introduction with Paul, if it hasn't already appeared on your calendar. Paul's calendar is also chock full of internal and external meetings as he gets acquainted with staff and community partners in his first few weeks and months with the Town. We are looking forward to working with him in his new role.
- Indigo Golf Partners, the Town's golf management firm, announced that they have been acquired by Troon. This announcement will have no impact on the Town's agreement with Indigo or our members/users golf experience at the Town's courses. [Full release](#)
- The Water Utility suffered another main break on December 18 in the Rams Canyon neighborhood East of Oracle Road. Staff were able to quickly shut down the main, and only 19 homes were temporarily out of service while it was repaired.
- This month's This is Oro Valley podcast and video will feature OVSafeSteps, including guests Chris Cornelison and Dave Perry. We look forward to continuing to get the word out about the Town's support of local businesses, and to encourage area residents to patronize our local businesses.

As always, please let me know if you have any questions regarding any content in this month's Executive Report.

Mary Jacobs, Town Manager

TO COUNCIL



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EVENTS & CANCELLATIONS

Parks and Recreation Master Plan Update—Community Meeting

January 7, 6 to 8 p.m.

The Town will host a community meeting to provide updated concept plans, based on community feedback from the public comment period held November 18 through December 18. This will be a Zoom video conference meeting. Join Zoom Meeting

<https://orovalley.zoom.us/j/91421482174?pwd=SkJXUXhWV0JKTnhhYkhmUzNSdHJJdz09>

Meeting ID: 914 2148 2174

Passcode: 929318

One tap mobile

+16699006833,,91421482174#,,,,,0#,,929318# US (San Jose)

+12532158782,,91421482174#,,,,,0#,,929318# US (Tacoma)

For more information, please call 520-229-5050.

POLICE DEPARTMENT

Cases, Incidents and Stats

Proactive Business Check

A patrol officer was conducting a business check at an Oro Valley retail establishment. A staff member advised the officer of a subject that they believed was about to shoplift. The officer began to surveil the subject. The subject ultimately left the items he had in his possession near the self-checkout and exited the store. The officer made contact with the subject. It was determined that the subject had left all the store's items at the checkout counter. However; He was found to have three outstanding warrants reference narcotics and traffic related offenses. He was also in possession of illegal drugs, including Oxycodone, methamphetamines and heroin. He was booked into Pima County Jail for the related offenses.

Burglary and Criminal Damage

At approximately 0345 a suspect broke into a local school and caused significant damage. The damage amount was estimated to be more than \$7000. Patrol officers and members of the Criminal Investigation Unit responded and video surveillance of the incident was obtained. Approximately eight hours later a patrol officer who had seen the surveillance footage located the suspect in a retail complex nearby. He was taken into custody. He provided false information about his identity and appeared to be under the influence of narcotics. He was booked on charges related to burglary and felony criminal damage.

Recognitions

Academy Graduation

Officers Vanessa Molina, Corrie Ward, Joshua Klaus and Monique Dudley (pictured below left to right) successfully completed the police academy and will spend the next 14 weeks in the field training program.



DUI Officer of the Year

Mothers Against Drunk Driving (MADD) recognized Ofc. Trey Brown as Oro Valley's DUI Officer of the Year. While assigned as a School Resource Officer, Ofc. Brown combated impaired driving through school programs such as Teen Maze—an interactive event related to impaired driving and decision making—and instructing during Impact Teen Driver Safety Week. In August 2020, Ofc. Brown returned to the DUI enforcement assignment and made a significant impact removing impaired drivers from Oro Valley roadways.



Community Involvement

Drive-through Holiday Light Event

Painted Sky Elementary School invited members of the Oro Valley Police Department and Golder Ranch Fire District to participate in their drive-through Night of Lights event.

Regional Support

SWAT Response

Members of the Pima County Regional SWAT Team responded to assist with safely taking a suspect into custody. The suspect had threatened his father with a firearm and barricaded himself inside his residence.

COMMUNITY AND ECONOMIC DEVELOPMENT

Trends

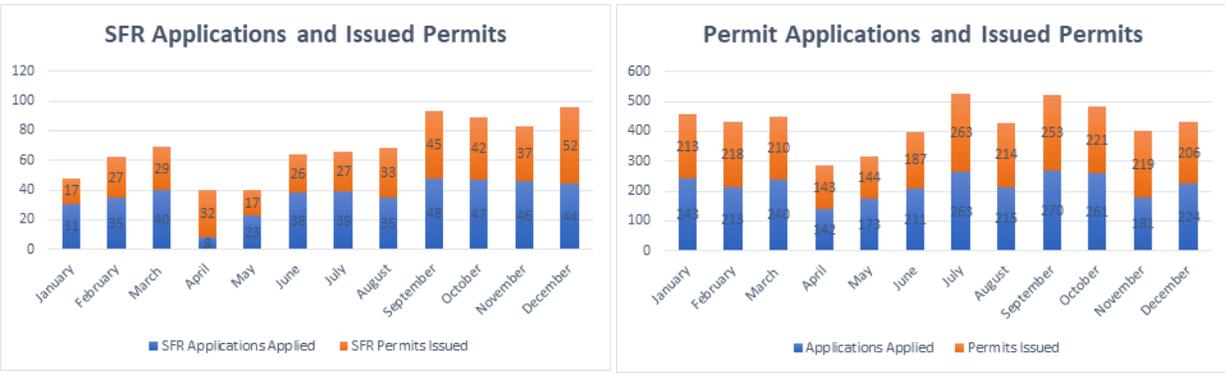
Single Family Residential Activity

52 new Single Family Residential (SFR) Permits were issued for the month of December compared to 37 SFR permits issued in November. A total of 384 SFR permits were issued for calendar year 2020 compared to 269 issued during 2019.

Permitting Activity

206 total permits were issued during December 2020 compared to 219 permits issued in November. A total of 2,494 permits were issued for calendar year 2020 compared to 2,358 issued during 2019.

Below are charts showing overall activity for the last 12 months. December's monthly SFR total (i.e., 52) represents the highest number issued in a single month since February of 2006. And the SFR (i.e., 384) total for the 2020 calendar year represents the highest number issued in a single year since 2003.



Meetings/Other News

Planning & Zoning Commission

The Planning and Zoning Commission approved a revised Sign Criteria for The Shops at Oro Vista shopping center located at the southeast corner of La Canada Drive and Lambert Lane.

The Commission was presented a status update on the Town's progress of implementing the *Your Voice, Our Future* General Plan.

Board of Adjustment

Joseph Affinati was appointed to the Board of Adjustment by Town Council on December 3, 2020. The Board of Adjustment has no other vacancies.

The Board of Adjustment did not have any cases this month and the meeting was cancelled.

Neighborhood Meetings

There were no neighborhood meetings in the month of December, but staff anticipates several in January and February 2021.

Business Retention/Expansion and Attraction/Marketing

Seven store fronts, one intelligent business, and two home-based businesses were licensed in November. Intelligent businesses are physical locations that a business owner can use for package delivery, meetings, etc. Century Theatres at the Oro Valley Marketplace has renewed their lease for 10 years. This is great news for the success of the marketplace and the Town!

Completed Projects (Certificate of Occupancy Issued)

- **Brittni Linae Gutman Insurance Agency**; 10110 N. Oracle Road #100
- **Commerce Bank of Arizona**, 7315 N. Oracle Rd #181
- **Leber Ortho**; 8444 N. Oracle Road #130
- **H & R Block**; 2060 E. Tangerine Road #162
- **Priority Lending**; 8035 N. Oracle Road

Business Closure

- **Agnico Mines**; 12470 N. Rancho Vistoso Boulevard
- **Keller Williams**; 10445 N. Oracle Road
- **North American Kiosk RPG**; 180 W. Magee Road #164
- **TD Ameritrade**; 7805 N. Oracle Rd Ste 151 (Branches closed nationwide due to COVID-19)
- **Terri Farmer PC**; 7315 N. Oracle Road #204
- **Kwench Juice Café**, 7315 N. Oracle #108

OVSafeSteps Update

As of December 30, 2021, 137 Oro Valley businesses had been approved as being eligible to receive assistance through OVSafeSteps. 103 of these have requested and received reimbursements in each of these areas:

\$106,258 for PPE

\$98,945 for Marketing

\$44,035 Professional Technical consultations or services.

\$249,238 - Total reimbursements



Permitting Major Activity

New Businesses

F45 Fitness at El Corredor - 9740 N. Oracle Road #104

Building TI Permit issued

The Landing at Mister Car Care Center - 8195 N. Oracle Road #105

Building TI Permit applied for new restaurant at previous Chuy's location

S-Lab Holdings, LLC at Catalina Village - 7445 N. Oracle Road #255

Building TI Permit applied for a new office

Other Permits

Capella Parcel M by Richmond American Homes – west of La Cholla Boulevard, south of Naranja Drive

Type 2 Grading Permit issued for new 48-lot subdivision

The Back Alley at Oro Valley Marketplace – 2060 E. Tangerine Road #182

Building TI Permit approved for relocated business space

Town of Oro Valley Council Chambers – 11000 N. La Cañada Drive

Building TI Permit applied for renovation and reconfiguration of the space

Planning Project Highlights

Westward Look Resort General Plan Amendment and Rezoning

The third submittal for the Westward Look Resort General Plan Amendment and Rezoning was received by Town staff. Both items and the associated translational zoning are scheduled for consideration at the first of two required public hearings before the Planning and Zoning Commission on January 5, 2021. The second public hearing is tentatively scheduled for February 2, 2021 followed by a public hearing before Town Council in March.

Oro Valley Village Center (previously the Marketplace)

The second submittal for the Oro Valley Village Center was received by Town staff. Upon review for code compliance, an informational video will be posted online to update interested residents about the project. A second neighborhood meeting will be held to gain further feedback about the project, prior to consideration by the Planning and Zoning Commission and Town Council.

Oracle and Suffolk Drive

The second submittal for the proposed rezoning and conditional use permit on Oracle and Suffolk Drive was received by the Town. Town staff, the applicant and Suffolk Hills neighborhood group will meet in January to continue discussions regarding the proposed uses, site design and building height for the property. A second larger and formal neighborhood meeting is anticipated in the Spring, prior to consideration by the Planning and Zoning Commission and Town Council.

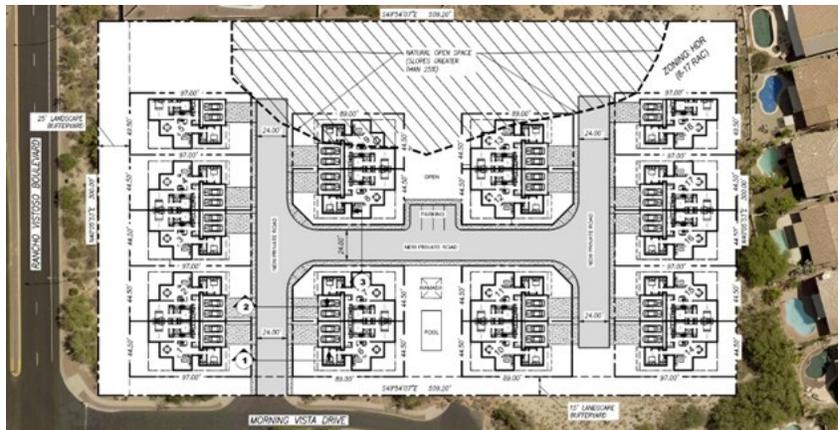
Community Academy

Community Academy is accepting registrations for the February 2021 session! For safety purposes, this session will be held online via Zoom but will continue to be informative, engaging and fun. A series of seven classes will be held throughout the month, culminating with a graduation during the March 3 Town Council meeting. Classes discuss topics ranging from Town governance, history and growth to roadways, parks, water planning and zoning. Interested residents are encouraged to register online at www.orovalleyaz.gov before Feb. 1 to receive meeting updates, handouts and other important information. Community Academy Class of 2019, with Town Council pictured right.



18-unit single-story duplex subdivision (Rancho Vistoso Boulevard and Morning Vista Drive intersection)

A pre-application meeting for an 18-unit, single-story duplex home subdivision at the East/Northeast intersection of Rancho Vistoso Boulevard and Morning Vista Drive was held. Based on comments from Town staff, the developer will revise their submission and prepare documents for a neighborhood meeting in 2021.



PUBLIC WORKS

Engineering

La Canada Safety Improvements/Leman Academy

The La Canada Safety Enhancement project began the week of December 21, 2020. This will result in a change of circulation for the Leman Academy and is expected to significantly mitigate the school drop-off/pick-up back-ups on La Canada.

The contractor will construct a portion of the improvements in conjunction with Leman's winter break, December 18 through January 10. There will be lane restrictions during the construction. Given COVID and the industry deficit of concrete availability, the project will most likely not be complete by the end of winter break and may need to wrap up during Leman's spring break.

The new traffic pattern will be established upon return of students by the end of winter break. Because construction will not be complete, traffic barricades will remain in place until the contractor returns during spring break to finish. The speed limit will be lowered during construction and remain lowered for two weeks after return to school to establish the traffic pattern. The 45 mph regular speed limit will be reestablished on January 16. Then the speed limit will be lowered again and lane restrictions during the spring break construction. The school is working closely with Public Works staff and is communicating with parents. Leman has created a video depicting the revised traffic changes for parents.



Transportation Art by Youth

Pima Association of Governments (PAG) is postponing the implementation of its annual Transportation Art by Youth (TABY) program until further notice due to the unknowns associated with the COVID-19 situation. When the environment related to the coronavirus is turned around to ensure the health and safety of everyone, PAG will again look to implement the program and engage students as soon as possible.

The TABY program employs youth to create public art along eligible transportation corridors and allows youth an opportunity to learn the necessary skills to design and implement public art projects. The Town currently has a TABY CIP project within the current budget. The Town receives \$25,000 per year from PAG towards TABY. We routinely wait three years between projects to build a \$75,000 balance. We will roll over the current funding till we get authorization by PAG to build again.

Engineering/Street Operations

Naranja Park Playground

The Street Maintenance Operations group partnered with the Engineering Division to complete the paving for the Naranja Park Playground. The Operations staff prepared and fine graded aggregate base course. Engineering staff directed the contractor during the paving operations and again for subsequent striping. The work started the week of December 14, with staff grading and AB placement. The paving contractor paved December 22 and striped the following day. The parking lot was opened to the public the morning of Christmas Eve.

After the asphalt has had a chance to set-up and cure, the Parks & Recreation team will return with the playground contractor to auger and place the parking light poles. Then the Public Works Operations staff will return once again and place curbing for the islands and ancillary pavement areas.



Stormwater

Cañada Del Oro Wash – Levee Augmentation

Pima County has been ranked Number 1 by the Arizona Department of Military and Emergency Affairs for a Hazard Mitigation Grant Program fund for the CDO Levee Augmentation project. As part of the Big Horn Fire watershed impact exercise, Pima County identified locations along the CDO levee within the Town of Oro Valley that do not meet the required freeboard elevation. The county intends to augment the existing bank protection levee with structures to increase the height.

Pusch Ridge Nine-Hole Golf Course Site Evaluation

The Oro Valley Stormwater Utility (SWU) has been requested to perform a site evaluation of the Pusch Ridge nine-hole golf course at the El Conquistador Resort. Historic drainage concerns and storm damage locations have been identified to be evaluated in addition to existing drainage patterns and structures. Existing floodplain modeling efforts will be evaluated for verification of channel function and confirmed via site investigation.

Rainfall

Pima County Rain Gauge 1230 at the 680 Calle Concordia Facility shows 4.25 inches of rainfall for 2020 year to date. This is more than 50% less than normal rainfall averages.

Stormwater (Cont.)

Minor Drainage Repairs (three locations)

Town staff has identified three locations experiencing erosion issues and desires to make a request to Town Council for expenditure of funds for their repair and/or rehabilitation. These three sites were chosen to be packaged together due to the similar nature of repair and rehabilitation alternatives selected, and for the Town to realize an economy of scale versus bidding them out separately. Town intends to utilize in-house staff design services and then utilize a pre-qualified, job order contract (JOC) contractor for construction. The intent is to expedite the procurement process by utilizing pre-qualified contractors and give assurances to the Town that even on small projects, experienced and qualified contractors are doing the work.

1. Staff have been tracking erosion issues with the equestrian trail in the Logan's Crossing subdivision for quite some time. The topography and soils of the area combine to create significant erosion and deposition conditions which culminated in the Town undertaking improvements to the trail in 2018 to limit impacts to adjacent properties. In subsequent monitoring, the improvements have settled and require additional maintenance efforts to prevent impediments to trail users.
2. The second area is located within the Lomas Del Oro subdivision along Camino Bajio and Paseo Corona. Currently the existing roadside drainage swales are earthen and experiencing erosion and sediment deposition, reducing their ability to drain effectively. This poses a roadside safety hazard. The Town desires to improve the drainage swales with rip rap erosion and grade control elements to maintain grades and assure positive drainage. A similar treatment was completed by the Town on Camino Paramo, the adjacent street to the northwest of this location.
3. The final location of work lies at Tangerine Road, just west of Water Harvest Way at the Oro Valley Marketplace where the two multi-use paths connect. A drainage apron was placed adjacent to the multi-use path to direct water off the path and into a drainage swale. Runoff from the apron has exacerbated erosion, undermining the apron and posing a concern for the pathway. The Town proposes rip rap erosion protection to stabilize the swale and prevent undermining of the apron and pathway.

At the November 19 Stormwater Utility Commission meeting, the Commission unanimously voted to support the staff request to Town Council to utilize the budgeted Stormwater Utility contingency funds to repair/rehabilitate these three project areas. Council report to be prepared by SWU staff for an upcoming meeting.

Facilities Maintenance

PD Main Security Enhancements:

The CMU wall construction contract has been signed and the pre-construction meeting has been scheduled.

Main Town Admin Generator Replacement Design:

The design firm visited the site, accompanied by Glen Spiker. Glen said that their site-evaluation was very thorough. GLHN has scheduled a subsequent visit.

PARKS & RECREATION

Administration

Upcoming Meetings

- Community Meeting—revised concept plans, January 7 at 6 p.m.
- Parks and Recreation Advisory Board (PRAB) meeting, January 19 at 6 .m.

Master Plan Project update

The park and facility concept plans were on the Discuss page from November 17 through December 18 and resulted in 281 comments, with an additional 30 comments sent directly to Council. The plans will be revised and presented to the community on January 7 at the next community meeting. The schedule calls for the community to have an opportunity to view the revisions and have another chance to comment before final concept plans are presented to the PRAB on January 19. The PRAB will review the concept plans, connectivity analysis and begin CIP discussions.

After further public comment and PRAB review, a presentation to Council is currently scheduled for the February 3 Council meeting, with PRAB meetings scheduled for February 9 and the last of three community meetings on February 23. The draft master plan is scheduled to be presented to PRAB for recommendation on March 9, after which it will be presented to the Town Council for discussion and then adoption.

Aquatics

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 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. Water temps continue to average 80 degrees.

Community & Recreation Center

Although COVID-19 cases continue to rise in the region, the Community & Recreation Center is not subject to closure per the Governor's order. At the moment, there are no changes to operations of the facility. Staff will continue the current mitigation plan, which includes: reduced capacity to 25%, face coverings required while inside the facility, exceptional cleaning, disinfecting and sanitation protocols and temperature and wellness checks for everyone entering the facility. The health and well-being of the facility users and staff remains the top priority and staff will continue to go above and beyond to ensure a safe environment.

The Facilities Maintenance team coordinated and completed several projects at the center over the last month. These small but much needed improvements include: installation of automatic sliding door to the pool, installation of sink in staff breakroom and updating the urinals throughout the facility.

The center will be partnering with Sahuarita Parks and Recreation in January for a youth pen pal program. Children aged 6-12 years old will be given stationery, stamps and envelopes and will be partnered with a similar age kiddo from Sahuarita. 2020 was a year of many video and phone, we will be turning the clocks back for 2021 and creating long lasting relationships with the written word!

In 2021, the center will continue its partnership with the Young Rembrandts, offering art classes for children. The classes have been well attended and will continue for the foreseeable future.



Recreation and Culture

Special Events

The department kicked off 2021 by offering its seventh annual Hot Cocoa 5K in a virtual-only version. This event took place January 1 - January 3, 2021 and participants started at Steam Pump Ranch and ran/walked, or chose a course of their own. T-shirts were given to registered participants. The Hot Cocoa 5k was followed by a COVID-safe BEYOND hike at Catalina State Park. The hike was limited to 15 participants and paid tribute to the BEYOND Foundation.

Steam Pump Ranch

The Historical Society began tours of the Steam Pump Ranch grounds in December and will continue into January. The tours provide stations where individuals interested in the history of the Ranch can go from location to location and learn in a COVID-safe manner. The Historical Society are using all the safety precautions recommended by Pima County.

Fields

We anticipate field use to continue to be heavy from the sports teams and leagues. Additional family use increased during the holiday break. Field usage continues to be restricted to practices only and will be revised in January accordingly. Routine safety checks and social distancing plans are still being used to ensure a fun and safe experience.

Archery

We anticipate the popularity of the archery programs will continue to grow throughout the coming year. Archery classes through February have been added to our registration software. Due to the limited capacity and popularity of the classes we have many on waiting lists. Maintenance on the range continues to be a joint effort between the Recreation and Culture division and the Parks division allowing the range to continue to improve. We look forward to the approved Restroom installation beginning shortly.

Park Management

In December, Park Management staff added a visual barrier (pictured right) to separate the large and small dog parks at Naranja Park. This was a request of the dog park users in an effort to discourage dogs from being distracted by the dogs in the neighboring park. At the Naranja remote control airfield, fencing was replaced separating the spectator area from the flight line. Staff began replacing sunscreen and nets at the Community Center tennis courts; this project will finish in January.

In January, the ADA swing set at James D. Krieger Park playground will be replaced with a newer model. This replacement improves safety and updates the aesthetics of the JDK Playground. Staff will demolish the existing batting cage at Riverfront Park in preparation for a new, larger facility. The new facility will be a 43' X 120' metal structure. This project is in partnership with Oro Valley Fastpitch Softball.



The Naranja Park playground continues to be very popular. Each equipment station is busy from mid-morning until park closing. Parents sit on the turf berms while their children play and join together playing tag and pitch and catch on the playground lawns. The park's OV sign is pictured left.

Indigo 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 Individ.	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
11/30/2020	2921	3891	354	379	7545	279	26	114	19	73	37	0	0	2	3	2	6
12/31/2020	2807	3688	227	287	7009	287	27	118	20	73	37		1	2	4	2	7
Total Rounds	13623	20900	1581	1475	37579												

Golf

Golf Rounds for January are forecasted to be 6300 rounds. Reviews remain highly favorable via online comments regarding golf course conditions and total facility experience. Indigo will be hosting Saturday morning youth clinics and Adult Get Golf Ready Programs. We will also be holding a “Sandbagger Scramble” for the Golf Membership on Saturday, January 16.

Food and Beverage

The Overlook restaurant will be making a slight modification in hours in January with limited seating per state and county mandates. Hours of operation will be from 11 a.m. to 4 p.m. Monday through Thursday and 11 a.m. to 6 p.m. Friday through Sunday. Happy Hour will be held from 3 p.m. to 6 p.m. Friday through Sunday. Seating will be limited to less than 50% capacity. The Overlook will feature a weekly “To Go” Dinner Special on Thursdays in January. We will be having a Friday Night Fish Fry on January 5, a Surf and Turf Night on January 22 and a BBQ-themed evening on January 27.

Membership and Marketing

We are currently at 282 memberships and have added nine memberships in December including one new corporate membership. We anticipate gaining five new memberships in January. We will be focusing on corporate memberships in the first quarter of 2021, including hosting a complimentary nine-hole event for the Oro Valley Chamber Business members on January 21.

Our free mobile phone app now has over 800 downloads and we anticipate reaching 900 by the end of January. Monthly promotions driving weekday rounds of golf have been successful and similar offers will follow in January based on demand needs by day of the week. Our marketing focus for January will be on corporate membership, golf membership, food and beverage events and our golf programs.

Golf Course Maintenance

January projects for golf maintenance will include continued desert and wash clean up (pictured right). We will be applying a broadleaf herbicide in the rough areas, tee box surroundings and bunker edges to eliminate unwanted Poa Annua cool season weeds. Yardage markers in the fairways will be edged and re-painted if needed.



Pusch Ridge 9

The focus at Pusch Ridge will be on tree trimming (pictured left) along the cart paths and watering of Pine Trees on the course.



WATER UTILITY

Pima County DEQ gives Oro Valley water a thumbs up!

The Pima County Department of Environmental Quality (PCDEQ) conducted a triennial (once every three years) sanitary survey on the Utility's production and distribution infrastructure to ensure conformance with State and Federal regulations. No violations were noted, and the Utility received a letter of compliance as well as written praise from the inspector stating the Town's Water Utility infrastructure was in an excellent state of operation and maintenance.

Meter Operations

As of November 30, the Utility had a total of 20,670 service connections which includes 55 new water meters installed by meter operations staff in the month of November.

Water Welcome Guide

The Utility's Water Conservation Specialist has been working with the Town's Communications Team to create an updated Water Welcome Guide. The guide includes tips on water conservation, how to read your water meter, information on water quality and links to additional resources. Click here to read the Town's [Water Welcome Guide!](#)

Capital Improvement Program

Water Utility staff continue implementing this year's Capital Improvement Program.

Allied Signal Reservoir Replacement

Construction of the new 500,000-gallon Allied Signal Reservoir (pictured below) located in the La Reserve neighborhood is 70% complete. This reservoir replaces the previous 40-year old reservoir that reached the end of its service life. Construction is slated to be complete in early March.

Approximately \$750,000 of the Utility's \$6 million 2018 bond proceeds are funding this capital investment effort.



Well Rehabilitation

For the third year in a row, the Water Utility has aggressively implemented a well rehabilitation program. This year, the Utility is under contract to rehabilitate three wells. The scope of work includes pulling the existing pumping unit, assessing the well casing (and repairing if needed), cleaning the well screen, re-equipping with a new pumping unit and above-ground discharge piping modifications.

Over a three-year period, the Utility will re-invest approximately \$1 million dollars of the Utility's \$6 million 2018 bond proceeds in existing well rehabilitation. Perpetual well maintenance is an important part of the Utility's Capital Improvement Program and ensures a reliable water system for the community.



Water Main Breaks

During the month of December, the Water Utility responded to three water main breaks throughout our service area. Water Utility staff achieved good water shutdowns, minimizing the number of customers affected. All water mains were repaired and placed back in service the same day.

Pictured right: Water Utility staff begin excavating in the area of a water main break to begin making repairs.

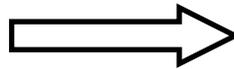


ADMINISTRATION

Public Records Requests

Time Period	Number of Requests	Staff Time To Process (Hours)
December 2019	38	49
December 2020	30	31

The January Vista newsletter can be viewed here.



This is Oro Valley

Town Manager Mary Jacobs hosted her second *This is Oro Valley* podcast in December, featuring Public Works Director and Town Engineer Paul Keesler discussing Pavement Preservation. This is Oro Valley includes a [podcast](#) and a [highlight video](#) each month.



Media Releases Issued in December

- [Oro Valley Public Works announces La Cañada Drive Media Improvements](#) 12-17-20

Videos Produced in December

- [2020 Volunteer Appreciation](#) 12-8-20
- [Naranja Park Playground—Open for Play](#) 12-9-20
- [Mayor Winfield and Chief Karrer holiday message](#) 12-15-20
- [This is Oro Valley Pavement Preservation](#) 12-23-20

GOLDER RANCH FIRE DISTRICT

Golder Ranch Fire District Call Load Breakdown July 2020 - December 2020

CALL TYPE	370	372	373	374	375	376	377	378	379	380	TOTAL
Aircraft	0	0	0	0	0	0	0	0	0	0	0
Brush / Vegetation	7	0	1	0	2	2	1	1	1	2	17
Building	1	0	0	0	0	2	3	1	1	1	9
Electrical / Motor	0	0	0	0	0	0	0	0	0	0	0
Fires - All Other	3	0	1	3	1	5	2	2	2	3	22
Gas Leak	0	1	1	0	0	0	0	0	0	0	2
Hazmat	0	0	0	0	0	0	0	0	0	0	0
Trash / Rubbish	4	0	0	0	0	1	2	0	1	1	9
Unauthorized Burning	10	0	0	0	2	1	1	0	0	1	15
Vehicle	2	0	1	1	2	1	2	2	1	3	15
Total Fire	27	1	4	4	7	12	11	6	6	11	89
Animal Problem	0	0	0	0	0	0	0	1	1	1	3
Animal Rescue	0	0	1	0	0	0	0	0	0	0	1
Assist -Other	76	51	327	71	110	88	41	86	49	35	934
Battery Change	28	13	162	21	23	21	13	32	5	2	320
Bee Swarm	0	0	0	1	0	0	0	0	0	0	1
Defective Appliance	0	0	0	1	0	0	0	0	0	0	1
Invalid Assist	26	17	111	56	59	34	63	6	25	65	462
Snake	153	26	142	125	181	196	121	78	135	176	1333
Lockout	6	0	1	0	0	0	1	0	0	0	8
Fire Now Out	4	0	1	0	2	2	2	0	1	0	12
Total Service Calls	293	107	745	275	375	341	241	203	216	279	3075
Alarms (Fire, Smoke, CO)	20	2	47	31	30	12	33	10	13	21	219
Cancelled / Negative	40	3	33	32	38	24	40	18	31	49	308
Smoke / Odor Invest.	6	2	6	6	5	6	8	4	7	4	54
Total Good Intent	66	7	86	69	73	42	81	32	51	74	581
Motor Vehicle Accident	19	0	7	2	12	12	20	9	20	39	140
Rescue-high, trench, water	1	0	0	0	0	0	0	0	0	0	1
Interfacility Transport	2	0	0	0	5	1	18	0	0	0	26
All Other EMS Incidents	432	62	641	435	439	436	573	100	561	857	4536
Total EMS Type	454	62	648	437	456	449	611	109	581	896	4703
TOTAL ALL	840	177	1483	785	911	844	944	350	854	1260	8448
Percentage of Call Load	10%	2%	18%	9%	11%	10%	11%	4%	10%	15%	100%
Average Calls Per Day	2.30	0.48	4.06	2.15	2.50	2.31	2.59	0.96	2.34	3.45	23.15