

TOWN MANAGER'S

EXECUTIVE REPORT

Town of Oro Valley | FEBRUARY 2021

TO COUNCIL

TOWN MANAGER'S MESSAGE

Our residents continue to seek trusted information about the vaccine issue from the Town of Oro Valley website or through AskOV. Seniors lacking technology skills or loved ones who can help them navigate the registration process are the most frequent callers. With so much information in the newspaper, social media and among friends, the Town created a new web page this week specifically designed to repeat information from Pima County and provide links and a phone number to the right source. Constituent Services Coordinator Jessica Hynd is armed with her usual compassionate response and a County phone number where staff and volunteers are now assisting people with getting an appointment for a vaccine. In addition, staff have reached out to senior care facilities in the community to ensure they have the information they need to get their residents vaccinated. As of this week, nine of the 11 facilities have received at least their first dose, and the two remaining facilities plan to get appointments for their qualified residents.

The Marana Health Clinic, one of Pima County's contracted distributors of the vaccine, held their first clinic in Oro Valley this week in the parking lot of the James D. Kreigh Park. Their staff was extremely complimentary of the Oro Valley team who helped them plan, coordinate and even assist with set-up and tear-down. This clinic will be held every Thursday from 10am to 2pm and the link for appointments can also be found on the Town's vaccine page.

The legislative session has started, and the Arizona League of Cities and Towns does a great job keeping us abreast of proposed legislation that could impact the Town. Of note currently is the Governor's budget proposal, which includes tax cuts that would result in the Town seeing a reduction in state-shared revenues starting next fiscal year, if approved as proposed. The League estimates the Town's impact at \$238K in FY21/22, \$476K in FY22/23 and \$714K in FY23/24. We will continue to monitor developments closely.

In other matters:

- The budget process is formally underway, with departments preparing and uploading their requests in the Town's software system. Once the Town Council provides direction on priorities for next fiscal year, staff will take the next several months to carefully review all information in preparation for delivering a Recommended Budget to Council in mid-April.
- I had the pleasure of joining my fellow city managers on a presentation to the Tucson Young Professionals in January. The group was particularly interested in hearing how COVID-19 has impacted municipal operations and our perspective on how things may change in the future.
- I held my monthly Employee Zoom Town Hall in January, where the topic du jour continues to be focused on COVID-19 and related issues, such as vaccines. More than 125 employees joined me on this call.
- As part of the recognition effort for the Town's Peak Performance process improvement initiative, eight employees from a cross-departmental team were recognized as the quarterly prize winners for their work transitioning the Town's purchasing card (P-card) reconciliation and approval process to a paperless one. The estimated cost savings is \$7,920, with many more benefits to the organization.
- The simple and understandable Popular Annual Financial Report (PAFR) was released last week and has been uploaded to the Town's website.

As always, please contact me if you have any questions regarding any of the content in this month's report.

Mary Jacobs, Town Manager



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POLICE DEPARTMENT

Cases, Incidents and Stats

Quarterly Stats

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

Aggravated Identity Theft and Related Charges, Burglary

Patrol responded to a dispatched call in reference to a car break-in resulting in medical equipment being stolen. This was one of several break-ins that night. Marana Police Department came into contact with a suspect breaking into a car in their jurisdiction. Evidence was located in the suspect's vehicle tying her to several Oro Valley break-ins. Through a coordinated investigation involving Oro Valley's CIU and CAT team and Marana's CIU and DART team, a search warrant was served on the suspect's residence. Evidence was recovered leading to the suspect being charged with six felony counts related to fraud, aggravated identity theft and burglary. Additional felony charges are pending as evidence is being processed. It should be noted that the arrestee in this case is a habitual offender who is known to be the suspect of multiple vehicle break-ins dating back to 2008.

Traffic Stop Leads to Arrest of Robbery Suspect

A traffic officer conducted a stop on a vehicle that had an illegible temporary registration. Upon contact, it was discovered that the driver had an outstanding felony warrant for robbery with a bond of \$20,000. He was taken into custody without incident.

Recognitions

Retirement

Public Safety Telecommunicator Dan Rhoads retired after 33 years of service to the Oro Valley community. Dan represented the last of the original dispatchers that started our dispatch center. He will be missed.



Community Involvement

Speaking Engagement

Chief Riley and Sgt. Graham spoke with a youth group at Oro Valley Church of the Nazarene. The audience was comprised of middle school and high school students. The topics ranged from current affairs to what they can expect from the officers working at OVPD.

Donations

Canyon del Oro Baptist Church donated funds for the purchase of OVPD cadet uniforms and physical fitness shirts.

Community Member Lisa Bayless donated \$5000, with a commitment to donate an additional \$5000 per year for the next four years, to assist officers with the purchase of ballistic vest upgrades. Currently a federal grant provides officers with a basic ballistic vest. Bayless' donation will allow officers to upgrade the level of ballistic protection of the vest at no additional cost to the officer. Her commitment to donate for five years will ensure all officers have the opportunity to benefit from this generosity.

COMMUNITY AND ECONOMIC DEVELOPMENT

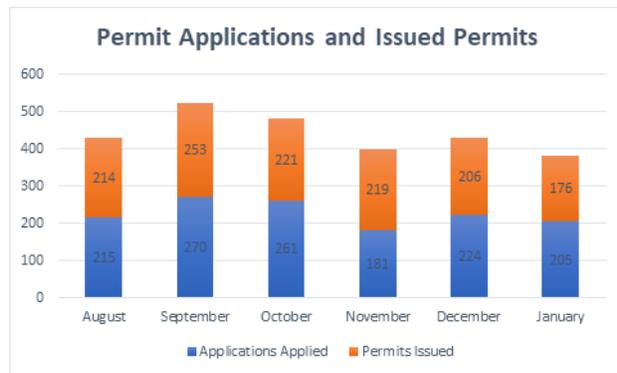
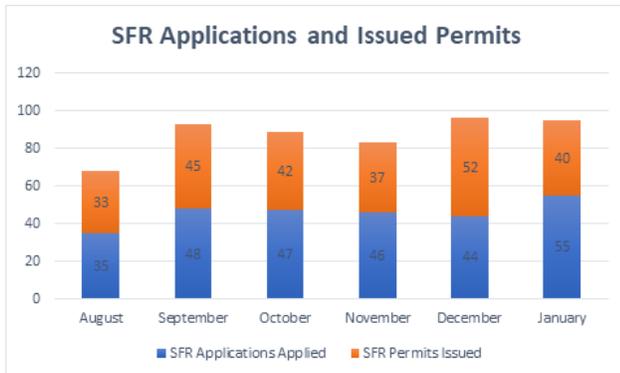
Trends

Single Family Residential Activity

40 new Single Family Residential Permits were issued for the month of January compared to 52 SFR permits issued in December and 17 SFR Permits issued in January of 2020.

Permitting Activity

176 total permits were issued during the month of January compared to 206 permits issued in December and 213 Permits issued in January of 2020.



Meetings/Other News

Planning & Zoning Commission

The Planning and Zoning Commission held the first of two required public hearings for development applications related to the annexation of the Westward Look Resort property. The applicant has proposed three development concepts for the vacant parcels along Ina Road for future development (see below):



The applicant has conducted more meetings/discussions with adjacent neighbors. A revised proposal has been submitted and posted to Ovprojects.com. Revisions include reduced buildings heights and increased setbacks to adjacent homes.

A Second public hearing was held on February 2, and the Planning & Zoning recommended approval. This item will now be considered at a Town Council public hearing on March 3.

Board of Adjustment

Town staff have received an application for a variance on wall height. A homeowner wishes to increase the height of a shared backyard common wall from 6 feet to 8 feet. A hearing has been tentatively scheduled for February 23, pending further discussions with the applicant

Meetings/Other News (Cont.)

Town Council

On January 6, the Town Council considered the proposed General Plan Amendment and rezoning near the southeast corner of the 1st Avenue and Tangerine Road intersection. The proposals would have allowed for multi-family and single-family residential uses on the property, but ultimately did not get enough votes to pass. At the January 20 meeting, Town Council voted to reconsider the item at the February 3 meeting to give the applicant an opportunity to clarify information provided by the applicant.

The application was recently revised by the property owner to reduce the number of plans from five to one. The “Rental Casitas” plan is now the only one proposed.



Apartments



Rental Casitas



Townhomes



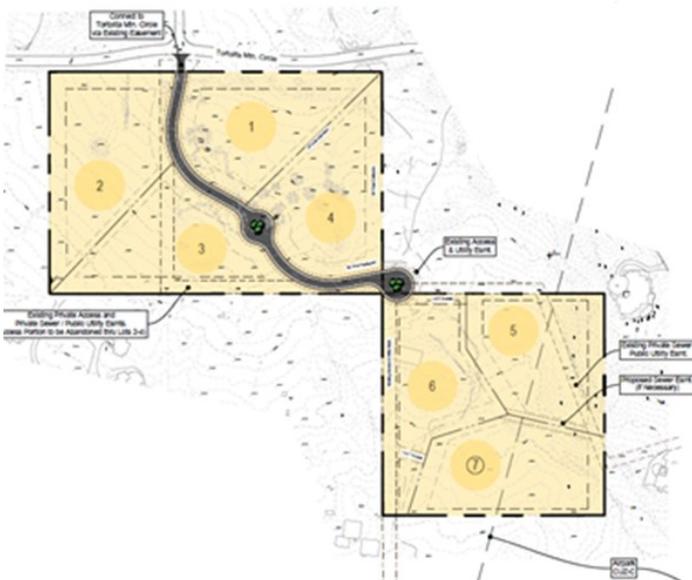
Senior Care



Single-family Residential

Neighborhood Meetings

On February 10, Planning Division staff conducted a second neighborhood meeting (via Zoom) for the proposed Oro Vista Apartment expansion near the southeast corner of the Lambert Lane and La Cañada Drive intersection (image on right). The proposal would allow for a 16-unit apartment expansion and an informational video has been posted on OVprojects.com.



On February 18, Planning Division staff will conduct the first online Zoom neighborhood meeting for a 7-lot single-family subdivision south of Tortolita Mountain Circle and Rocky Highlands Drive intersection (image on left). More information will be made available on OVprojects.com.

Business Retention/Expansion and Attraction/Marketing

Six store fronts, one intelligent business, and three home-based businesses were licensed in December. Intelligent businesses are physical locations that a business owner can use for package delivery, meetings, etc.

Completed Projects (Certificate of Occupancy Issued)

- **Dogtopia**; 7621 N. Oracle Road #120 (C of O for new owner)
- **Oro Valley Dental Group**; 10425 N. Oracle Road #125
- **Real Fit**; 7493 N. Oracle Road #101
- **University of Arizona Center for Innovation**; 1800 E. Innovation Park Drive

Business Closures

- **1 on 1 Massage**; 7790 N Oracle Road #100 (owner is hopeful they will reopen in a new location in 2021)
- **Big Lots**; 11955 N. Oracle Road
- **Community Options**; 8375 N. Oracle Road #170
- **MJ Wealth Planning**; 10371 N. Oracle Road #102 (moved out of Oro Valley)
- **Oro Dental Medicine**; 10425 N. Oracle Road #125 (dentists retired)
- **Oro Valley Smiles**; 10509 N. Oracle Road #141 (moved out of Oro Valley)

OVSafeSteps Update

As of Feb. 1, 2021, Oro Valley businesses have been approved as being eligible to receive assistance through OVSafeSteps. 116 of these have requested and received reimbursements for a **TOTAL of \$392,243** in the following areas: PPE \$125,321; Marketing \$112,848; Professional and Technical consultations or services \$61,574; New category—Hardship Grants: \$92,500 (Hardship Grants are limited to non-drive thru restaurant, gym/fitness, beauty salon/barber shop, or hospitality. 37 out of 123 eligible businesses have applied & received the \$2,500.)



Arts and Culture

The Youth Art Program is in its sixth year! In December and January, Art Ambassador Sasha Case shared video presentations at Council Meetings from teachers Melissa Samsel and Nicole Tilicki at Innovation Academy



Permitting Major Activity

New Businesses

Jersey Mikes at Catalina Village – 7315 N. Oracle Road #108

Building TI Permit applied for new location in space previously occupied by Planet Smoothie

Noodleholics at Escondido Plaza – 7850 N. Oracle Road

Building TI Permit applied for new restaurant in space previously occupied by Ragazzi Italian Restaurant

Seis Kitchen at El Corredor – 9740 N. Oracle Road

Building TI Permit issued for new restaurant location in Oro Valley

Other Permits

A Wise Move Physical Therapy at Ridgeview Plaza – 180 W. Magee Road #164 (*Building TI Permit/minor interior work*)

Capella Parcel M by Richmond American Homes – located west of Casas Church

Type 2 Grading Permit issued for a 48-lot subdivision which is the next phase of the Estates at Capella subdivision

Target at Rooney Ranch - 10555 N. Oracle Road (*Building TI Permit applied to remodel the café*)

Tortolita Mountain Circle, Phase 4 Extension (*Type 2 Grading Permit to extend Tortolita Mountain Circle and construct connecting access roads within Stone Canyon VIII*)

Planning Project Highlights

Hallaq Properties Zoning Interpretation

The Planning and Zoning Administrator completed a Zoning Interpretation for the “Hallaq properties,” regarding an area zoned R1-10 and northeast of the N La Cholla Blvd and W Lambert Lane intersection. Per the annexation related translational zoning ordinance 02-17, the zoning requires buffering of adjacent properties as well as additional preservation of open space to receive a minimum lot size reduction from 16,000 sq. ft. to 12,000 sq. ft. The zoning ordinance does not clearly define the extent of buffering or open space required.

The open space standard associated with the enabled lot size reduction was determined to be Addendum I, Riparian Habitat Overlay Zone. Additionally, a buffer yard “A” standard will apply along the northern lot line of the Hallaqa property zoned R1-10. For more details regarding the interpretation, please visit <https://www.orovalleyaz.gov/Government/Departments/Community-and-Economic-Development/Interpretations>.

Community Academy

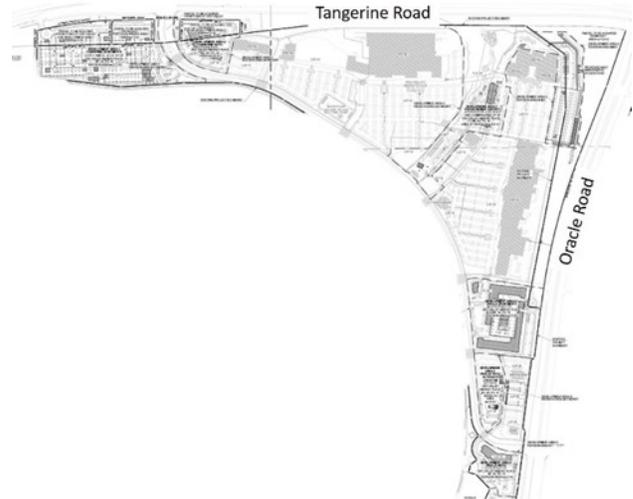
An online version of the Town’s Community Academy will begin on February 4 and run every Tuesday and Thursday for the entire month. The Town currently has 31 excited participants registered and expect a few more over the next week. The 2021 session will culminate with an online graduation with Town Council during the March 3 meeting. This virtual session will cover topics such as: Town Overview and Governance; History, Growth Trends and Annexations; Traffic, Roadways and Transportation Planning; Water Resource Planning; Parks and Recreation; and Zoning 101 and Development Review.

La Posada

La Posada (previously known as Nakoma Sky) issued a press release announcing resumption of the Senior Care project at the intersection of 1st Avenue and Lambert Lane. Town staff has met with the consultants for La Posada to discuss the project moving forward. Preliminary discussions regarding site design, public amenities (park and trail) and process will continue accordingly.

Oro Valley Marketplace

The Oro Valley Marketplace/Village Center owners have resubmitted plans to revitalize the shopping center (see image at right). Neighborhood meetings will be scheduled once the plans are complete.



PUBLIC WORKS

Engineering

La Canada Safety Improvements/Leman Academy

Leman academy students returned to school this past Monday. The revised drop-off/pickup vehicular traffic circulation pattern, both on La Cañada and within the school grounds, was ready for the opening day. The initial feedback is that it operated much better, being smoother and easier with fewer conflicts. There was some south-bound La Cañada back-up at the entrance; however that will be mitigated when the contractor returns during spring break and installs the right turn deceleration/stacking lane.

Upcoming projects

The Engineering Division is currently gearing up for all the upcoming spring street and pavement projects, some in design, some designed and awaiting available contractor and weather:

- Pavement Preservation – Plans to apply an HA5 surface treatment to various subdivisions throughout town is scheduled for this spring and will be performed by Holbrook Asphalt Company. The project includes the Magee OVPD Substation parking lot, Egleston parking lot, and a portion of the Town Hall parking lot. The surface treatment is temperature sensitive and can only be applied under warm conditions.
- Lambert Lane Shoulders – The plan to widen Lambert Lane and add paved shoulders from West Lambert Park to La Cholla Blvd is tentatively scheduled between March and June 30, 2021, pending contract award. The project consists of cutting and grading shoulders areas for pavement, extending a drainage culvert, guardrail relocations and paving.
- Traffic Signal at Rancho Vistoso Blvd. and Arrow Smit/Moore Rd – The contractor continues making progress in completing the work before the end of February – turn on signal.

It needs to be noted that the contracting environment has become unfavorable. Contractors are so busy that they are not as readily available as they have been in the past, and costs are skyrocketing because of the overabundance of project demand coupled with operating during these days of COVID.

Street Operations

Sidewalk & Multi-Use Path (MUP) Repairs

Street Maintenance Operations has completed multiple sidewalk repairs on Rancho Vistoso Blvd., east of Oracle Road, as well as in Copper Creek. Crews have also completed asphalt repairs to failing areas around all catch basins on the La Cañada MUP between Naranja and Tangerine Road.

Current Street Crack Sealing Operations

Street crews are continuing hot applied (winter) crack sealing surface treatment within the Copper Ridge I (1-49) and Mira Vista (1-60) subdivisions.

Street Vegetative Maintenance

Streets ADC crews continue to be suspended due to COVID-19; however, the crew leader continues to work closely with the Town's landscape vendor (BrightView Landscape Services) to schedule and perform vegetation maintenance and cleanup of various Town rights-of-way where needed.

Christmas Tree Disposal

In addition, the Streets ADC crew leader and street staff are working to grind/mulch Christmas Trees at Naranja Park per our partnering with the City of Tucson Treecycle program being managed by the Oro Valley Kiwanis Club.



Stormwater

Highland Wash FEMA BRIC Grant Submittal

The Stormwater Utility has submitted an application for a Building Resilient Infrastructure and Communities grant to the State of Arizona Department of Emergency and Military Affairs for the Highland Wash Flood Mitigation project. The SWU submitted its final application to DEMA on January 15, 2021 for their submission to FEMA. The grant, if ultimately selected at the national level, would cover 75% of the approximate \$4 million cost of the project. Final drainage report and 60% plans are complete.

Cañada Del Oro Wash – Levee Augmentation

Pima County has been ranked number one 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, the 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. Pima County submitted their application January 15, 2021.

Big Wash Loop Pathway Extension

Pima County has reached out to the Town of Oro Valley about extending their Loop Pathway north along the east bank of Big Wash to connect to the Sun City area on Rancho Vistoso Boulevard. Currently the pathway ends just north of the Oro Valley Northwest Hospital along the bank protection on the east side of Big Wash. In conjunction with Venture West Group, the Town will be assisting the County in identifying potential pathway alignments and helping to secure easements and rights-of-way necessary for the construction and use of such a public asset. CED Staff has coordinated with Venture West who has agreed to a Plat Amendment to accommodate the necessary public access. Coordination continues with Pima County.

Transit

Ridership

Transit is seeing moderate increases in ridership. Our ridership for December was 2,357. In 2019 our ridership was 3,745. So, we are around 63% of pre-COVID ridership.

Disinfection and cleaning of vehicles remains a top priority.

Fleet/Facilities Maintenance

New Vehicles

All light duty trucks for FY 21 have arrived, been prepped for service and are now distributed to their respective departments by Fleet Operations with support from the Street Operations Department. This is in addition to performing all other daily fleet tasks, as ADC personnel continue to be unavailable.

Janitorial Services

The Janitorial Contract was awarded to New Image Building Services. Service under the new contract will commence on 2/15/21.

680 Construction Projects

- Main building roof replacement: underway expect completion next week.
- Facility Maintenance shed roof replacement: complete.
- Restroom Renovation: Demolition complete. Plumbing installation underway.
- Backup Power Generator Designs are in the final stages.

MOC Maintenance

Entryway awning and viga repair completed on both modular buildings.

OVPD Main Station Projects

- Security Improvements: CMU Wall construction began January 18.
- Locker room flooring, painting, and grout cleaning: Project was completed in late January.

OVPD Tangerine Substation Generator Project

The Automatic Transfer Switch (ATS – which is a critical piece of equipment for the project) was delivered on 1/11. The slabs for the generator and ATS were poured the following week. The back-up power generator is expected to arrive on 2/22.

OVAC Painting Phase 2

Painting has commenced. Anticipated completion by January 29th.

Town Hall Emergency Generator

Admin building backup power generator design plans are being finalized. The new generator is intended to replace the existing one, but with much more capability. Currently, the existing generator only has enough power to maintain operation of the computer server network. The new generator being designed will operate the entire Administration building in case of power disruption and emergency.

PARKS & RECREATION

Administration

Upcoming Meetings

- Parks and Recreation Advisory Board (PRAB) Study Session, February 9 at 6 p.m.
- Community Meeting to review the Master Plan, February 23 at 6 p.m.

Master Plan Project update

In January the park concept plans, path connectivity, CIP and preliminary priority projects were presented to PRAB. Overall, PRAB was pleased with the updated plans and supportive of the preliminary priority project list. PRAB will be presented the following items for discussion: Program assessment, Program/service classification, Funding Strategies, Pricing Model, Partnerships. Staff will continue to work PRAB on an updated plan, and will reschedule the Master Plan update with Council postponed from February 3.

Aquatics

The Oro Valley Aquatic Center continues to be in high demand with over 1,000 individual lane opportunities for 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. As of January 27th, the Aquatic Center memberships are up to 438 and even with colder weather outside, the water temperature continues to average 80 degrees.



Community & Recreation Center

The Community & Recreation Center has seen an increase in usage since the beginning of the year. The indoor facility remains at 25% capacity (per state mandate), which is 12 users per hour. Several gym usage hours throughout the day are meeting capacity and the daily average is about 75% of the current capacity. Outdoor usage continues to stay busy with tennis, pickleball and aquatic activities. The center is on pace to have over 4,500 visits for the month of January (note in January 2020 there were 10,777 visits). The CRC staff continue to maintain a rigorous cleaning schedule, ensuring a safe environment for facility users and staff.



The CRC pool was closed on January 21 and 22 to perform necessary maintenance to the pool filters. This improvement includes the removal and replacement of the sand in the filters, which will result in improved water quality and system flowrate.

The center is partnering with Sahuarita Parks and Recreation for a youth pen pal program. The community has shown great interest in this program, which is a great sign for future development of the program. Children aged 6-12 years old will be given stationary, stamps and envelopes and will be partnered with a similar age kiddo from Sahuarita. 2020 was a year of many screens, we will be turning the clocks back for 2021 and creating long lasting relationships through written word!

Recreation and Culture

The Recreation and Cultural Services Division was selected by the **U of A for a Capstone project for their School of Government and Public Policy**. They will be assisting on creating a local registry of historic places by placing at least one home on the Oro Valley Local Registry. This project is in coordination with the Oro Valley Historic Preservation Commission. Together we will be working in the Suffolk Hills neighborhood. This neighborhood has many home that are “Mid Century Modern” 50 years or older homes.

This year, the **Move Across 2 Ranges Hiking Challenge** is a self-monitored, individually accomplished event in coordination with Summit Hut. Summit Hut will provide discount coupons to all individuals that send them a tract of a hike performed near the end of February 2021. All previous participants will be notified of the opportunity and how to participate.

The **Oro Valley Historical Society** is offering tours the second and fourth Saturday of each month. They are providing stations were individuals interested in touring can go from location to location and learn about the Ranch in a COVID-safe manner. The Historical Society is using all the safety precautions recommended by Pima County.

The **February field schedule** is full and fields are being used by both our regular organizations and outside organizations that usually use Pima County or Tucson fields. League play has resumed resulting in overwhelmingly positive feedback from youth sports organization members and players alike. COVID-19 precautions are being followed and mitigation plans are required from all sports leagues.

Park Management

Riverfront Park

- The batting cage at Riverfront Park has been removed in preparation for installation of the new Softball Practice Facility. The metal building was delivered on January 28. Staff is completing design and working with the Building Department for permits. The building should be erected in March.
- New chain link fence fabric is scheduled for installation at the Riverfront Park softball fields in February. The new fencing includes outfield fences, dugouts, gates, and backstops.

Naranja Park

- Construction for the lights in the new Naranja Park parking lot will begin in February. With installation of the parking lot lights, the playground project will be 100% complete.
- A new prefab restroom is scheduled for delivery to the Naranja Archery Range the end of February. Construction of a septic system will follow with plans for the restroom to open in March. The restroom is manufactured by CXT and will feature two unisex stalls with ADA access.

Indigo Golf

Month	ROUNDS					Total	Non-Mem Rds On Member Course	\$'s from NM Rds on Mem Course	Total Members	MEMBERS										Under 18
	Member Rounds	Non-Mem Rounds	Comp Rounds	Outing Rounds	Res					Res Afternoon	Res Individual	Res Junior	Res Family	Res Warrior	Weekend 30/60/90	Internati	Corporate	Medical Leave	Over 90	
7/31/2020	1554	4070	179	139	5942	1362	\$28,287.26	257	22	108	16	64	37	0	0	1	3	2	7	
8/31/2020	1967	3641	328	91	6027	1114	\$28,515.62	257	22	107	16	65	37	0	0	1	3	2	7	
9/30/2020	2039	3285	301	304	5929	1360	\$44,001.62	261	22	109	16	66	37	0	0	1	2	2	6	
10/31/2020	2335	2325	192	275	5127	1114	\$42,368.48	261	25	104	16	68	38	0	0	1	2	2	7	
11/30/2020	2921	3891	354	379	7545	1377	\$51,492.57	279	26	114	19	73	37	2	0	2	3	2	6	
12/31/2020	2807	3688	227	287	7009	976	\$34,540.71	287	27	118	20	73	37	11	1	2	4	2	7	
1/31/2021	3139	3266	279	272	6956	717	\$27,348.23	304	28	115	20	73	35	17	1	3	2	2	10	
Total Rounds	16762	24166	1860	1747	44535	8020	\$256,554.49													

WATER UTILITY

Meter Operations

As of December 31st, the Utility had a total of 20,711 service connections which includes 41 new water meters installed by meter operations staff in the month of December.

Water Conservation

2020 proved to be a productive year for the Utility's conservation program. Last year, customers saved approximately 1 million gallons by participating in the Utility's water audit program. The most common problems identified were misunderstanding irrigation timer settings, over watering and hidden leaks.

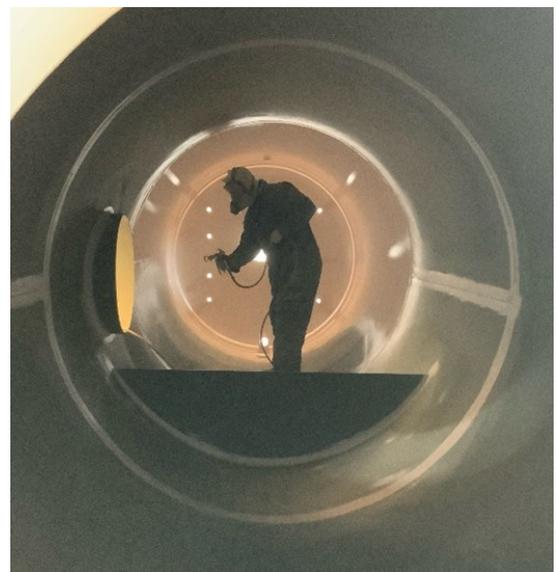
Capital Improvement Program

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

Pressure Vessel Replacement Project

The Utility continues to identify and replace non-ASME certified pressure vessels. The replacement of non-ASME certified pressure vessels addresses a Utility safety and reliability concern.

Photo at right: *The contractor's certified painter applies the protective lining to one of two new pressure vessels slated for replacement this fiscal year. This work is typical of the ongoing effort by the Water Utility to reinvest in the community's water system infrastructure.*



Nakoma Sky Well Site Construction

Construction of the Nakoma Sky well site has begun. The scope of work consists of the construction of a concrete retaining wall, masonry perimeter wall, security fencing, grading and drainage work.

Photo at right: *Ashton Contractors was the low bid contractor on the Nakoma Sky well site construction project. This work is slated to be completed by the end of the current fiscal year. Even though the Utility has plans to further reduce its reliance on groundwater, having an environmentally responsible, yet robust groundwater pumping capability ensures our community's sustainability.*



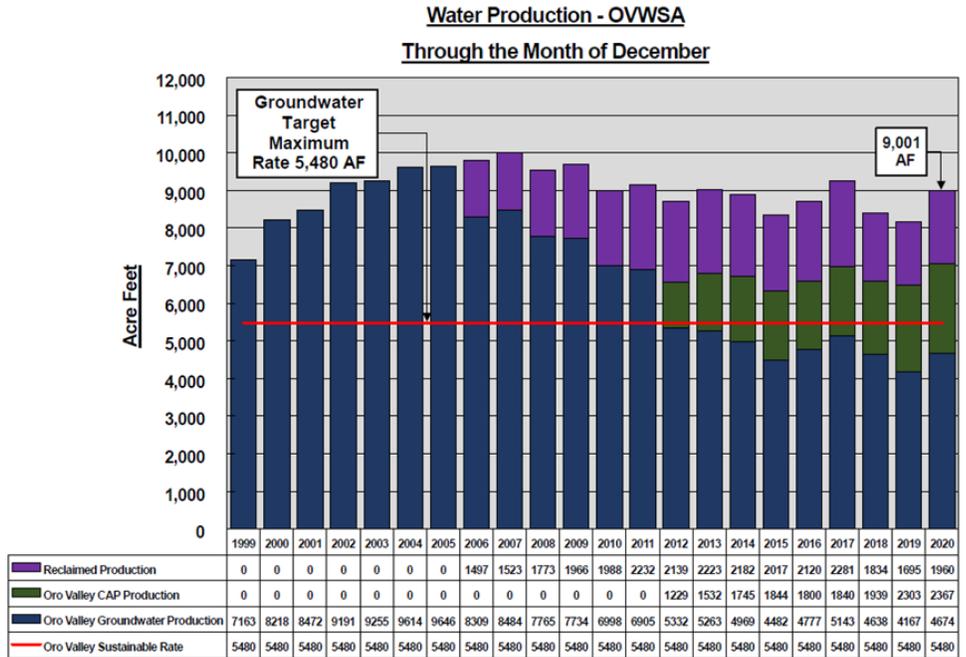
2020 Q1 thru Q4 Water Delivery Metrics by Water Type

The Utility continues to successfully deliver Central Arizona Project (CAP) 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 1st, 2nd, 3rd and 4th quarters in each of the last 21 years.

Water deliveries to the **Oro Valley service area** for calendar year 2020 consisted of:

- 639 million gallons of reclaimed water
- 771 million gallons of CAP water
- 1.52 billion gallons of groundwater

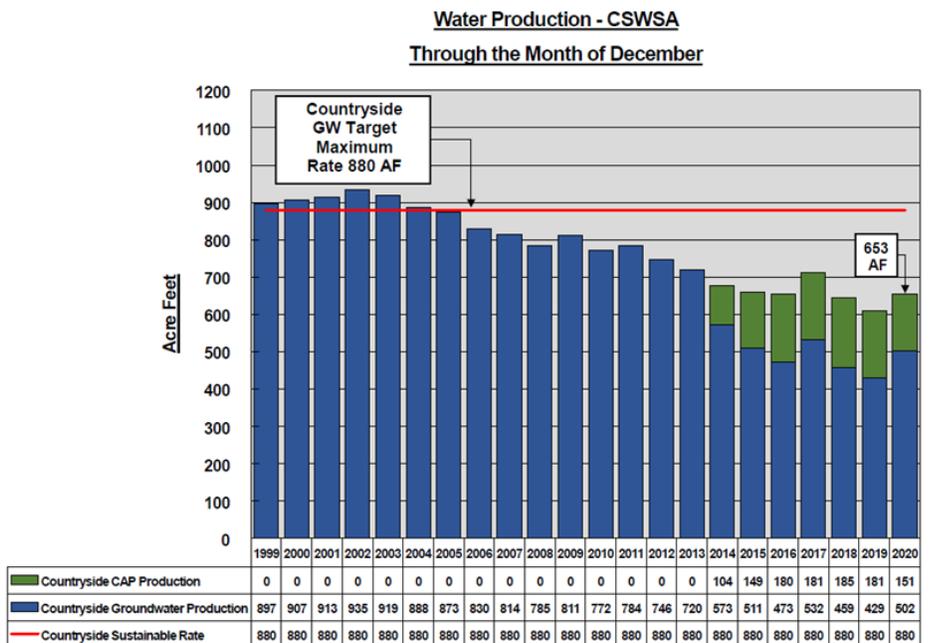
The Water Utility's **main service area** experienced an increase in 1st & 2nd quarter consumption compared to the same time last year. The 3rd and 4th quarter consumption was similar to last year's 3rd and 4th quarter consumption. Higher residential consumption due to the COVID-19 restrictions as well as early spring heat and lack of rain accounts for the increase in the 1st & 2nd quarter consumption. The result is higher consumption for calendar year 2020.



Water deliveries to the **Countryside service area** for calendar year 2020 consisted of:

- 49.2 million gallons of CAP water
- 164 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 and 4th quarter consumption was similar to last year's 3rd and 4th 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 higher consumption for calendar year 2020.



ADMINISTRATION

Public Records Requests

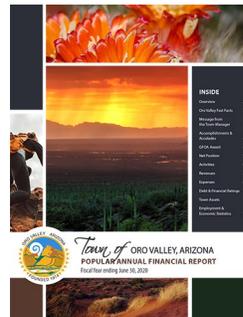
Time Period	Number of Requests	Staff Time To Process (Hours)
January 2020	48	27
January 2021	37	23

Publications



Vista Newsletter
The February Vista Newsletter is now available online.

[\(Click here to view.\)](#)



Popular Annual Financial Report
The Town's annual Popular Annual Financial Report (PAFR) is now available.

[\(Click here to view.\)](#)

This is Oro Valley

Town Manager Mary Jacobs hosted her third *This is Oro Valley* podcast in January, featuring Assistant Town Manager Chris Cornelison and OV Chamber President/CEO Dave Perry discussing Oro Valley Safe Steps. This is Oro Valley includes a [podcast](#) and a [highlight video](#) each month.



Videos Produced in January

- **This is Oro Valley – OVSafeSteps Business Assistance Program** <https://youtu.be/2cNdRG8eXjA>
- **Oro Vista Apartments Informational Video** <https://www.youtube.com/watch?v=MEpDoPAq9js>
- **Parks Master Plan Community Discussion Meeting edits** <https://www.youtube.com/watch?v=4KNjlpvzVUM&feature=youtu.be>
- **Community Academy – History:** https://www.youtube.com/watch?v=H_Xymri-oM8&feature=youtu.be
- **Community Academy – Parks and Recreation:** https://www.youtube.com/watch?v=b_ulg1gGfl0&feature=youtu.be
- **Community Academy – Zoning:** <https://www.youtube.com/watch?v=j3Z6WQBmhY8&feature=youtu.be>
- **Community Academy – Class 6 Town Water Resource Planning** <https://www.youtube.com/watch?v=cmVAUFWtbw&feature=youtu.be>
- **This is Oro Valley – Water Utility Overview**
- **Water Wisdom – Water Conservation Video series #2**

GOLDER RANCH FIRE DISTRICT

Firefighter Recruits

Golder Ranch Fire District will begin a 20 week academy with 23 firefighter recruits on February 8, 2021. A new addition to our training regimen will be a four week Emergency Medical Technician (EMT) course. Following EMT training the recruits will dive into the fire suppression training. The academy recruits and training staff will follow all safety guidelines relative to the COVID-19 pandemic in order to keep everyone safe and healthy. Presently we are planning for a graduation ceremony that is socially distanced and abides by all COVID-19 mitigation guidelines, but we will remain flexible in order to adhere to all safety regulations. After graduation these, 23 recruit firefighters will be placed into shift positions at any of the 10 fire district stations.

COVID Vaccine Point of Distribution

In January we established the district as a COVID vaccine Point of Distribution (POD) by participating in training and certification with the health department. The process was fairly cumbersome but we were successful in being able to acquire 100 vaccines for our uniformed and administrative staff. We remain closed to the public for vaccination but have been able to provide vaccines to those members of the organization who were unable to acquire the vaccine from the other resources provided such as the Banner and TMC sites. We were able to extend 12 vaccines to the Phase 1B personnel of the Oro Valley Water Department. We will conclude our vaccinations by February 19, 2021.