

# TOWN MANAGER'S

# EXECUTIVE REPORT

Town of Oro Valley | December 2021

TO COUNCIL

## TOWN MANAGER'S MESSAGE

I'm pleased to report that today, the official announcement was made regarding the future relocation and expansion of Leonardo Electronics US Inc. to Innovation Park in Oro Valley. Leonardo will be constructing a new state-of-the-art semiconductor laser manufacturing facility comprising of approximately 120,000 square feet. They anticipate construction to begin this spring. The total capital investment will be approximately \$100 million and 170 net new jobs. Sun Corridor estimates a total economic impact to the Tucson region of \$374 million over the next 10 years. The Town has been working with Leonardo, Sun Corridor, Arizona Commerce Authority, and other partners on this potential expansion for about three years. Countless hours have been spent working with the company, and an economic development agreement consistent with the Town Council's Incentive Policy will be placed on Council's January regular agenda for approval. We are thrilled Leonardo has selected Oro Valley for their expansion and look forward to the synergy their company brings to the Town's ongoing business attraction efforts in the community.

I signed a Memorandum of Understanding with Chris Phillips, the owner of the dirt lot adjacent to the Community Center's parking area. This MOU provides the framework for a land swap with the Town that will allow us to maximize the property available for the planned reconfiguration of the entire parking area. The MOU also provides for the Town's continued lease of the lot for overflow parking until the land swap is consummated. Town staff will now complete the details required per state law to affect this transaction. We expect to bring the required action to Council in February or early March.

In other matters:

- COVID-19 cases are increasing in the region, and the Town is not immune to those increases. We continue to require employees to mask-up in common areas, in conference rooms, and when social distancing cannot be maintained.
- Last month, the Parks and Recreation Department hosted the latest employee engagement event, a lunchtime food truck picnic in front of the Community Center. Employees enjoyed a beautiful day, good food, and some yard games during their lunch hour.
- I joined Mayor Winfield as he hosted the latest regional Mayor/Board/Manager luncheon at the Westward Look. This informal lunch provides an opportunity for regional leaders to connect more informally as we seek to strengthen relationships and identify opportunities to work together.
- Mayor Winfield and I represented the Town at a farewell gathering for Visit Tucson Executive Director Brent DeRaad in late November and conveyed our warm wishes for his new position in Texas. Felipe Garcia is currently the interim Executive Director, and the Board is working through the hiring process. Mayor Winfield and I have been invited to provide input on their candidate(s).
- In December, look for my latest This is Oro Valley podcast featuring Chief Randy Karrer of the Golder Ranch Fire Department. Residents will learn how the Town works with the district as our fire department and get information on the great programs and services of GRFD.

On behalf of the leadership team and employees, I would like to extend our warmest wishes to you and your loved ones for a Happy Holiday Season! We look forward to another productive year in 2022.

Mary Jacobs  
Town Manager



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# POLICE DEPARTMENT

## CASES, INCIDENTS AND STATS

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### Theft Arrest

Patrol officers responded to a report of a suspicious vehicle driving through an apartment complex with one of the occupants shining a light into parked cars. The only information provided by the reporting party was that the vehicle was a white sedan. Officers located the vehicle near the complex and discovered it was stolen and had a fictitious license plate. The vehicle was occupied by two men in possession of burglary tools and was full of stolen property. During interviews conducted by the Criminal Investigations Unit, it was revealed that one of the suspects had a storage locker in Oro Valley. A search warrant recovered additional stolen items from the storage locker. The two were arrested for possession of burglary tools, unlawful use of means of transportation (stolen vehicle) and various theft-related charges.

### Interdiction Efforts

During grant-funded interdiction efforts Stone Garden, officers made traffic stops that resulted in multiple arrests. Highlighted below are the results of two separate traffic contacts.

- An officer recovered over 18 grams of methamphetamine along with counterfeit oxycodone pills containing fentanyl, after a K9 officer had a positive alert on a vehicle. The suspect was also in possession of a firearm. He was charged with transportation of drugs for sale, possession of a firearm during a drug offense and possession of a firearm despite being a prohibited possessor.
- An officer recovered fentanyl pills, methamphetamine, a rifle and a handgun. The handgun had its barrel length cut down and the serial number filed off. During transport, the female arrestee removed additional fentanyl pills she had concealed in her groin area and attempted to discard them. The two occupants were charged with various drug and firearm possession-related crimes.

## COMMUNITY INVOLVEMENT

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### Donation

The Southern Arizona Law Enforcement Foundation awarded a generous grant which allowed the department to update our Pima Regional SWAT Team members' safety equipment.

## REGIONAL SUPPORT

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### Regional Training

The Department hosted a basic Crime Scene Investigation class. The class is a 40-hour block of instruction that blends lecture and practical exercises including fingerprinting techniques, photography, firearm documentation and collection, scene management and safety and evidence searches. Attendees included forensic technicians from Oro Valley Police Department's Property and ID Unit, Pima County Sheriff's Department, Yavapai College Campus Safety Department and Bullhead City Police Department.

## RECOGNITIONS

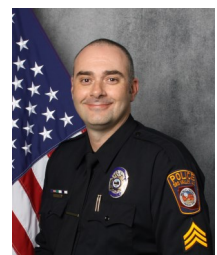
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### Community Partner Commendation

Deputy Chief Jason Larter was the recipient of a Community Partner Commendation during Northwest Fire District's 2021 award ceremony. D.C. Larter was assigned as a law enforcement liaison following the tragic line of duty death of a retired Northwest Fire District (NWFD) fire chief who paid the ultimate sacrifice fighting a fire with the Forest Service. D.C. Larter coordinated multiple funeral and ceremonial services held throughout the community, allowing NWFD staff to focus their efforts on supporting the Chief's family. An excerpt from the nomination read:



*"The entire Oro Valley Police Department, and in particular Deputy Chief Larter, rose to meet the challenging needs of our community, and of our organization. His efforts exceeded all expectations and for this, Deputy Chief Jason Larter is to be commended."*



### Promotion

Lead Police Officer Ryan Jones was promoted to the rank of Sergeant.

# COMMUNITY AND ECONOMIC DEVELOPMENT

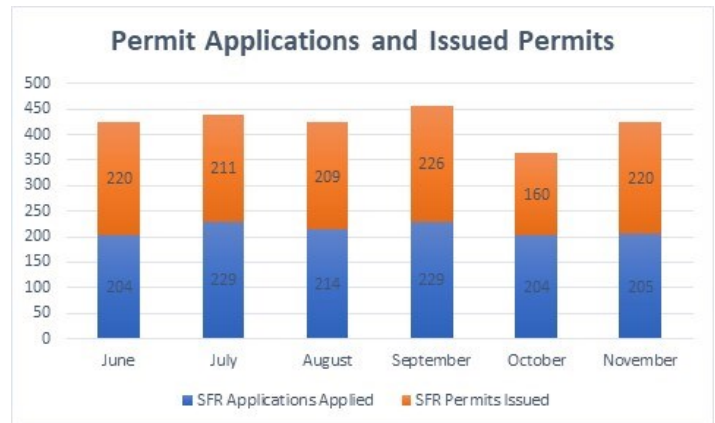
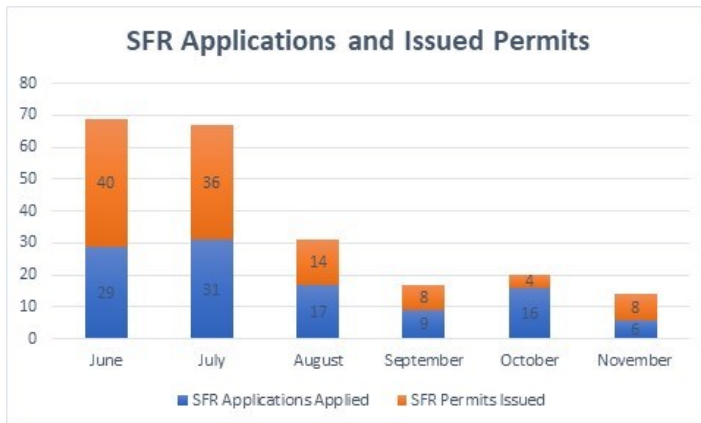
## TRENDS

### Single Family Residential Activity

Eight new Single Family Residential Permits (SFR) were issued during the month of November compared to four SFR permits issued in October. Year-to-date, 331 SFR permits have been issued since the beginning of the year compared to 332 issued during the same period in 2020.

### Permitting Activity

220 total permits were issued during the month of November compared to 160 permits issued in October. Year-to-date, 2,380 total permits have been issued since the beginning of the year compared to 2,290 issued during the same period in 2020.

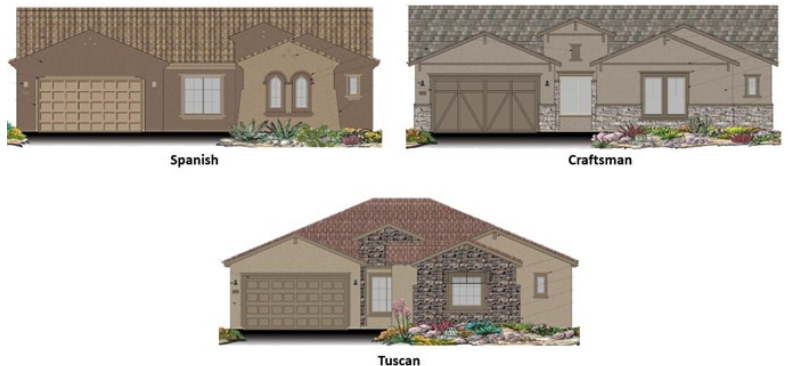


## MEETINGS AND OTHER NEWS

### Planning and Zoning Commission

On December 7, the Planning and Zoning Commission will consider a proposed amendment to the **Town's Zoning Code regarding off-street parking and loading**. The goal of the proposed amendment is to update outdated standards, allow the alternative use of parking lots, and maintain the Town's high design standards.

On December 7, the Planning and Zoning Commission will consider proposed **conceptual Model Home Architecture for the Ironwood Estates subdivision** located east of Shannon Road and south of Ironwood Ridge. The proposed architecture consists of four single-story model homes with three architectural elevations each (Spanish, Craftsman, and Tuscan).



### Town Council

On December 1, Town Council approved a zoning amendment for **24 parcels south and west of Tortolita Mountain Circle**, annexed in 2004 as *Annexation Area G*. The amendment will remove a condition requiring a minimum lot size of 180,000 sq. ft. and enable the standard R1-144 minimum lot size to take effect, resolving a long-standing non-compliance for many properties and bring the entire area into the same standards as all R1-144 zoning.

### Board of Adjustment

On December 14, the Board of Adjustment will consider a **variance request** to reduce the 40-foot rear yard setback to 14.5 feet for an addition to a house located at 1241 W. Linda Vista Boulevard (near the southeast corner of La Cañada Drive and Linda Vista Boulevard).



## Neighborhood Meetings

A neighborhood meeting was held December 2 at 6 p.m. via Zoom for the **Avilla Rental Homes Rancho Vistoso West** project. Residents provided feedback on the applicant's proposed rezoning from commercial to high density residential for a vacant parcel located northwest of the Tangerine Road and Rancho Vistoso Boulevard intersection.

The applicant is proposing approximately 125 single-story rental homes. This was the first neighborhood meeting for the proposed project and a formal application has not been submitted. This project is part of a larger Avilla development that includes a vacant parcel across Rancho Vistoso Boulevard. Total, both properties will have approximately 215 single-story rental homes.



## BUSINESS RETENTION/EXPANSION AND ATTRACTION/MARKETING

### Economic Development and New Projects

The Community and Economic Development Department responded to three requests for information related to potential premium player attraction. Two of these responses were related to automotive parts manufacturing with the remaining response related to transportation and logistics.

### New Businesses

Three home-based and three businesses using an intelligent office or shared space were licensed in October. Intelligent offices are physical locations that a business owner can use for package and mail delivery, meetings, and other business-related functions.

### Completed Projects (Certificate of Occupancy Issued)

- *Arby's* — 8060 N. Oracle Road (C of O for new tenant improvements)
- *Crumb Cookies* — 7805 N. Oracle Road #151
- *The Landing* — 8195 N. Oracle Road #105

### Business Closures

- *Casas Adobes Dentistry* — 7477 N. Oracle Road (moved out of Oro Valley)
- *Cornerstone Wealth Management* — 10371 N. Oracle Road #203 (closed due to financial hardship)
- *John Daniels CPA* — 190 W. Magee Road #122 (re-located to Florida)
- *Kumon Math & Reading* — 1335 W. Lambert Lane #145

### Ribbon Cuttings

- *Five Below* — 10571 N. Oracle Road
- *Soss and Associates* — 1822 E. Innovation Park Drive



*Five Below*



*Soss and Associates*

## Making Connections

Mayor Winfield, CM Jones-Ivey, and CM Greene went on business visits with Town and Oro Valley Chamber staff during November. Recurring business visits are a strategy to assist with Goal 1C in the Strategic Leadership Plan which states: “Leverage the growing positive relationships with local businesses to develop enhanced strategies that make Oro Valley more business friendly.”



Mali Thai



Olive Garden



Personal Express Insurance

## PERMITTING MAJOR ACTIVITY

### New Businesses

- La Posada Sales Office at El Corredor – 9740 N. Oracle Road #102 (Building TI Permit issued)
- Snooze A.M. Eatery at Two Oracle Place – 7315 N. Oracle Road #161 (Building TI Permit applied)

### Other Permits

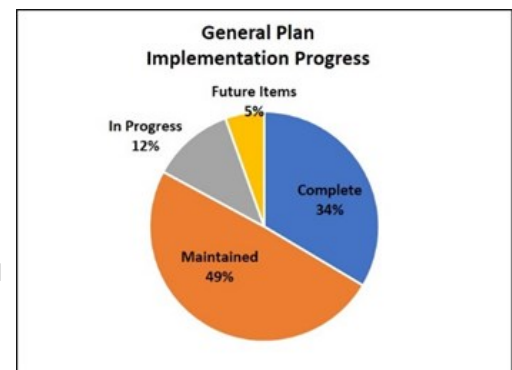
- TOV Publics Works Office Remodel – 680 W. Calle Concordia (Building TI Permit applied)

## PLANNING PROJECT HIGHLIGHTS

### General Plan Annual Progress Report

The 2021 General Plan Annual Progress Report was presented to the Planning and Zoning Commission and Town Council in December. The annual progress report is required by state law and serves as a commitment to Oro Valley residents to provide transparency and deliver on the promises made during the General Plan public outreach process. It also provides a critical foundation for the next General Plan, which must be ratified by voters in 2026.

As shown in the graph to the right, 95% (293 actions) of the 310 actions from the General Plan are either in progress, maintained or complete. This is a cumulation of the work done over the past five years and represents a 3% increase from last year. The 17 remaining actions are recommended to be considered in a future Town Council strategic leadership plan to ensure they are evaluated or completed by the 2026 deadline. The Your Voice, Our Future General Plan and annual progress report is available online at [www.orovalleyaz.gov](http://www.orovalleyaz.gov).



### Community Academy

The Town is currently accepting registrations for the 2022 Community Academy; a fun, free and highly engaging program to learn about the community and local government. Classes will be held twice a week from 6-8 p.m. from March 3 - 31, 2022, on various topics ranging from Town governance to public safety. The course culminates with a graduation ceremony with Town Council on April 6, 2022. For more information about the program and to register, please visit [www.orovalleyaz.gov](http://www.orovalleyaz.gov).

### Oro Valley Marketplace

The applications for the proposed development at the Oro Valley Marketplace have been resubmitted by the applicant and are under review. The project is scheduled for a Planning and Zoning Commission Study Session on December 14.

# PUBLIC WORKS

## BOND PROJECTS

### Naranja Park Expansion

Staff conducted a kick-off meeting with McGann & Associates (the project designer) to discuss pre-design tasks, such as geotechnical testing requirements and locations, status of on-site utilities and general site investigatory requirements.

Interviews are completed for the **Construction Manager at Risk** selection process. The field has been narrowed to a final two; anticipate final selection in the future. Procurement will then finalize a contract in December.

### Golf Course Irrigation Replacement

Staff held a kick-off/introduction meeting last week with the chosen contractor, Wadsworth Construction, and discussed long-lead time items and current market conditions. The contractor will be visiting the site to survey possible material storage and construction staging locations. As a part of purchasing materials, Indigo Golf, the Town's golfing manager, is surveying the course to pre-stage and possibly store materials in advance of construction commencing. Gathering materials early and far in advance of actual construction is to ensure staff has stock on hand to build and avoid supply chain delays.

### Tennis Court Reconstruction & Expansion

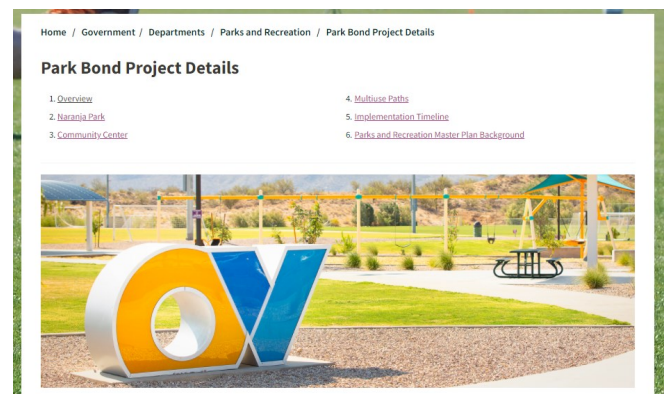
The Purchase Order for design has been issued. The completed 100% design is due January 28, 2022, so the project can be bid and awarded in time to meet the desired construction schedule.

Within the \$25M Parks Bond Project is the Naranja Park Conceptual Design, which includes a proposed nine pickleball courts at Naranja Park. In receiving feedback from current users of the six pickleball courts located at the Community Center, as well as evaluating the usage and potential growth of this sport, staff has asked McGann & Associates to design an expansion of courts at the Community Center with four new courts that would result in a total of 10 permanent pickleball courts at that location. There will also be immediate efforts to create four temporary pickleball courts on one of the existing and underutilized tennis courts. At such time the Community Center permanent pickleball courts would be built, the total courts would equate to 10 (permanent) to 14 (permanent plus the 4 temporary) courts, which would create potential future opportunities for league and tournament play. As a result, the amount of Naranja Park pickleball courts would be reduced from nine to six pickleball courts; however, by creating four new courts at the Community Center, the Town would end up with 10 total new pickleball courts rather than nine. A final plan will be forthcoming.

### Other Items

The Parks and Recreation Director presented a project timeline to the Parks and Recreation Advisory Board (PRAB) at its November meeting. PRAB provided good feedback and excitement on the projects.

As a reminder, the [Park Bond Project web page](#) is live and will be updated on an as-needed basis.



### Christmas Tree Recycling

The Operations Department has once again partnered with the Kiwanis Club to bring this year's Christmas Tree 2021 Recycling Program back to the Town of Oro Valley. The recycling program will again be held at Naranja Park, and tree collection is scheduled to occur from December 26 through January 16, 2022.

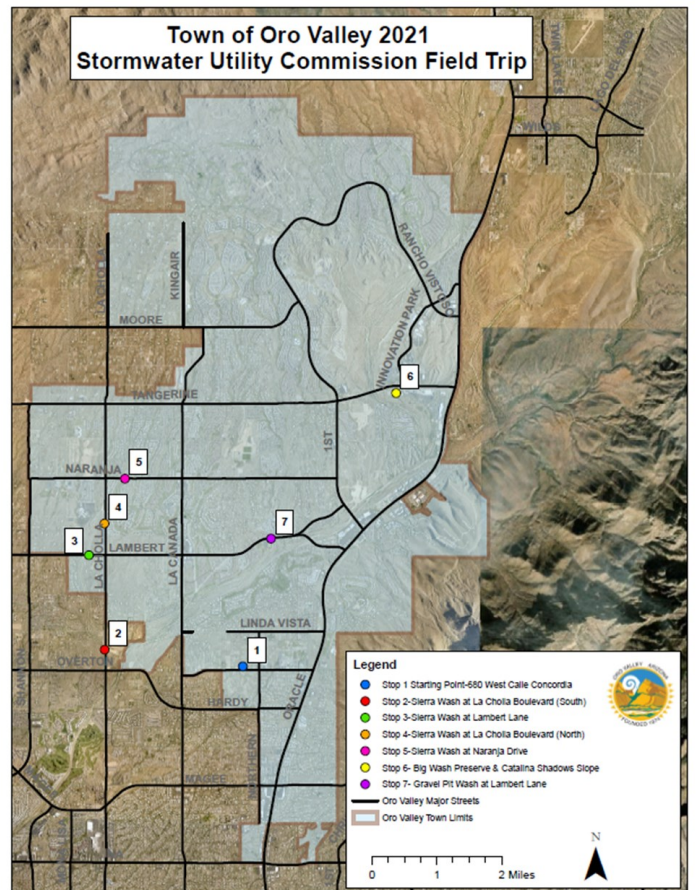


# STORMWATER AND STREET OPERATIONS

## Oro Valley Stormwater Utility Commission Field Trip

Stormwater Utility staff hosted a field trip for the Stormwater Utility Commissioners on October 29. The goal of the field trip was to visit places in Oro Valley that give the Commissioners a better understanding of the broad range of activities typically performed by the Stormwater Utility. This year's trip took the Commissioners to seven locations throughout town. The main focus were on the Sierra and La Cholla Washes along the west side of town, projects along La Cholla Boulevard, Lambert Lane, and Tangerine Road. Activities and projects related to the following were showcased on the field trip:

- Public drainage infrastructure inspection (MS4), maintenance and repair
- Private drainage infrastructure, maintenance and repair
- Stormwater Pollution Prevention Program inspections (current construction projects and verification of post-construction control measures)
- Illicit Discharge Detection and Elimination (IDDE), enforcement action
- Drainage complaints, evaluation and response
- Capital improvement projects, selection, design and construction oversight
- Coordination with Pima County, Letter of Map Revisions, studies and watercourse maintenance
- Verification of municipal operation's good housekeeping practices



## Town Code Chapter 17

### Floodplain and Erosion Hazard Management Amendments

Town Council adopted amendments to Town Code Chapter 17 at the November 17 Council Meeting. This adoption achieves the primary purpose of maintaining compliance with the Arizona State Floodplain Model Ordinance to remain eligible for the National Flood Insurance Program. These amendments now allow the Stormwater Utility staff to finalize the Drainage Criteria Manual updates and begin distribution and outreach efforts. These efforts include Town webpage updates, media releases, and presentation to professional groups such as the American Public Works Association Southern Arizona Chapter, American Society of Civil Engineers, Southern Arizona Chapter and Arizona Floodplain Management Association.

## FLEET AND FACILITIES MAINTENANCE

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### Restroom ADA Compliance

The OVPD Main Station lobby restroom construction is in progress. Contractors have completed demolition, plumbing, framing and drywall, with tiling in progress. This project is two weeks ahead of schedule and will be completed in the near future.



*OVPD Main Station lobby restroom construction*

### Kachina Room ADA improvements

Facility maintenance staff has lowered the HVAC thermostat to ADA height, removed the non-tactile room placards, and ordered an ADA compliant threshold ramp for the exterior door. Territorial Sign Company is designing the ADA compliant room placards.

### Municipal Operations Center Water Utility Leveling and Skirting repair

The contractor's preliminary work at the site has indicated that the facility is level. The sagging problem is being caused by aging sub-floor material. Interior walls, similar to cubical partitions are sitting on the sagging floor and resulting in doorframes that are askew. The contractor is working to determine the best course of action for remediating the problem. The building as a whole does not need to be leveled.

### Key Projects Recently Completed

- OVPD main kitchenette cabinetry
- OVAC main gate access control and lockdown
- Golf maintenance facility heating and cooling — All coolers have been installed. The contractor is currently testing the gas lines in the facility for leaks and inspecting the furnace vent flues
- The Legal Department's reception desk has been replaced with an ADA compliant desk



*OVPD Cabinetry*

### Key Projects Beginning Construction

- Installation of Community Center water fountain/bottle filler station

### Key Fleet Projects

- Windshield wash station placed at the fuel island
- Fleet staff is working with the Town's golf management contractor to repair/replace vehicles and equipment assigned to golf maintenance and bring them into the Town's overall routine maintenance program.



*Legal Department's ADA desk*

## TRANSIT

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As a mitigation measure to accommodate driver shortages, Transit began actively denying trips on October 26. Staff is unable to know how many potential riders elected not to book a trip after they hear the message that the day is closed for reservations. However, there are other means available to provide transportation. On average, Transit can serve 69% of these potential riders through trip negotiation or offering a different time or day. For those who cannot vary their schedule, some riders will be referred to Total Ride, which is an alternate transit provider under the Regional Transit Authority (RTA).

From November 15-19, staff was maxed out every day. Oro Valley's Dial-a-Ride is transporting more people than ever before, even with a driver shortage. Currently, Dial-a-Ride is on pace to surpass our previous record year, FY 2017, by 9.5%.

Driver shortages are not a unique situation just for the Town. Many local transit providers are experiencing the same issues, including Amphitheater School District, which had to augment class schedules to account for bus driver shortages. The RTA is actively looking into solutions.

The Town has been actively communicating the changes in services to our ridership, which can be [found here](#).



# PARKS & RECREATION

## RECREATION AND CULTURE

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On December 11, **Second Saturdays at Steam Pump Ranch** will feature artisans, an antique fair, craft vendors, holiday crafts for children and tours by the Historical Society. In addition to holiday offerings, Quest for Education will be onsite for a live radio play of "A Christmas Carol," which will be presented in the traditional manner of '40s and '50s style storytelling.

The eighth annual **Hot Cocoa 5k run/walk** will be held on New Year's Day along the multiuse path, beginning at Steam Pump Ranch. This is a professionally timed race with prizes for those that place in each age division.



## COMMUNITY AND RECREATION CENTER (CRC)

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In the last month, the CRC **added 150 members**, bringing its **total membership to 1,850 members**. The facility is quickly approaching its pre-pandemic membership numbers, which typically averaged around 2,200. To accommodate the growth, patrons can use the dirt lot for overflow parking.

As of November 22, the center implemented a **new pickleball open play schedule** to help alleviate overcrowding during morning sessions. Prior to this change, it was common for more than 25 players to be waiting at any given time to play. The new schedule breaks up the morning open play by skill level, which is a common solution used at centers throughout the country, allowing for less wait time and more playtime. CRC management will continue to evaluate the outcome of this change.

With support from the Town's IT Department, the center **updated the security cameras** throughout the facility. This project included extending the overall coverage of the cameras into the cardio/weight equipment area and golf pro shop.

Pusch Ridge Tennis Facility and the CRC hosted the **Meet Love Play Tennis Tournament** November 4-11. The event is a competitive, fun 4-day tennis tournament for women age 45+.



*Meet Love Play Tennis Tournament*

The CRC will be hosting an **inaugural holiday event called SnOV** (pronounced Snow-V) on December 10, from 5 -8 p.m. The event will feature **actual SNOW**, and a visit from Santa.

## GOLF

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### Golf Play

Total golf rounds for November were **7729**.

### Membership

As of December 1, Indigo Golf is reporting **329 full memberships** with six corporate memberships. The marketing focus for December will be on membership promotion for both the 36-Hole and Pusch Ridge course, event and general course emails for both properties and 30-60-90 day membership options.

Indigo Golf will be hosting an **OV Chamber 9-Hole Event** on December 17 at the Pusch Ridge Course as part of our corporate membership marketing. A social "happy hour" networking gathering will take place at the El Conquistador Resort following play.

Indigo Golf is hosting the **Disc Golf State Championships** at Pusch Ridge from December 2-5. Indigo staff has asked surrounding HOAs to cheer on the Disc Golfers throughout the tournament. This event will also generate bed tax revenue as players are staying at the Hilton El Conquistador and other surrounding hotels.

The Pusch Ridge Course will open for daily play from 9 a.m. to 4 p.m. with the course being closed on Christmas Day. **December maintenance projects** for courses include cleanup of wash areas, tree pruning; tee, fairway and greens fertilization; irrigation maintenance and general desert clean-up.

## AQUATICS

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On December 2-5, OVAC will be hosting the **Winter Lights Swim Meet** presented by the FAST swim team. This event attracts over 500 youth swimmers from across the state.

On December 8-17, the Oro Valley Aquatic Center will **begin planned pump room improvements** that will **enhance the water quality of the Olympic Pool**. This scheduled project will improve the pool sanitization process and make the facility more efficient in its chemical consumption. Specifically, the facility will be installing an oxygen system, an ozone generator, and CO2 injectors. The ozone generator acts as a secondary form of sanitization to make the facility compliant with the Model Aquatic Health Code, the national standard in aquatic health and safety. These improvements will require the closure of the Olympic Pool; however the Recreation Pool will remain open. Aquatic Center memberships will be placed on hold during these upgrades and members can enjoy the Recreation Pool for free during this closure. Staff has worked with area swim teams to adjust practices and provide more capacity at the Community Center Pool.



## PARK MAINTENANCE

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The Park Management Division worked with volunteers from the Friends of Pusch Ridge Golf Course to rehabilitate a cactus garden adjacent to golf operations at the **Pusch Ridge course**. The volunteers cleaned the area and planted trees and cactus provided by Park Management. Future maintenance of the garden is by the Friends of Pusch Ridge Golf.

Park Management staff is working with the developer and Platinum Contracting, to layout and construct a segment of the Poppy Trail through the **Capella Development** from Lambert Lane to Naranja Drive. Completion of this section of the Poppy Trail is expected in December.



*Volunteers work to rehabilitate a cactus garden at the Pusch Ridge Course*



*Poppy Trail*

# WATER UTILITY

## Arizona Department of Water Resources commends Oro Valley Water

Water loss is a particularly important issue in Arizona, where approximately 97% of Arizonans are served by public water supplies. Large municipal providers like the Oro Valley Water Utility are required by the Arizona Department of Water Resources (ADWR) to maintain their system to not exceed 10% lost and unaccounted for water. Lost and unaccounted for water is the difference between the volume of water pumped and the volume of water delivered.

Every year, the Water Utility is required to provide this information to the ADWR. The State reviews and certifies the data provided by the Utility to ensure compliance with the Water Code. For those providers out of compliance, the Code authorizes a civil penalty of up to \$10,000/day.

In 2020, the state certified that the Utility's lost and unaccounted for water was 1.43% with the Utility's three-year average being 0.63%. This extremely low percentage is due to a robust and modern distribution system, diligent water accounting practices performed by the Utility staff as well as the Utility's implementation of the most up to date and accurate water meter reading technology.



*Buried distribution main leaks are a common contributor to lost and unaccounted for water.*

## Water Utility Commission Field Trip

In lieu of their regular November meeting, the Water Utility Commission took a private tour of the Kai family's pecan farm in Redrock Arizona, near Picacho Peak. This farm is an important component of the Water Utility's water resource management plan. Because of the farm's proximity to the Central Arizona Project's (CAP) canal, the farm is able to be registered with the State of Arizona as a Groundwater Savings Facility. This allows the farm to purchase a portion of the Utility's CAP allocation to be utilized for irrigation purposes. In return, the Utility is allocated the same volume of agricultural groundwater, as was used for irrigation, for future deliveries to the Town if needed. This partnership between Oro Valley and Kai farms allows the Utility to accumulate additional Long Term Storage Credits that can be utilized anytime in the future. The project tour was led by Mr. Herb Kai. The Commission saw first-hand where a portion of the Utility's CAP water entitlement is pumped from the canal to be utilized for irrigation of the farm's Pecan fields. Council Member Bohlen joined the Commission and staff for the closing luncheon and special meeting.



*Water Utility Commission with Mr. Herb Kai*



# ADMINISTRATION

## PUBLIC RECORDS REQUESTS

Time Period	Number of Requests	Staff Time To Process (Hours)
November 2020	27	27
November 2021	29	6

## INNOVATION AND TECHNOLOGY

### Interfaith Community Services (ICS)

Each year, the Town collaborates with ICS to donate non-perishable food items for those in need. This year, the food bank is feeding more families than in previous years. Thanks to the generous support of staff, the Town donated 1,182 pounds of food.

### Southern Arizona Arts & Cultural Alliance (SAACA)

On December 4 from 10 a.m. – 5 p.m. and December 5 from 10 a.m. – 4 p.m., SAACA will be hosting the annual Festival of the Arts and Holiday Tree Lighting at Oro Valley Marketplace. The free tree lighting activities will be held on December 4 from 3 – 6 p.m.

SAACA is partnering with Roche Tissue Diagnostics, on the Ribbons of White, art exhibition to benefit the El Rio Health Center Foundation's cancer treatment fund and raise awareness of lung cancer in the U.S. The virtual show will run from November through early February 2022.

### Visit Tucson

On November 2, Mayor Winfield, Town Manager Jacobs and staff met with members of the Visit Tucson Executive Board regarding the search for the next President/CEO.

Visit Tucson and the El Conquistador, a Hilton Resort's long-term client, Plasma Spectrochemistry is returning to Oro Valley in January 2022 with more than 300 delegates for their annual conference.

### Tourism

**Charlotte FC** traveled to Oro Valley in early November to meet with Parks and Recreation Staff as well as the El Conquistador, a Hilton Resort to determine the feasibility of training at Naranja Park. Staff will keep Council updated on the progress of securing this team.

### Audubon Society

Members of the Town's Tourism Team met with the Director of Engagement and Education for the Audubon Society to brainstorm and discuss opportunities to promote birding in Oro Valley. The Director will be following up in the next couple of months with potential ideas.

### OV Peak Performance

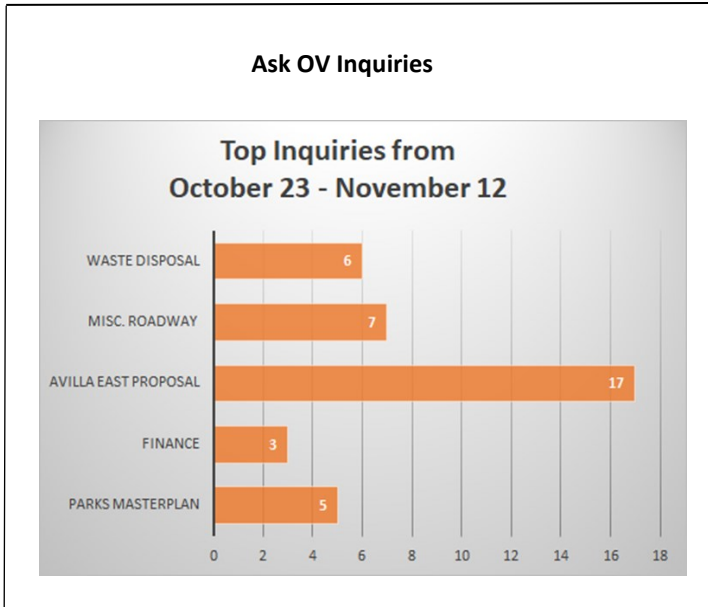
The Oro Valley Peak Performance team met to review several process improvements during the first quarter and the **'Report a Fleet Issue'** was recognized. The process was decentralized with various departments handling fleet issues differently. It was taking employees 45 minutes to process a request. The solution to report a fleet issue is now centralized and all employees are submitting one standard form. Processing requests has been reduced to 5 minutes instead of 45 minutes.



The Peak Performance Team also recognized Courts, Police and Legal who **streamlined the court calendar**. Court was being conducted on four full days impacting courts, police, legal and outside agencies. For example, OVPD and Pima County jail were giving different dates when a person was cited/arrested. Every wrong date had to be rescheduled and notices sent out, which also created confusion for defendants. The Court collaborated with all impacted parties to streamline the calendar and set a standard and consistent schedule for pre-trial conferences, arraignments, case status review and citations.

### Adopt-A-Road/Trail recognized as Best Overall Application

Richard Freer, Senior GIS specialist has been presented the 'Best Overall Application' by the Arizona Geographic Information Council for Oro Valley's Adopt-A-Road/Trail website. The new website, which launched earlier this, is now a one-stop shop for volunteers to fill out forms and watch training information. In fact, volunteers no longer need to travel to Town buildings to watch a safety video or fill out paperwork. The process is 100% paperless, and the training video is available on the website. Richard is part of the cross-department team that worked on this improvement.



### Quarterly Employee Recognition (July-September 2021)

During the first quarter of the fiscal year, the Town of Oro Valley hired 36 employees; five of which are returning employees. Three employees were promoted:

- Ben Johnson (Police) - Public Safety Telecommunications Supervisor, *formerly Public Safety Telecommunicator*
- Laure Capsuto (Parks and Recreation) - Recreation Leader, *formerly Recreation Aide*
- Cameron Frye (Parks and Recreation) - Lifeguard Supervisor, *formerly Lifeguard*

The employees were recognized in the Council Chambers on October 8.



# COMMUNICATIONS

## November Communications Productions

- Podcast: [Murals and Public Art in OV](#)
  - Publication: [December Vista Newsletter](#)
  - Publication: [Behind the Meter Winter Newsletter](#)
  - Internal Publication: [OV Tourism Strategy](#)
  - Press release: [Town of Oro Valley launches new Adopt-A-Road/Trail website](#)
  - Press release: [OV prosecutor Troy Simon wins Guardian of Freedom Award](#)
  - Press release: [Oro Valley announces final phase of fall pavement preservation](#)
  - Press release: [Oro Valley's 2021 State of the Town Address now available online](#)
  - Press release: [OV SafeSteps program wins PRSA IMPACT Award of Excellence](#)
  - Video: Active Shooter Training Video Part 1 (internal video)
  - Video: [Rancho Vistoso 11.4.21 neighborhood meeting](#)
  - Video: [State of the Town 2021 Mayoral Address archive](#)
  - Video: [Avilla Vistoso neighborhood meeting 11.17.21](#)
  - Video: Mayor's message – Jewish Community Hanukkah Well wishes
- Print and digital ads:

- This is OV – Mural/Public Art Explorer digital ads
- SPR Friday Night Concerts Explorer print ad
- SnOV Save the Date print ad
- This is OV – Mural Public Art boosted post
- Holiday Happenings OV Voice ad



**A MESSAGE FROM OUR DIRECTOR**

*Throughout history as communities grew, new water infrastructure was constructed to supply this vital resource to an increasing number of people. The Town of Oro Valley is no different. Since 1996, our population has more than doubled and the number of water system connections has grown from 9,800 services to over 23,000 services.*

*Today, serving nearly 47,000 residents the Oro Valley Water Utility is Southern Arizona's second largest municipal water service provider. To fulfill the department's mission of the continued delivery of high-quality drinking water that meets and exceeds all regulatory requirements, the Utility has planned a systematic and responsible multi-year Capital Improvement Program (CIP). This program provides the necessary upgrades to over 375 miles of pipelines, 26 pump stations, 18 reservoirs, 25 wells, and 4 Central Arizona Project delivery interconnects. These assets are valued at 200 million dollars and their ability to operate without interruption allows us to provide you with high-quality drinking water services that you have come to expect from your public water system.*

*The Utility's CIP details the five-year scheduling of water infrastructure improvements and expansion projects. The plan aligns with the Town's Planning goals and is based on the Utility's 2018 Water Master Plan.*

*The Utility measures the CIP goals and how to accomplish those goals each year. The CIP is flexible and can be altered as conditions, funding, priorities and regulations change. Although capital projects are scheduled throughout a five-year planning horizon, only those projects with activity scheduled during the first year are financed and adopted.*

*Every year the Utility invests between 1-3 million dollars in the Community's existing water system. All of the costs associated with CIP are financed and paid for solely through the water rates and fees that customers pay and not by taxes or the Town's General Fund.*

*In closing, with continued comprehensive CIP planning, sufficient infrastructure investments and a good stewardship of our assets the Utility's water infrastructure will continue to reliably supply this vital resource to our community.*

Looking forward,  
*Peter Abraham*

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