

# Survey Results: Performance Data

[Survey Info](#) - This survey was sent on behalf of the Town of Oro Valley to the FlashVote community for Oro Valley, AZ.

**These FlashVote results are shared with local officials**

<p><b>582</b> Total Participants</p> <p>580 of 918 initially invited (63%) 2 others Margin of error: ± 4%</p>	<p>Applied Filter: <b>Locals only</b></p> <p>Participants for filter: <b>527</b></p>	<p><b>Response Time (ho...</b></p> 	<p>Started: <b>Oct 19, 2021 11:02am MST</b></p> <p>Ended: <b>Oct 21, 2021 11:01am MST</b></p> <p>Target Participants: <b>All Oro Valley</b></p>
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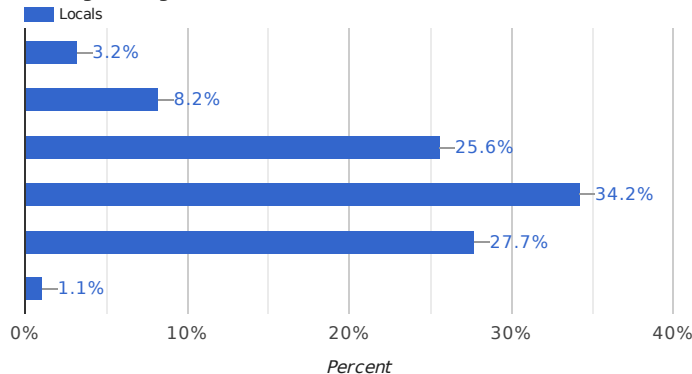
**Q1** The Town of Oro Valley is developing a web-based “dashboard” of Town performance data for better public access and transparency. This would include things like budget data, money collected and spent, individual project performance, facility management, crime statistics and other service performance data (water delivery, street maintenance, etc.).

In general, how interested are you in seeing performance data for the Town of Oro Valley activities?

(527 responses by )

Options	Locals (527)
Not At All Interested (1)	3.2% (17)
Slightly Interested (2)	8.2% (43)
Moderately Interested (3)	25.6% (135)
Very Interested (4)	34.2% (180)
Extremely Interested (5)	27.7% (146)
Not Sure	1.1% (6)

**Average rating: 3.76**

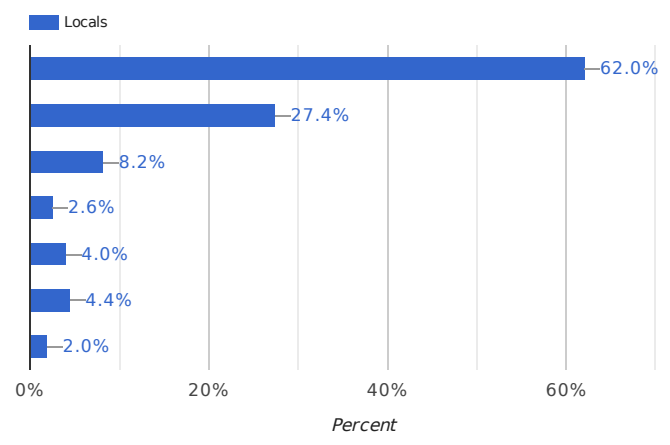


**Q2** Performance data does not include information about meetings/events or service requests. In the past 24 months, have you looked for any performance data from the Town of Oro Valley? (Choose all that apply)

(503 responses by )

Options	Locals (503)
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Options	Locals (503)
No, I have not looked for any performance data	62.0% (312)
Yes, I have visited or searched the Town's website directly	27.4% (138)
Yes, I have done a Google search for it	8.2% (41)
Yes, I have submitted a public records request	2.6% (13)
Yes, I have used the AskOV constituent portal/email/phone	4.0% (20)
Not Sure	4.4% (22)
I have:	2.0% (10)



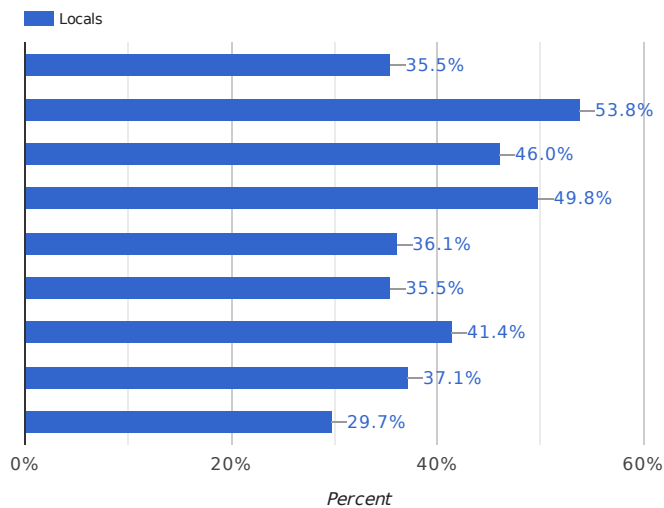
# info found

- gleaned info from council meeting reports
- not found anything re new development on Rancho Vistoso. Found out it was approved years ago?
- looked for proposed bike paths
- Rec'd info from several media sources
- Completed an illegal dumping complaint. With no response from city staff.

**Q3** Which of the following topics for performance data would interest you most, if any? (You can choose up to FOUR, if any)

(502 responses by )

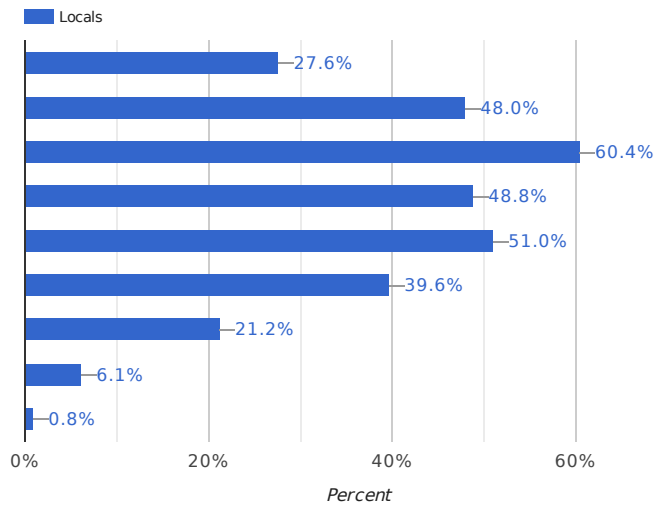
Options	Locals (502)
Sidewalks, trails and multi-use paths	35.5% (178)
Annual budget, revenue and expenditures	53.8% (270)
Recreational facilities and programs	46.0% (231)
Street maintenance and road construction	49.8% (250)
Water delivery, quality and conservation	36.1% (181)
Economic development and business attraction	35.5% (178)
Public safety/police services	41.4% (208)
Town planning, permitting and code violations	37.1% (186)
Capital construction projects	29.7% (149)



**Q4** Which types of performance data would interest you most, if any? (You can choose up to FOUR, if any)

(490 responses by )

Options	Locals (490)
Historical or timeline data on goals or projects	27.6% (135)
Current snapshots of goal or project activities	48.0% (235)
Progress status reports toward a goal or completed project	60.4% (296)
Budget data for specific goals or project operations	48.8% (239)
Data by area or for my neighborhood on activities or projects	51.0% (250)
Data that shows changes (increases, decreases, improvements or challenges)	39.6% (194)
Data that compares or benchmarks performance to others (region, state, national)	21.2% (104)
None of these are that interesting to me	6.1% (30)
Other:	0.8% (4)



# time wash year

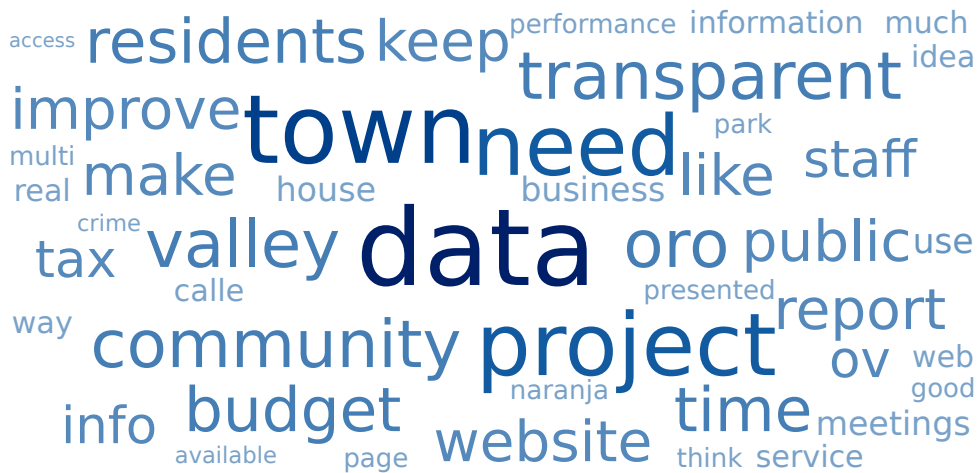
Wash goes uphill to the cdo wash last time it took 25 ft in our yard

Financial Performance; ie; How affective &Productive are they over a short & long period of time .

Pusch Ridge Golf Course status

**Q5** Any other comments or suggestions about making Town performance data more accessible to the public?

(70 responses by )



Why is town failing to keep businesses that attract shoppers?

One can only assume that logic and reason were cut from the transportation budget after having all the equipment to widen and add an additional 2 lanes Lambert and only winding up with a multi use path. It seems like a huge waste of time and resources.

Data published at least quarterly on town website

Contrary to the belief of the staff, the Town web site is NOT user friendly, so posting performance data on the Town web site is not a good idea.

Progress on the goal to reach the Million-plus dollars required to keep the restoration of the land with the town's recent purchase of the golf course property A strong visual with a thermometer type display would keep our goal out in front.

Any data provided needs to be written in clear, concise terms and not legalese.

Make dashboards easy to find on website

Data should be presented in an easily understandable visual formats. If tables, charts, graphs take more than 10 seconds to understand they are too complicated.

Yes our wash is full of sand and goes uphill to the cdo wash, this past summer with all the rain it needs to be patched and cement sides need to be fixed and maintained yearly nit just occasionally the sand has built up fairly high and has already flooded houses and yards in the past we are in rancho Felix subdivision a few houses up from the culdisac on Calle solano

Most of the information is probably out there in each of the project document updates that are provided by the planning or project contractors, but if so it would not be easy to find them.

Zoning changes being considered and who votes for what!

Very interested in the timeline on the Naranja bicycle paths to the Community Center as well as Naranja Park improvements.

No

keep costs associated with Town Performance data properly controlled

Oro Valley Community center and Naranja Dig Park is a dump! We have seen no improvements since we moved here in 2017 and pay property taxes for maintenance and improvements. When??

Information on who to contact on town board and the preferred method to communicate with them.

I like this emphasis on communication!

Make the website look nice, but not too complicated. Headings should be very clear. Shouldn't take more than a couple of clicks to get any info. Don't treat it like various phone boards where you end up in this rabbit hole of options (none of which seem to be whatever \*I'm\* looking for! And a powerful search tool would be nice too.

Used the SunShuttle for the first time yesterday to go to a doctor's appointment where I couldn't drive. WHAT A WONDERFUL SERVICE!! Ease of scheduling, reminder calls, on time service, friendly drivers (Ponch and Steve), and NO CHARGE!! What's not to like??

This effort to increase knowledge about town services, etc., is commendable as long as the data performance messaging is stated without intent to misdirect in any way.

We are limiting what can viewed .... all should be accessible to the public.... Online!

Town ombudsman would be a welcome addition

Make sure what you report is clear, accurate and relevant as it relates to Oro Valley.

Would like more transparency with the finances of this town.

Simplify the honest presentation of detailed budget and expenditure data, and do not hide or obfuscate the true expenditure data.

None

This may be off the subject but I was wondering when and where we might have resources for shredding paper and also disposing of medicines. It is very helpful for disabled people to have these services in our town. Thanks for all that you do.

Keep it as simple and transparent, easy to understand and obtain.

Slow the bonding projects for the Naranja park projects and trails. Way to much money on priorities not supported by your own survey of residents.

Context, context, context

Bring in the higher end and less apartments and condos. Make Oro Valley what Scottsdale is to Phoenix. No restaurants to take guests here. A few. That's not what we thought would happen in Oro Valley.

The majority members of the current council lack transparency. Too much executive session, back room deals and budgeting for items that are not the priorities of town residents as determined by the survey, i.e. Splash Pad and Pump Track.

Golf course.

More data never less We are becoming just another bland city

Thank You for think of us.

This is a great idea!

Simplify the honest presentation of detailed budget and expenditure data and do not hide anything.

New website is not transparent. Police reports are not on Police page. Crime Reports have been unavailable since you switched to the system with Pima County. Only data that appears is CVAP calls. That doesn't help Neighborhood Watch leaders. Annual Water Utility Commission Reports are not on Water page. OV Projects page previously provided ability to get info on projects that were Open, Closed or In-process. Now you have to do a records request to obtain info unless the project is open/in the funnel. P&Z staff reports do not summarize the # of emails/letters/calls received on projects (for & against) and it is only sporadically attached to the Agenda or posted on OV Projects. For example, comments were posted for Kai Silverhawke Block 7 but not for OV Marketplace. P&Z meetings are not video recorded so people listening to audio recording later cannot see slide presentations by Staff & developers. Tagging needs enhancements.

The current administration is in my opinion doing an excellent job in balancing the needs of the community. As Oracle Road is undergoing major improvements appears there are more vehicles traveling faster than previously. Would be nice to quantify number of tickets over time for traffic infractions on Oracle to monitor and address any emerging issues. Example: how do citations for speeding currently being issued compare to historical levels and are they being written for higher speeds.

Incorporate descriptive but basic information related to each project in addition to the financials. Whether the project needed approval from the City Council and the vote that approved the project.

When the markers/targets are controlled by the town, they have no real value

I'm not convinced that the benefits to current residents of a all the new construction outweighs the damage to our beautiful land and its wildlife inhabitants ...why is bigger necessarily better?

A dashboard sounds great. Miss the Chamber Public Policy meetings.

I want transparency and real data - not biased opinions.

Give it out in small pieces. If it is too much at once it won't be read.

Gondola lift to top of Mt. Lemon

Financial/budget data for enterprise departments (i.e., Water & Stormwater Departments)

Limiting building more houses.

No

Maybe just send an online notice when info. is available on topics of interest to an individual, and how to access it — not the entire list of EVERYTHING — with, perhaps, a “reply” type function to gather comments along the way which could positively affect the project managers’ performance by revealing some helpful info. that could save \$\$, time or ‘mistakes’ along the way.

Sidewalks and multi use trails is of interest too.

Data on crime in Oro Valley

(specifically) Community and Econ Dev Dept - Why does it seem that the Town is Not business friendly? This is not a poor town, why do we have so many empty spaces? We continue to grow, and the appropriate businesses need to be here in Oro Valley as apposed to Marana - why can not that dept wear out some shoe leather, getting on their feet, out of their offices and earn that 4% raise - The town needs to fill those empty spaces. - The residential real estate market is booming - certainly it's a climate to invite businesses - come on down the foot traffic in here ---- come on now

Police/Crime blotter

Send out text or email when these data are updated and available with links to the website.

If this is developed, it will need more publicity to tell OV residents that such data is available and easily accessible.

Be transparent. Even if the situation/status/outcome is not stellar. People appreciate honesty.

Ensure the data are readily accessible on all platforms including desktop and mobile.

More transparency is needed for fair governing including opening those executive meetings or at least a report of what was discussed. Stop these closed door meetings that suspend council meetings. It appears that the council is hiding things by discussing them in secret.

Honest, Truthful Data.

I think Dash Boards are stupid and a total waist of time. How much staff time is this going to cost just to put stupid graphics on the web page that make no real impact on my day to day life. Scrap this idea, it's stupid.

Compare spending and capital investments to the survey of the public has indicated as needs for the community.

nope

I think this would be a great step in the right direction.

PLEASE JUSTIFY THE CONTUANCE OF "UTILTITY UTILITY TAXES AFTER ALL THESE YEARS"

Need to improve our street lighting

The more transparency the better!

Not a worthwhile expendaure of tax dollars

Keep it clean; debris and weeds are horrible along Oracle. Shabby papers lining the window of the old Verizon store is abominable. Looks like a slum. Hardly represents O V standards. Maintain and improve dog park onNaranja. Important facility and one which we should show pride in Multi level housing and quality of businesses entering the town are disappointing to visitors and residents who bought homes years ago believing in the high standards set.

Publish data or summaries in local media such as newspapers, radio, YouTube, etc. Place the data in the context of the General Plan and the projected impact on the residents and the environment.