

TOWN MANAGER'S

EXECUTIVE REPORT

Town of Oro Valley | August 2021

TO COUNCIL

TOWN MANAGER'S MESSAGE

According to data dating back to 1894, the month of July was the wettest on record for the Tucson metro area. Several of the major storm systems led to localized flash flooding, swift water rescues, roadway closures, and debris clean-up across the region. Within Oro Valley, storm response and recovery activities have fallen within normal or routine activities generally expected during monsoon. The Town has prepared by working with our regional partners on planning, training, communications, and potential flood responses. The annual sandbag program will be available through the end of September. Monsoon is not yet over, and staff remains prepared to monitor and respond to any future impacts.

There is a lot of breaking news regarding COVID cases in Pima County. In a recent communication from County Administrator Chuck Huckelberry to the Board of Supervisors, he noted that the number of cases has risen during each week in July, with test positivity rates going from 3% in late May to 9% last week. He further states that the increase in cases has occurred almost exclusively in unvaccinated individuals and among those younger than 40. Hospital capacity is not a concern at this time, with under 100 COVID patients weekly and 30-37 in the ICU. The Town's COVID response team continues to closely monitor the situation. Based on the Pima County Health Department's latest guidance, the Town's current policy is still in effect—vaccinated public and staff are not required to wear masks at Town facilities. Masks are available for unvaccinated individuals and anyone who prefers wearing a mask in our facilities. We will continue to monitor the situation and be prepared to adjust the Town's facility masking policy if needed.

Mayor Winfield and I joined area Mayors/Board Chairs and managers in a meeting with Senator Kelly in June regarding the potential federal infrastructure funding bill. Senator Kelly was eager to learn about the needs and concerns of local jurisdictions. The Mayor and I also met Congressman O'Halleran for lunch recently to hear an update on his priorities in Congress and share the Town's priorities and concerns regarding the infrastructure legislation under discussion. A summary of the Town's major 5-year infrastructure capital needs was provided to Senators Kelly and Sinema and Congressman O'Halleran.

In other matters:

- Staff continues to make progress on the tasks connected with the \$25M parks and recreation bond. We expect to bring the bond authorization to Council in September so bonds can be issued in October to take advantage of the continuing low interest rates. Project manager candidates are in the interview stage, and procurement documents for contractors are nearing advertising.
- The Town Council Chambers is virtually complete. IT will be fine-tuning the technology and sound system over the next two weeks in preparation for Council's first in-person meeting on September 8. Online viewing capability will continue to be available and remote comments from the public (via Zoom) will be offered for formal, advertised public hearings before Council and any Board or Commission holding a public hearing. Information on the process and new policy will be communicated to residents later this month.
- On August 23, we will welcome Andrea Sirois as the new Executive Assistant to the Town Manager and Town Council. Diana will work with Andrea during her last week on the job before leaving with her family on their new adventure in England with the U.S. Air Force. We will greatly miss her, but I know you will enjoy working with Andrea.

As always, if you have any questions regarding the content of this report, please let me know.
Mary Jacobs, Town Manager



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POLICE DEPARTMENT

Cases, Incidents and Stats

Quarterly Statistics

Please see the attached statistics for the fourth quarter of fiscal year 20/21.

Agency Collaboration—Shooting Investigation

Deputies from the Pima County Sheriff's Department (PCSD) responded to a shooting near OVPD's jurisdiction. The victim was in Pima County's jurisdiction, but it was believed the shooting itself took place within Oro Valley. Patrol officers and members of the Criminal Investigations Unit (CIU) responded. Patrol officers located a blood trail and were able to find the exact location of the shooting, which was in Pima County's jurisdiction. Patrol officers remained in the area to assist as needed. Members of OVPD CIU, who had completed a significant portion of the investigation, notified PCSD's criminal investigators and remained on scene to assist PCSD with the completion of the investigation.

Opioid Overdose

Patrol officers responded to the report of a subject passed out behind the wheel. The reporting party advised that the vehicle had remained stationary for at least four light cycles. The driver was nonresponsive and did not appear to be breathing, but was "hanging onto" the steering wheel. Officers arrived and identified indicators of a potential opioid overdose. Narcan was administered and an Automated External Defibrillator (AED) was prepared. The Narcan was effective, and the driver regained consciousness. He was ultimately investigated and charged with driving under the influence.

Recognitions

Years of Service

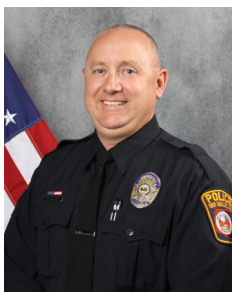
Detective Wes Helvig was recognized for 25 years of service to the Oro Valley Police Department.

New Public Safety Telecommunicators

Stephanie Cerda and Rhonda Ellerd join the OVPD Team.

New Crime Scene Technician

Justin "JD" Fitzgerald joins the OVPD Team.



Det. Wes Helvig



Stephanie Cerda



Rhonda Ellerd



Justin "JD" Fitzgerald

Community Involvement

Active Shooter Training

Oro Valley School Resource Officers (SROs) joined SROs from the PCSD, the Tucson Police Department and Pima College Police Department to facilitate an active shooter training event for Tucson area schools district's faculty and staff. The instruction, received by school administrators, teachers, kitchen staff and janitorial staff, was designed to better prepare school personnel for an active shooter event.

Donation

The Gootter Foundation donated ten Automated External Defibrillators (AED) to the Department. The Foundation has donated AEDs in the past, which have been successfully deployed in the field during medical emergencies.

Security Presentation

Members of the Community Resources Unit (CRU) met with Roche Tissue Diagnostics' new senior security manager and his staff. A presentation was provided regarding general safety practices, suspicious behavior and response, crime prevention and personal safety for employees.

Regional Support

Funeral Service

Oro Valley Police Department staff were requested to facilitate the law enforcement logistics for funeral services honoring Fire Chief Jeff Piechura (ret). Oro Valley staff coordinated multiple escorts, provided UAV overwatch and captured aerial footage of the procession for the family. OVPD was also responsible for overall site security.

Pima Regional Critical Incident Team

Oro Valley PD entered into an Inter-Governmental Agreement (IGA) with the PCSD, Tucson Police Department, Marana Police Department, Sahuarita Police Department, Pascua Yaqui Police Department, South Tucson Police Department and the Tucson Airport Authority to form the Pima Regional Critical Incident Team. Members of the team will be required to respond to critical incidents such as officer involved shootings, in accordance with the legislation governing response to these types of incidents.

Agency Assist

Members of the Department assisted the Marana Police Department with two of their investigations. OVPD staff deployed our UAV and captured photos utilized to create scene maps for a homicide investigation and a serious injury collision involving a motorcyclist.

Special Events

Demonstrations

Members of the K9 Unit gave a presentation to camp participants at the Oro Valley aquatics center. Members of the Community Resources Unit (CRU) also gave a presentation at the camp, highlighting the Department's Unmanned Aerial Vehicle (UAV) program.

4th of July

Members of CRU secured Naranja Park for the Town's Fireworks display.

Sprint Triathlon

The CRU aided in coordination and facilitation of the Oro Valley Triathlon and Duathlon Festival on July 31. Officers provided event security and traffic control along the bicycle route.

COMMUNITY AND ECONOMIC DEVELOPMENT

Trends

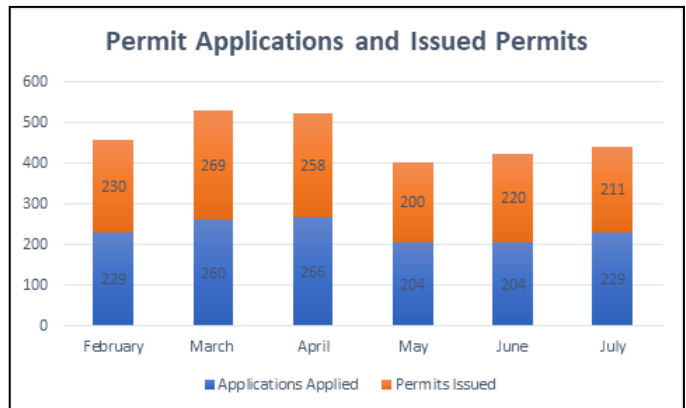
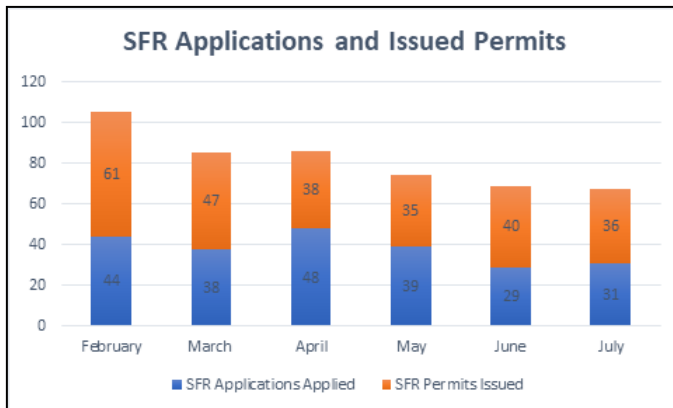
Single Family Residential Activity

36 new Single Family Residential Permits were issued during the month of July compared to 40 SFR permits issued in June. Year to date, 297 SFR permits have been issued since the beginning of the year compared to 175 issued during the same period in 2020.

Permitting Activity

211 total permits were issued during the month of July compared to 220 permits issued in June. Year to date, 1,564 total permits have been issued since the beginning of the year compared to 1382 issued during the same period in 2020.

Below are charts showing overall activity for the last 6 months



Meetings/Other News

Planning & Zoning Commission

On August 3, the Planning and Zoning Commission considered new sign criteria for the self-storage facility that is under construction at the northwest corner of Oracle Road and Calle Concordia. The sign criteria establishes standards such as wall sign colors and a monument sign design.

Neighborhood Meetings

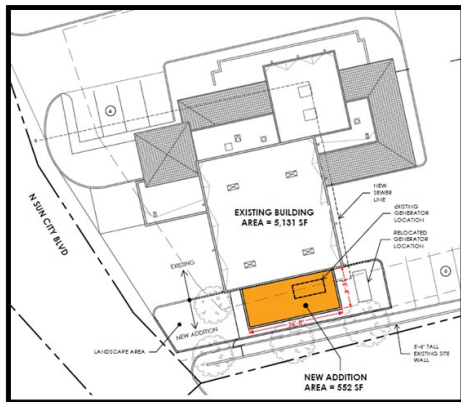
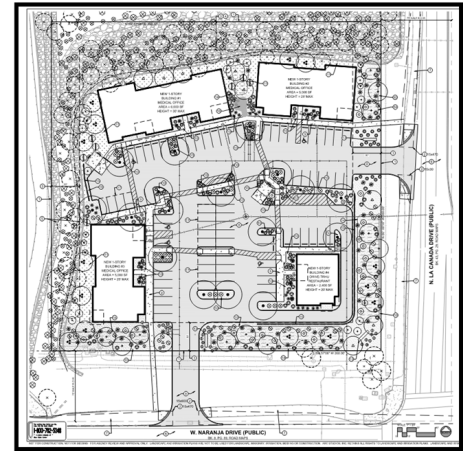
Four focus area meetings are scheduled for the proposed new use and standards at the Oro Valley Marketplace. The purpose of the meetings are to provide adjacent neighbors an opportunity to have an in-depth conversation with the applicant about specific issues affecting their neighborhood. All meetings will begin at 6 P.M. and held via Zoom.

- Focus Area 1: Catalina Shadows subdivision – Thursday, August 5, 2021
- Focus Area 2: Rams Canyon and Rams Pass subdivisions – Thursday, August 12, 2021
- Focus Area 3: Palisades and Palisades South subdivisions – Tuesday, August 17, 2021
- Focus Area 4: Homes near the SE corner of Oracle Road and Tangerine Road – Wednesday, August 18, 2021

A video with background information and updates about the project are posted online. To watch the video and learn more about the upcoming meetings, please visit OVprojects.com.

Planning Project Highlights

- A formal application was received for a proposed commercial development located on the northwest corner of La Cañada Drive and Naranja Drive. The proposed development requires site design review and a conditional use permit to accommodate approximately 16,800 sf of medical office space and a 2,400 drive-thru development. A neighborhood meeting was held in 2019 and another neighborhood meeting will be conducted prior to consideration by the Planning and Zoning Commission and Town Council.

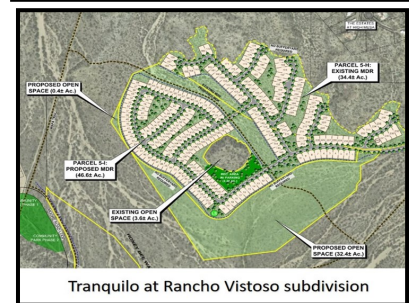


- The exterior design of a 552 sf expansion for Golder Ranch Fire Station #374, located on the southeast corner of Rancho Vistoso and Sun City Boulevard, was administratively approved. The applicant will continue through the development review process to revise their site and landscape designs accordingly.

- Construction has begun on two previously approved subdivisions. The design for the 80-lot subdivision located near the southeast corner of Naranja Drive and Shannon Road (commonly known as Shannon 80) was approved with an associated rezoning in 2017. Per the rezoning, off-site improvements to Shannon Road and Owl Vista Place will also be completed with this development.



The design for a 227-lot subdivision, located one mile NE of Rancho Vistoso and Tangerine (commonly known as Tranquilo at Rancho Vistoso) was also approved with an associated rezoning in 2017. Both subdivisions are being developed by Pulte Homes.



Permitting Major Activity

New Businesses

- **Icon Golf Cart Superstore at Rooney Ranch** - 10565 N Oracle Road (Building TI Permit applied for new location in space previously occupied by Radio Shack)

Other Permits

- **Archery Range at Naranja Park** – 810 W Naranja Drive (Building Permit issued for new restroom building)
- **KS Classic Homes at Oro Valley Retail Center** – 11901 N 1st Avenue #100 (Building TI Permit applied for Office)
- **Walmart Neighborhood Market at Entrada de Oro** - 7951 N Oracle Road (Building TI Permit issued for interior/exterior renovation)

New Development

CED staff continue work on upgrading site selector and developer access to project site and economic development information via the development of a separate, robust web page/website on Economic Development within the Town's website. The main goals of the website are to entice new bioscience/med, aerospace, and emerging technology development and make the site selection process as streamlined as possible. CED conducted a preliminary design meeting with the Town's website vendor, Open Cities, to finalize content and formatting.

Business Retention/Expansion and Attraction/Marketing

One store front, ten home-based and two businesses using an intelligent office or shared space were licensed in June. 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)

- **Oro Valley Dental Group** - 10425 N. Oracle Road #125
- **Seis Kitchen** - 9740 N. Oracle Road #110
- **Silver Mountain Mining Operations LLC** - 10861 N. Mavinee Drive #141
- **Sol Physical Therapy** - 10445 N Oracle Road, #101
- **Soss Investments LLC** - 1822 E. Innovation Park Drive
- **The Landing** - 8195 N. Oracle Road #105

Business Closure/Relocation

- **Dennis Sage Home Entertainment, Inc.** - 11941 N 1st Avenue #141 (closed Oro Valley division)
- **Jewish Federation, The Olson Center** - 180 W. Magee Road #140
- **Jorgenson Brooks** - 7467 N. Oracle Road #131 (Closed the physical office location only, but are still available for counseling services.)
- **Stages of Change** - 7790 N Oracle Road, #120 (moved out of Oro Valley)

Ribbon Cutting

- **Anytime Fitness** - 11911 N. 1st Avenue
- **Brittini Linae Gutman, Allstate Insurance Agency** - 10110 N. Oracle Road, #100
- **Centre Stage Dance Studio** - 10370 N La Cañada Drive, #170
- **Seis Kitchen** - 9740 N Oracle Road, #110



Making Connections

In-person visits have resumed with local business owners and managers. Mayor Winfield and members of Council join the meetings with Town staff and the Oro Valley Chamber president, schedule permitting.



PUBLIC WORKS

Major Projects

ORACLE ROAD, STATE ROUTE 77

Phase 1 Project, SR 77 from River Rd to Calle Concordia

Pavement replacement and shoulder work has commenced. The paving work is primarily at night, to minimize the effects of lane closures to daytime traffic. The intent and ability so far are to fully open Oracle Road during the day. As more intense pavement removal happens, ADOT will be lowering the speed limit down to 35mph daytime and 25mph nighttime.

Additionally, you may notice concrete wall construction within the shoulder. These are retaining walls with the intent of widening the road grade to provide room to install bus stops. After the walls are formed and cured, there will be fill placed on the road side to create a contiguous grade from the Oracle Rd. paved street.

Lambert Lane Shoulders:

Tucson Asphalt Contractors continue working. Unfortunately, the monsoon storms have stymied the work process and extended the construction schedule. The project consists of adding paved shoulders and a multi-use path along the south side of Lambert Lane. Work started late June and will continue through early September.

Transit

Driver Recruitment and Shortage

Public Works Management and Human Resources held a series of Transit Driver/Dispatcher employee townhalls in July to address employee concerns regarding the increase in rider service demands and limited driver resources. Many drivers are working much more than expected due to the driver shortage, which is a regional problem across all transit agencies.

The Town has embarked on a recruitment drive including attendance at a Regional Transit job fair on July 24. Additionally, evaluations are under way for possible service reductions, which consider category of riders, hours of operation and service areas.

Over the last few years, ridership in July is 10% lower than August and September. The current trend of July ridership is 4,100 trips, which is approximately 200 more than July of 2019. If August and September increase by 10% from the current trend then we will likely see just over 4,500 trips generated each month.

Street Operations/ Transportation Engineering

Pavement Management:

Town of Oro Valley Surface Treatment Phase 1 Project - Town received four bid proposals for removing and repaving fatigued pavement sections throughout the town – Tucson Asphalt Contractors is the low bidder.

Scioto Pavement Repair:

Public Works is aiding the Water Utility by repairing street damage caused by a water main leaking within the Cañada Hills Village 15 Neighborhood, at the northwest corner of La Cañada and Naranja Dr. Town received three bid proposals to remove and replaced damaged asphalt pavement – Tucson Asphalt Contractors is the low bidder.

Graffiti Removal:

Signing and Marking personnel are very busy removing graffiti throughout the town. Thirteen areas tagged with graffiti have been recorded to date, with nine more recently recorded.

Fleet/Facilities Maintenance

Facilities

- **Restaurant equipment repair/replacement:** Bids from Arizona Restaurant Supply for the fryer replacement and walk-in cooler upgrade were within budget. The purchase order process is in progress.
- **CED/PW kitchenette - ADA compliance remodel:** Kittle (one of the Town’s pre-approved JOC contractors) has received the purchase order and project is pending scheduling.
- **Fire evacuation route plans:** CAD floor plans have been provided to Territorial Signs for them to render draft line drawings. PW and IT will add the locations for fire extinguishers, first-aid kits and exit routes.
- **680 Stucco repair and painting:** Project to commence the week of August 2 and take approximately three days.
- **Town Hall painting (Courts, CED/PW, and Water Utility):** Work to Commence on August 11. Duration will be approximately five weeks.
- **Monsoon water leaks:** Several leaks were identified in Town facilities. Most will be repaired as warrantee items and the rest are pending repair proposals. New preventive maintenance inspection and maintenance activities are being prepared to mitigate the extent of leakage during future rain events.
- **Wayfinding:** Wayfinding project completion is pending installation of the final map kiosk and a few minor punch list items. All old wayfinding signage has been removed. Repair and painting will be done in tandem with the Town Hall exterior painting project listed above.



Fleet

- Vehicle procurement is in the early phases with division managers providing requests and comments for review. Further review to finalize an order list are being scheduled.
- A contract with BrakeMax is being processed to expand outsourcing capability due to limitations by the current vendor to meet the Town’s maintenance needs.

Stormwater

Rainfall

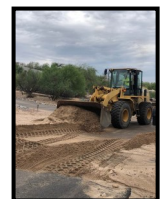
Rain Gauge 1230 located at 680 Calle Concordia has registered 4.88 inches of rain during the monsoon season to date. Year to date has registered 6.38 inches of rain, exceeding last year’s total of 4.25 inches.

The overnight thunderstorm on Thursday July 22 and into early Friday morning dropped anywhere from 1.5 inches to 2.5 inches of rain across the Oro Valley region. Several road closures and residential sediment issues have been logged into Cartegraph and Operation and SWU staff continue to assess and create work tasks.

Outside of the Town, the Catalina Foothills area received the largest amount of rainfall with Pima Canyon seeing just over 9 inches of rain from Thursday to Sunday. Damaged homes were noted in Finger Rock Canyon, with Ventana and Sabino Canyon seeing extensive flows.



Rancho Catalina Ave, N. of Catalina Shadows



W. Saddlehorn Pl



N. Egleson Drive



Andover Drive - Suffolk Hills

Sandbag Program

Roughly 2,200 sandbags have been distributed to date. In anticipation of the July 22 storm, additional sand was placed at Naranja Park for residents to fill sandbags.

PARKS & RECREATION

Summer Camp Highlights

The Town of Oro Valley offered eight different summer camps from May 24 through July 30, 2021 where sunscreen, snacks and water were plentiful! These camps varied from one hour-three days per week, to full day Monday-Friday camp that included before and after care. These camps hosted over 1,600 children ranging in age from 6-12.

Community & Recreation Center

The CRC hosted 910 children at Camp Swim, Play, Fun (SPF) and I Can Too! summer camps. Energetic youth enjoyed back yard style play, PE games, sports, activities, and crafts. The camp was held May 31 through July 30 and produced hours of fun including:

- 90 hours swimming in the pool
- 1,800 lunches from the Overlook restaurant
- 4,410 crafts made
- 9,400 snacks eaten
- 16,200 golf balls hit
- 97,200 dodgeballs thrown



Aquatic Center

The Fun, Fins & Fantastic Games camp hosted over 240 campers from May 24 through July 23. This weekly program included swim lessons, park play, water play, crafts and music fun. The following milestones were accomplished:

- 90 hours in the swimming pool
- 420 water bottles refilled
- 2,640 snacks eaten
- 3,645 sunscreen applications
- 6,014 water slide runs
- 6,835 cannon balls



Steam Pump Ranch

Art + STEM = STEAM! STEAM Camp at Steam Pump Ranch hosted 310 children from June 1 through July 31. This award winning, fun, and educational program incorporated STEAM and the great outdoors to teach students about the world around them. Campers spent 56 hours learning with guest speakers in the fields of science, technology, engineering, and math to learn about landforms, plants, animals, archeology, and much more. Campers also experienced:

- 1 tree planted
- 90 hours of prehistoric canal digging
- 200 air rockets launched
- 2,000 snacks eaten
- 3,600 art projects created
- 6,000 gaga balls kicked



Recreation and Culture

- The last day of STEAM (Science, Technology, Engineering, Art and Mathematics) summer camp was July 30, finishing off with a culinary project to round out the summer. The program also ended with an art display that included samples of each day's art projects. This year's program was the best one yet! STEAM camp at Steam Pump Ranch received the Arizona Parks and Recreation Association's 2020 Youth Enrichment Award for providing a well-rounded program of youth enrichment to children ages 6-12.
- Staff are happy to welcome back the team dance program this fall, which takes place at the elementary schools around Oro Valley. The program maintained its popularity over the last 20 years and continues to engage elementary students in the community.
- The Wednesday night Adult Kickball league at Riverfront Park will end their summer season on Aug 11 with the next season beginning in September. Sports organizations in the area will also begin their fall season in September, so the fields will once again see heavy use.
- Second Saturday at Steam Pump Ranch kids' art project will focus on back to school gifts for teachers, including a pet rock painting project. Staff is also preparing for the return of First Friday Concerts set to begin in September.

Aquatics

The OVAC offered the last \$5 Sunday Family Fun-Day of the summer season on August 1. Sunday also marked the beginning of the fall season and the end of long course offerings. Fall is the busiest season for OVAC with CDO, Pusch Ridge, and Ironwood high school swim teams utilizing the facility for practices and home meets. This is in addition to year-round public and local swim team use.

Community & Recreation Center

- The Community & Recreation Center (CRC) continues to add members since reopening in October of 2020. In the months of June and July alone, the CRC has added 300 members, bringing the total to over 1,500. To accommodate for the growth, the center will be offering more than 50 fitness classes per week, bringing more instructors and popular classes back to the schedule.
- The CRC will resume member trips this fall, beginning with a trip to the University of Arizona Football team's home opener on September 11 against San Diego State. The trip will include dinner and drinks at the Overlook restaurant, the bus ride to and from the game, and lower level tickets.
- On Saturday, July 31 the center hosted a Movie on the Lawn, Sonic the Hedgehog. The movie night was enjoyed by many families and included complimentary bags of popcorn. The center will be hosting two more movies this summer: The Call of the Wild on August 28 and Raya and the Last Dragon on September 18.
- The CRC and Pusch Ridge Tennis Facility hosted a Color Burst Team event July 30 - August 1. This national tournament featured 128 elite athletes ages 14-18.
- The CRC is excited to announce that the KidZone (formally Kid's Korner) reopened August 2 with some big changes! With the addition of another room, children 12 and under (previously 8 and under) will now have access to fun while their parents work out. Registration will take place online and the service is free for members and \$5 for non-members up to two hours per child. Staff looks forward to welcoming all the kiddos back to the center.

Park Management

- Park Management staff installed a memorial bench to honor former Park Maintenance Worker III Juan Carlos Lopez, who passed away July 28, 2020. Parks and Recreation staff developed a short video in memorandum of Juan, which is posted on Facebook.



- The new ramada for the Naranja Park dog park expansion has been installed. New sidewalks and access are planned for August.

Indigo Golf

Month-end rounds count and golf members

Month	Member Rounds	Non-Mem Rounds	Comp Rounds	Outing Rounds	Total Rounds	Non-Mem Rds On Member Course	\$'s from NM Rds on Mem Course	Total Members	Res Afternoon	Res Individual	Res Junior	Res Family	Res Warrior	Weekend 30/60/90	International	Corporate	Medical Leave	Over 90	Under 18	
7/31/2020	1780	2781	213	294	5068		758	\$17,111.42	296	33	115	21	67	35	2	1	4	5	2	16
8/31/2020					0															
9/30/2020					0															
10/31/2020					0															
11/30/2020					0															
12/31/2020					0															
1/31/2021					0															
2/28/2021					0															
3/21/2021					0															
4/30/2021					0															
5/31/2020					0															
6/30/2021					0															
Total Rounds	1,780	2,781	213	294	5,068		758	\$17,111.42												

Golf rounds for August are forecasted at 5,400 total rounds

Membership and Marketing

There are currently 296 full memberships and four (4) Corporate Memberships. Summer membership offerings include 30-60-90 day memberships for June, July and August.

Golf Course Maintenance

August projects include:

- Sodding of thin grass areas
- Tree pruning
- Top dressing and fertilization of greens
- Herbicide and wetting agent applications
- Bunker and cart path edging
- Mowing and vert-cutting of Bermuda grass

Pusch Ridge course August projects include:

- Mowing in preparation for over-seeding
- Tree pruning
- Cart path edging
- Continued weed control



WATER UTILITY

Meter Operations

As of June 30th, the Utility had a total of 20,971 service connections which includes 40 new water meters installed by meter operations staff in the month of June.

For fiscal year 2020/21 the Utility installed a total of 505 meters.

Water Conservation

Approximately 30% of the Utility's accounts are registered on WaterSmart. Over the past six months the system has delivered over 10,300 leak alerts to our customers saving millions of gallons of water.



WaterSmart System Outage

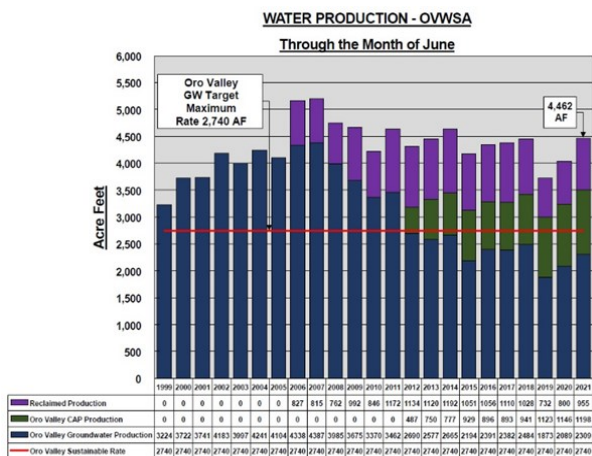
The Utility experienced a WaterSmart outage for a week in early July. The result was many customers were not able to view their personal water use information. The problem has been corrected and the WaterSmart system has been restored for use by all customers.

2021 2nd Quarter 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 2nd quarter in each of the last 23 years.

Water deliveries to the **Oro Valley service area** for the 2nd quarter of 2021 consisted of:

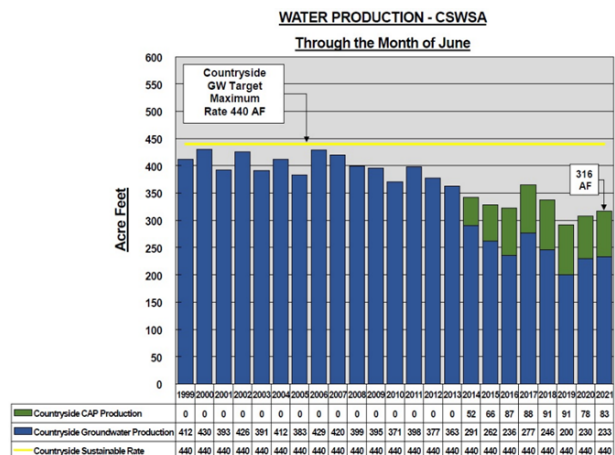
- 311 million gallons of reclaimed water
- 390 million gallons of CAP water
- 752 million gallons of groundwater



The Water Utility's **main service area** experienced an increase in 2nd quarter consumption compared to the same time last year.

Water deliveries to the **Countryside service area** for the 2nd quarter of 2021 consisted of:

- 27 million gallons of CAP water
- 76 million gallons of groundwater



Water deliveries to the **Countryside service area** experienced an increase in 2nd quarter consumption compared to the same time last year.

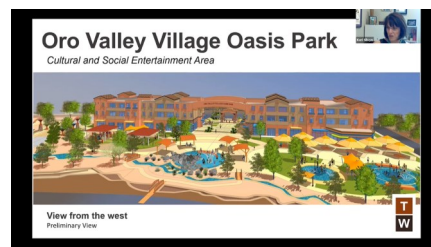
ADMINISTRATION

Public Records Requests

Time Period	Number of Requests	Staff Time To Process (Hours)
July 2020	34	15
July 2021	19	6

Communications Division Productions

- Podcast: [This is Oro Valley – OVPD K9 Unit](#)
- Video: [Oro Valley Marketplace informational Video](#)
- Video: [4th of July Fireworks Livestream](#)
- Publication: [August Vista Newsletter](#)
- Explorer article by Mayor Winfield: [Exciting plans for Oro Valley Parks and Recreation](#)
- Explorer article by Mary Jacobs: [Strength and Optimism for FY 21-22](#)
- Media release: [La Cholla Blvd. Project of the Year Award](#)
- Media release: [ADOT to begin paving Oro Valley section of SR 77/Oracle July 18](#)
- Paid/sponsored advertising:
 - July 4th Fireworks Show Explorer digital ads (2)
 - This is OV - Summer Parks and Recreation digital ads (2)
 - This is OV - Monsoon Preparedness OV Voice print ad



Innovation and Technology

Special Events

Race El Paso submitted a special event application to bring the Mighty Mujer Triathlon back to OV in October. The event organizer is anticipating the event to attract 250 athletes. Visit Tucson is coordinating with the event organizer in effort to secure rooms at Oro Valley resorts/hotels. Staff will provide the estimated economic impact (EEI), after the conclusion of the event.

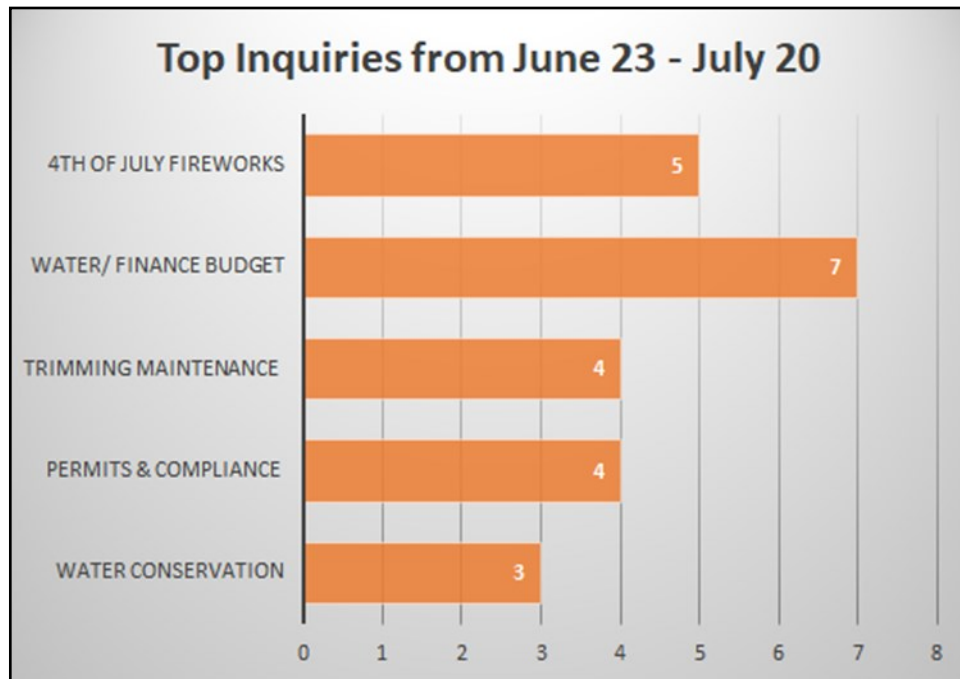
Youth Advisory Council (YAC)

Members of the Youth Advisory Council toured the Town Hall campus July 13. They had the opportunity to meet staff and learn more about Town operations.



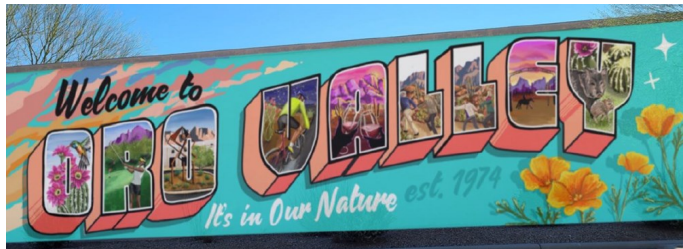
Innovation & Technology (Continued)

Ask OV Inquiries



Regional Partners

- **Southern Arizona Arts and Cultural Alliance (SAACA)** – The mural projects that will be located at Oro Valley Marketplace will begin this fall, due to the heat and monsoon storms. Sample art provided below:



- **Tohono Chul Park** – is beginning to plan for in person events! Sundays in the Garden Concerts will return in October and Holiday Nights will return in December.
- **Visit Tucson** – representatives from Innovation & Technology, Communications, Community and Economic Development and Parks and Recreation met with Visit Tucson's executive board last month to identify areas of opportunity for future tourism marketing efforts.

Visit Tucson submitted a bid to USA Artistic Swimming on the Town's behalf for the 2023 US 13 – 15 and 12U and 2024 US Junior and Senior Championships. Staff will inform Council if the Town is awarded the bid(s).

Additionally, the photos SAACA completed as part of the OV Photography Project was shared with Visit Tucson. Visit Tucson will use the photos for future publications, social media and will share with journalists who may publish articles in the future about Oro Valley.

Tourism

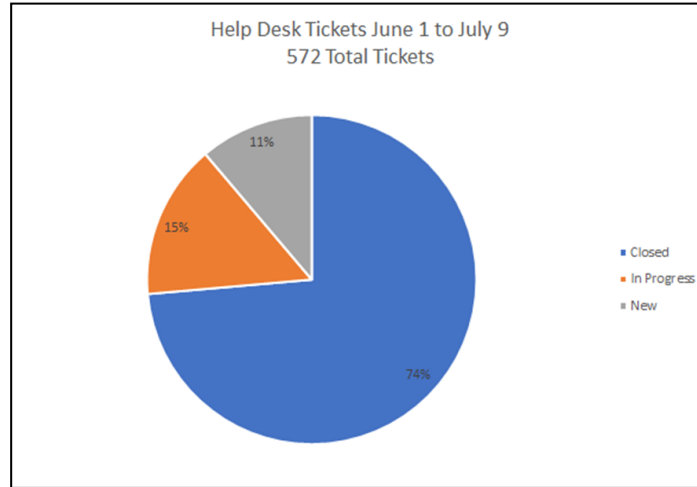
Representatives from Innovation & Technology, Communications, Community and Economic Development and Parks and Recreation met with the General Managers of El Conquistador, a Hilton Resort and Westward Look Resort. Both resorts requested trail maps, cycling and restaurant information to provide their guests.

Innovation & Technology (Continued)

Major IT Projects

- SpryPoint is the new Water Utility customer information and billing system. The project will include implementing a billing module, customer portal, an employee field mobile app. SpryPoint is cloud software and offers many modern enhancements over our current software to improve our customer service experience.
- SmartGov is the new software for Permits, Inspections, and Business Licensing. SmartGov provides new features over our current software such as: Digital Plan Review, mobile device app, and a customer portal.

Help Desk Tickets



GOLDER RANCH FIRE DISTRICT

Fire and Life Safety Services Summary

The Fire and Life Safety Services Division is comprised of the Fire Marshall, 2 Deputy Fire Marshals and 3 Fire Inspectors. Their responsibilities include: plan review, fire prevention, fire code enforcement, fire investigations and residential safety inspections. This is a not exhaustive list of their tasks but provides a bit of context for their scope of work. Their primary charge is to educate businesses and residents about how they can actively engage in fire prevention in order to prevent the emergency from ever occurring.

