

# TOWN MANAGER'S

# EXECUTIVE REPORT

Town of Oro Valley | August/September 2022

TO COUNCIL



On behalf of the Town’s leadership team and the entire staff, we offer our congratulations to Mayor Joe Winfield, Vice Mayor Melanie Barrett, Councilmember Joyce Jones-Ivey and Councilmember Josh Nicolson on your reelection to the Oro Valley Town Council. We look forward to continuing to work with you and the continuing members of Council in the coming years for the betterment of the entire community.

Staff has worked diligently over the summer to both close and open projects and work initiatives following adoption of the FY22/23 Budget. Staff has also had the opportunity to take well-earned leave, attend trainings and conferences, and catch up on work.

Following a competitive proposal process, the Town has selected the firm of Sites Southwest to develop a master plan for the new Vistoso Trails Nature Preserve. Work will kick off mid-September and include robust research, base mapping, data collection and public participation. Extensive community outreach will begin in October and will include workshops, field review, public meetings and social media. Draft documents will be presented to the Parks and Recreation Advisory Board (PRAB) and Town Council in early 2023, with a final plan presented to PRAB and Council in late April 2023. The schedule will coincide with the timing for the development of next fiscal year’s budget, including prioritization of investments for potential grants. In the meantime, work continues on the restrooms, and a plan is being developed for key safety repairs. Additionally, I have the following brief updates:

- The HAWK signal on Naranja Drive near Ironwood Ridge High School is now operational. Communications will be working with Public Works to develop information for motorists on how to comply with traffic laws when the HAWK is activated.
- The land swap with property owner Chris Phillips has been completed. The Town will continue its design process for the Community Center parking lot, incorporating the former dirt lot into the design plan to maximize available parking at the facility.
- The Water Utility successfully launched its new billing and customer service system in August. The transition from an old system will improve efficiencies and customer support.
- The Water Utility has partnered with Tucson Water and Woodward Water Resource Consulting in the submittal of a grant application for state funds available to the Tucson Active Management Area for conservation of groundwater. If awarded, the goal of the grant is to encourage swimming pool removal through education, outreach and rebates.
- I had the privilege of speaking at the August Oro Valley Chamber Public Policy Committee meeting. I reviewed recent accomplishments, what the community can expect to see in the current fiscal year and answered questions on Town operations and priorities.
- Chris Cornelison attended the Amtrak Stakeholder Meeting regarding a potential passenger train route between Tucson and the Phoenix metro area, utilizing existing railroad tracks. The project would require federal funding for improved infrastructure, and will continue to be discussed over the next 9 months regarding its support and feasibility.
- The latest This is Oro Valley podcast features Chief Riley and Lt. John Teachout discussing critical community safety issues and OVPD’s robust training, preparation and outreach efforts. For the July podcast, I interviewed two members of the Youth Advisory Council along with Constituent Services Coordinator and YAC liaison Jessica Hynd.



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As always, please let me know if you have any questions regarding the content in this edition.

Mary Jacobs, Town Manager

# POLICE DEPARTMENT

## CASES AND STATISTICS

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### Quarterly Stats

Please see the attached statistics for the fourth quarter of fiscal year 2021/22.



### Case 1 — SWAT Incident

On July 8 around midnight, officers responded to a welfare check in Monterra Vista.

Upon arrival, officers saw that a suspect related to the house had a gun pointed at his neck.

Commands were given, but the suspect did not comply. The suspect walked behind the house, where he discharged the firearm and ended up barricading himself inside the home, making suicidal statements. SWAT and OVPD Criminal Investigations were called and responded to the house, a search warrant was also obtained. Negotiations happened over the next several hours. During negotiations, the suspect would point the gun at officers who were behind cover. SWAT used several methods to attempt to get the suspect out of the house safely. The suspect ultimately took his own life and was pronounced deceased by officers. There were no injuries to law enforcement or bystanders.

### Case 2 — Disorderly Conduct Arrest

On July 25 at around 6:15 p.m., Pinal County advised OVPD that a person was traveling to an address in Saddlebrooke to kill a suspect who had allegedly molested his 12-year-old daughter. The alleged molestation occurred in Pinal County. As units were attempting to find the vehicle, dispatch took calls from multiple people claiming a person was in the middle of the street on Meadview Way yelling and making verbal threats. OVPD found the suspect's vehicle on Tangerine Road, west of Oracle Road. The suspect was alone and arrested for disorderly conduct. He was wearing a ballistic vest with four loaded magazines. Police found two AR-15's and a shotgun on the passenger side of the vehicle. OVPD transported the suspect to the crisis response center for an involuntary commitment.

### Case 3 — Administration of Narcan

On August 7 around 11 p.m., officers responded to the Three Palms Hotel for a request for CPR from a man who was renting a hotel room. Officers arrived and began CPR on an adult female in the room who was not breathing and had no pulse. Golder Ranch Fire District (GRFD) arrived shortly after. OVPD officers administered Narcan and GRFD personnel administered additional doses. The female eventually regained consciousness. Officers found fentanyl in the room, which prompted officers to obtain a search warrant for the room and the cell phones of both room occupants. The female was transported and admitted to Northwest Hospital.

### Case 4 — Residential Fire

On August 9, OVPD and GRFD were dispatched to a fire located on Bighorn Butte. Officers arrived on the scene first and found the house completely engulfed with flames. Officers checked for occupants and found no one, and neighboring residences were evacuated. GRFD personnel extinguished the fire and reported no suspicious circumstances or evidence of arson. Extreme weather was present throughout the night and GRFD reported that the cause of the fire was likely from a lightning strike. The homeowner was out of town and notified by phone. She confirmed the house was vacant.

### Case 5 — Stolen Gun Investigation

On August 13, officers responded to Calle Loma Linda and Calle Concordia for a report of shots fired. When officers arrived, they talked with a juvenile who said he lives at a group home in the area and was there when the shot was fired. Through an investigation, it was learned that three juveniles broke into a car and stole a 9MM gun (verified by the victim). They returned to the home and contacted someone through the internet to buy the gun. The three juveniles met up with the purchaser and exchanged the gun for money. The purchasing suspect then demanded the money back and fired a shot. The juveniles that stole the gun ran off. Ultimately, two juveniles were charged with multiple felonies. A warrant was served at the Calle Loma Linda address and a bag of change taken in the car theft was recovered. On August 18, the suspects from the shooting were identified after a series of warrants. Both subjects responsible for the shooting were charged with counts of armed robbery, aggravated robbery and aggravated assault with a firearm and booked into the Pima County Jail.

## RECOGNITIONS

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OVPD completed and is compliant in our annual Equitable Sharing Agreement and Certification which allows OVPD to participate in the acceptance of seizure proceeds adjudicated in criminal proceedings.

Commander Curtiss Hicks earned his service pin for 30 years as a police officer with OVPD.

On July 1, three new officers graduated from the Basic Law Enforcement Training Academy.

Lt. John Teachout received a commendation from Chief Riley for completing the Arizona Association of Chiefs of Police Arizona Law Enforcement Accreditation Program. Accreditation validates OVPD as a best-practice law enforcement organization by complying with over 170 industry standards.



*Commander Curtiss Hicks and  
Chief Kara Riley*

## COMMUNITY INVOLVEMENT

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On August 9, OVPD participated in a community conversation regarding mental health. The purpose of the meeting was to provide information to community members about resources available related to mental health and wellness.

## REGIONAL SUPPORT

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On July 11, the South Tucson Police Department was involved in an incident in their jurisdiction that resulted in an in-custody death. The Pima County Regional Critical Incident Team (PRCIT) was activated to handle the criminal investigation of this critical incident. PRCIT is comprised of investigators from the Pima County Sheriff's Department, Tucson Police Department, Oro Valley Police Department, Marana Police Department, Pascua Yaqui Police Department, Sahuarita Police Department, University of Arizona Police Department, Pima Community College Police Department and South Tucson Police Department. The PRCIT was created to have outside law enforcement agencies take the lead in criminal investigations of critical incidents.

# COMMUNITY AND ECONOMIC DEVELOPMENT

## TRENDS

### July Single Family Residential Activity

5 new Single Family Residential Permits were issued during the month of July compared to 9 SFR permits issued in June. Year-to-date, 124 SFR permits have been issued since the beginning of the year compared to 297 issued during the same period in 2021.

### July Permitting Activity

165 total permits were issued during the month of July compared to 145 permits issued in June. Year-to-date, 1,423 total permits have been issued since the beginning of the year compared to 1,565 issued during the same period in 2021.

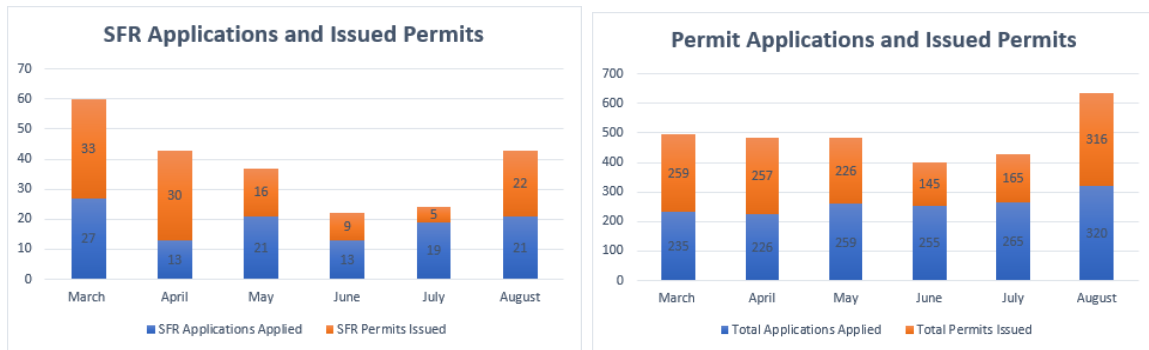
### August Single Family Residential Activity

22 new Single Family Residential Permits were issued during the month of August compared to 5 SFR permits issued in July. Year-to-date, 146 SFR permits have been issued since the beginning of the year compared to 311 issued during the same period in 2021.

### August Permitting Activity

316 total permits were issued during the month of August compared to 165 permits issued in July. Year-to-date, 1,739 total permits have been issued since the beginning of the year compared to 1,774 issued during the same period in 2021.

*Below are charts showing overall activity for the last 6 months.*



## MEETING/OTHER NEWS

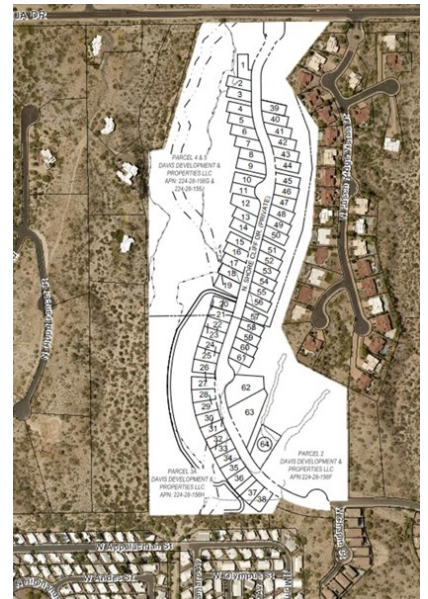
### Planning and Zoning Commission

On August 4, the Planning and Zoning Commission acted as follows:

- Provided feedback on the proposed scope of work for the **housing study**. The need for a housing study was established in the Your Voice, Our Future General Plan and further prioritized through the Town Council Strategic Leadership Plan. The timing of the housing study is an important preparation for the next 10-year General Plan, which must be ratified by the voters in 2026. Once feedback is received from Town Council, staff will contract a consultant to assist with the study through the standard procurement process.
- Recommended conditional approval for a 64-lot residential subdivision known as **Naranja Trails**, located at the intersection of Naranja Drive and Highlands Wash, approximately ¼-mile west of N. 1st Avenue.

On September 6, the Planning and Zoning Commission will consider the following:

- Proposed code amendments to **revise the development review process**. The code amendment was discussed by the Commission in March during a study session. The purpose of the code amendment is to increase efficiency while maintaining effective public outreach. It also addresses some minor housekeeping items to remove outdated processes and State law requirements.



- Proposed **changes to private recreation area zoning code requirements** for single-family, multi-family, and mixed-use developments during a study session. The proposed changes aim to meet the Town Council Strategic Leadership Plan objective to prioritize larger neighborhood parks and amenities, as outlined in the Parks and Recreation Needs Assessment. The proposed changes were presented to the Parks and Recreation Advisory Board on August 16 for discussion and feedback.
- An application for conceptual model home architecture for a new 227-lot residential subdivision known as **Tranquilo at Rancho Vistoso**, located north of Tangerine Road and west of Rancho Vistoso Boulevard adjacent to the Big Wash Trailhead.



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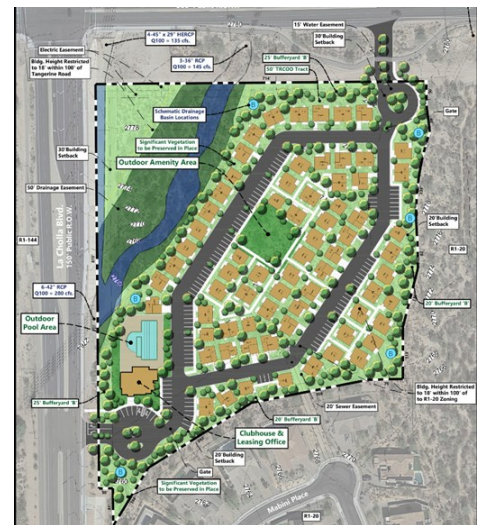
### Town Council

On September 7, the Town Council will consider a conceptual site and landscape plan for a proposed 64-lot residential subdivision known as **Naranja Trails**, located at the intersection of Naranja Drive and Highlands Wash, approximately ¼-mile west of N. 1st Avenue.

On September 21, the Town Council will consider a **proposed code amendment to revise the multi-family standards**. The main purpose of the code amendment is to clarify zoning standards (e.g., parking and recreation requirements) as they apply to an array of permitted housing types - specifically housing developments with a mix of detached and attached housing products. The Planning & Zoning Commission recommended conditional approval of the proposed code amendment, subject to including housing type image graphics as presented, or similar graphics, as part of the code update.

### Neighborhood Meetings

A second neighborhood meeting was held on August 29 regarding a proposed rezoning to allow approximately 87 rental homes on a vacant parcel located northeast of the Tangerine Road and Rancho Vistoso Boulevard intersection adjacent to the Safeway shopping center. The proposed development, known as **Avilla at Rancho Vistoso East**, requires a rezoning from C-1 commercial to High Density Residential.



A second neighborhood meeting was held on August 30 regarding a **proposed residential rental dwelling development** located on the southeast corner of Tangerine Road and La Cholla Boulevard. The proposal requires a Type 1 General Plan amendment and rezoning. (See top right image)

A first neighborhood meeting will be held on September 8 regarding a proposed **self-storage and RV-storage facility** within the Mercado del Rio shopping center located north of Pusch View Lane, approximately ¼-mile west of Oracle Road. The proposal requires a conditional use permit and conceptual site and landscape plans. (See center right image)



A second neighborhood meeting will be held September 12 at Town Hall and online via Zoom for a **proposed self-storage facility with retail** north of the northwest intersection of La Cañada Drive and Tangerine Road. The proposal requires a conditional use permit. (See bottom right image)

A second neighborhood meeting will be held on September 22 regarding a proposed rezoning to allow approximately 118 rental homes on a vacant parcel located northwest of the Tangerine Road and Rancho Vistoso Boulevard intersection adjacent to the Safeway shopping center. The proposed development, known as **Avilla at Rancho Vistoso West**, requires a rezoning from C-1 commercial to high density residential.



For informational videos and additional information about each project, visit [ovprojects.com](http://ovprojects.com).

## NEW DEVELOPMENT

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Oro Valley was included in statewide searches by six prospective businesses in July. A site at Innovation Park was submitted for Project Luna, which is a light industrial use. More information will be provided when available.

The Town was unable to meet the minimum requirements of six other projects for these reasons:

- Project 1: Heavy industrial zoning, 80K sq. ft building
- Project 2: Heavy industrial zoning, 75-acre lot
- Project 3: 200K sq. ft building on 20 acres with rail access
- Project 4: Rail spur within 10 miles
- Project 5: Rail spur within 10 miles and high electrical usage (11,000 kWh/year)
- Project 6: High utility usage (1.25 MGD water, 20 MW electric)

## BUSINESS RETENTION/EXPANSION AND ATTRACTION/MARKETING

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### New Businesses

Three store fronts, two home-based and one business sharing a space have been issued business licenses since June.

### Completed Projects (Certificate of Occupancy Issued)

- ***In Balance Pilates Studios*** — 1335 W. Lambert Lane #145
- ***Nest in the Desert*** — 7954 N. Oracle Road

### Business Closures

- ***Ace Hardware*** — 10560 N. La Cañada Drive
- ***Interior Expressions*** — 11015 N. Oracle Road #121

### Business Visits during FY 21/22

Town staff and the Oro Valley Chamber of Commerce made visits to 175 businesses during fiscal year 2021/22. An elected official was present at 65 of these. Pictures below are from some visits done in July and August.



*Toscana Studios*



*Bluemoon Acupuncture*



*U of A College of Veterinary Medicine*

### Oro Valley Business Navigator FY 21/22 Statistics

This navigator is found on the [Town's website](#). At no charge, the Town maintains a web page for each business that includes the business name, description, address with a link to Google Maps (if the business has a store front location), contact information and a website. During FY 21/22, the Oro Valley Business Navigator had:

- 72,703 page views
- 63,023 unique page visits
- 48 new sites added
- 16 sites removed

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### Community Academy

The 25<sup>th</sup> session of Community Academy will be held throughout the month of October. This award-winning program offers residents a highly engaging and fun opportunity to learn about Town government and services. Every Tuesday and Thursday from 6-8 p.m., classes will be available in-person at Town Hall and online via Zoom. If interested, please register online at [www.orovalleyaz.gov](http://www.orovalleyaz.gov) by October 1.

## PERMITTING MAJOR ACTIVITY

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### New Businesses

- **B&B Urgent Care at Steam Pump Village** – 11015 N. Oracle Road (Building TI Permit Applied)
- **Cold Beers & Cheeseburgers at Two Oracle Place** – 7315 N. Oracle Road (Building TI Permit Applied)
- **Pima Eye Institute at Innovation Park** – 1884 E. Innovation Park Drive (Building Permit Applied)
- **Sola Salon at Oro Valley Marketplace** – 2060 E. Tangerine Road (Building Permit Issued)
- **Velvet Hound Groomery at Oro Valley Retail Center** – 11941 N. 1st Avenue (Building TI Permit Applied)

### Other Permits

- **Beaming Wellness Juice Bar at LA Fitness** – 8850 N. Oracle Road (Building TI Permit Applied)
- **Thin Blue Line at Mountain Vista Plaza** – 1171 E. Rancho Vistoso Boulevard (Building TI Permit Applied)

## PLANNING PROJECT HIGHLIGHTS

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A pre-application meeting for a **proposed 94-lot subdivision** (developed in three phases), located on approximately 69.5 acres in Stone Canyon north of Tortolita Mountain Circle near the main entrance gates (previously referred to as the “Resort” site) was held on August 18. The applicant’s request requires a General Plan Amendment and rezoning to accommodate detached single-family homes on roughly 14,250 sq. ft lots. Should the applicant move forward, an informational video will be posted online, and a pre-submittal neighborhood meeting will be scheduled.



## TOURISM

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- As part of an ongoing partnership with Tucson Audubon Society and Tohono Chul for the development of an **OV birding experience**, the Town sponsored the Tucson Audubon Society’s annual Southern Arizona Birding Festival and Conference. It was held on August 10 -14, and staff participated as an exhibitor at the festival’s expo and shared new marketing material about birding experiences in Oro Valley. In addition, a tour of the Vistoso Trails Nature Preserve on September 12 has been scheduled with Audubon and experts from the Town’s birding community groups. The focus is on discussions as to what makes for an excellent birding experience.
- The Association of Career & Technical Education of Arizona **actualized group room nights** in July for the Town’s two resorts, El Conquistador and Westward Look. This generated an estimated economic value of \$757,000.
- The staff tourism team participated in a quarterly meeting with leadership from the Town’s two resorts. The Town’s new **quarterly tourism newsletter** was discussed with plans to launch in September. The newsletter focus is on cross-selling opportunities for Town related tourism businesses.
- The **Tourism Forum Meeting** is scheduled for September 15 at 9 a.m.

## OTHER NEWS

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The Arizona Chapter of the National Planning Association recognized the Planning Division for their research and policy to conserve saguaros. Up against planning groups throughout the State, the Town was selected for an **“Ordinance/Regulation/Legislation/Adopted Policy” award** with our submission entitled “Keeping Heritage Saguaros Central to Design.” Staff sought out long-term studies and interviewed various professionals to accurately determine saguaro health, transplant viability and methods for protecting larger saguaros throughout development. This research culminated in administrative procedures to ensure consistent methods to identify significant and healthy saguaros, assign appropriate treatment and require protective measures throughout the development process.



As a result of new state legislation effective on September 23, **Type I (Major) General Plan Amendments** may be filed throughout the year. Previously, Type I General Plan Amendments had to be filed by April 30 of each year in order to be considered by Town Council within the same calendar year. Now, applications must be heard by Town Council within 12 months of when the proposal was made. A proposed code amendment to update the development review process and other outdated procedures in the code will include this change. Amendments are scheduled for consideration by the Planning and Zoning Commission in September.

# PUBLIC WORKS

## BOND PROJECTS

Note regarding the status of each project: Construction is fast moving, and conditions will have changed by the time you receive this report.

### Naranja Park Expansion

Construction work continues with heavy equipment although recent rains have impacted progress. Earthwork operations with the large equipment must stop when the ground becomes too wet because the equipment can get stuck in the mud or make large ruts and gouges in the surfaces being prepared.

The construction team continues to move earth around the site to create level areas for the dog park, multisport fields and park. Each month, work progress is measured by how much earth is moved. To quantify earthwork volumes in the past, it was surveyed the old-fashioned way or you counted loads of the scrapers and estimated. While both those methods are still used, on this project the contractor flies the site with an aerial drone that takes 1,000 photos over the course of 90-minutes while flying at about 250-feet. The photos are “compiled using real-time kinetic and post-processed kinetic GPS technology” to create a digital model of the current surface of the ground – vertically accurate within one inch. The new surface is compared to the previous topography surface, and they are “subtracted” to get the earth moved for payment. The earthwork is now over 65% complete.

In addition, the project is remedying a historical drainage issue between the park and the neighborhood to the east, Monterra Hills. Over the years, a ridgeline along the eastern edge of the park has collected deposits sand and debris along the backside of the resident’s back yard perimeter wall. Periodically, the Town needs to remove the debris. Now, the contractor will not only remove the build-up of sand and debris behind the residential walls, but also to create an alley way for the Town to easily maintain the area in the future. Construction started the last week in August and will last about two weeks.



### Golf Course Irrigation Replacement

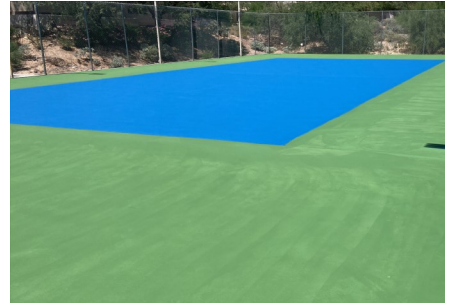
The driving tee concrete curb and aggregate base backfill for synthetic turf area is finished, along with the installation of driving tee sod. Crews completed installing mainline irrigation pipe, laterals, valves, sprinkler heads and communication wire installation along hole #2 and started the same work along hole #8. The relocation of the “black” tee at hole #6 is completed, with the tee area sodded. Installation of irrigation laterals, valves, sprinkler heads and communication wire at the tee area is halfway done. In early September, the remaining irrigation work will be primarily north of Naranja Drive, so that we’re able to begin the cart path renovation to the south.





### Tennis Court Reconstruction and Expansion

The Contractor has placed 90% of the new Tennis and Pickleball Courts, and the remaining concrete pour is scheduled for September 7. Canyon Fence continues to install the new 10' high chain link fence at all the courts. The contractor was supposed to reuse the old fencing, but they found it more cost effective just to purchase new fencing rather than try to reinstall the old. The electric contractor continues with the installation of the new courts' lights and the upgrading of the cables on the existing lights. The concrete contractor continues to place sidewalks. Shade structures are being built and their foundations have been placed. The existing shades in-between courts are being raised to a minimum of 7' clearance. The project is 70% complete and on schedule, with completion expected by the end of October.



### La Cañada Multiuse Path – Lambert Lane to Naranja Drive

A design kickoff meeting was held on September 1. The design phase is approximately 5 months. Construction is anticipated to start in January 2023.

## ENGINEERING/GENERAL PROJECT UPDATES

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### Pavement Preservation

Staff is preparing the contract for Pavement Preservation Phase I which will consist of liquid road surface treatment. Work is expected to be in early fall.

### Steam Pump Ranch

The contractor continues working on interior framing, roofing, plumbing, and electrical. The contractor will commence trenching for the electrical service line for Tucson Electric Power. Construction is anticipated to be completed by early October.

### Wildlife Fencing for SR77

Clearing and grubbing is nearly complete. Crews placed stakes for the masonry wall at the end of August. The locations of the power source have been determined by Tucson Electric Power, which includes the meter pedestal.

### HAWK Signal at Naranja

The signal is now operational. Town staff installed four signal heads, the crosswalk, and stop bars. The overhead signs are a special order and will be ready in the near future.

### Oracle Road (SR77)

The Arizona Department of Transportation (ADOT) is currently reviewing the speed limit between Ina Road to Calle Concordia. ADOT is proposing to lower the speed limit from the current 50 mph, down to 45 mph. As a state highway, it is solely ADOT's decision to set the speed limit.

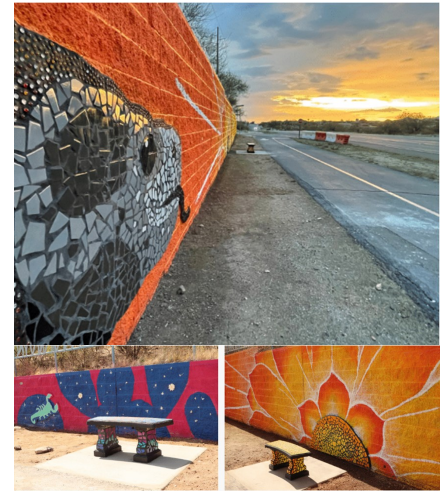


However, Oro Valley residents could benefit from this change by creating the possibility to extend pedestrian sidewalks throughout the entire corridor. Currently, ADOT has a design policy that inhibits sidewalks being placed along highways with speed limits greater than 45 mph. This modification would open the door for additional sidewalks along Oracle Road up to Calle Concordia.

### Transportation Art by Youth Project

The Transportation Art by Youth project was competed and dedicated on July 27. The art installation features interactive educational elements, including scannable QR codes with recorded digital and audio content, glow-in-the-dark painted scorpions, integrated respite seating for pedestrians, and a signature 55-foot-hand-fired mosaic glass and tile Gila Monster which mimics the natural animal scales found on this native reptile.

The installation is integrated onto two significant parallel retaining walls that collectively measure over 400 feet long, located at 791 W. Tangerine Road, near the future main entrance of Naranja Park. The project is one of the largest integrated public art installations in the Town of Oro Valley's recent and growing mural collection.



## STORMWATER AND STREET OPERATIONS

### Monsoon Update

The Town of Oro Valley has seen an active monsoon season so far. Rainfall totals for the season range from the low end of 4.33 inches at the Vistoso Preserve to 11.54 inches at the Big Wash/CDO Wash confluence. The Pima County Rain Gauge at 680 W. Calle Concordia has registered 7.56 inches of rain from June 1 to August 21. Mt. Lemmon has seen 27.99 inches of rain during this period. These monsoon totals represent 80 to 90% of the yearly rainfall totals tracked to date.

Erosion and sediment deposition has been noted in several locations throughout Town, particularly in some of our older neighborhoods at the Oro Valley Country Club, Sunnyslope, Rancho Catalina, and Shadow Mountain Estates where storm runoff has carried sediment across properties, into drainageways, and onto streets. The Operations Division remains diligent in cleanup efforts, clearing roads, repairing erosion, and removing sediment.

### Pima County/Oro Valley Watercourse IGA

The Oro Valley Town Council and Pima County Board of Supervisors recently approved an intergovernmental agreement (IGA) for watercourse maintenance within Town Boundaries. The IGA identifies watercourse and river park maintenance activities and locations within Town and provides the Town an Operations Laydown Yard. This IGA replaces the 1984 IGA between the two entities and utilizes a shared geographic information systems (GIS) mapping product to identify locations. This GIS mapping product will be continuously reviewed between the two agencies to provide updated information.



CDO Wash at 1st Ave.



Carmack Wash at Calle Bueno Vista

## FLEET AND FACILITIES

### 680 Admin Remodel

The project is awaiting final approval for a modification to the HVAC design before installation. Once installed, the project will be complete.

### Vistoso Trails Nature Preserve Restrooms

The restroom repairs have been put on hold due to a bee infestation in two of the three restrooms.

### Police Tahoe Refresh

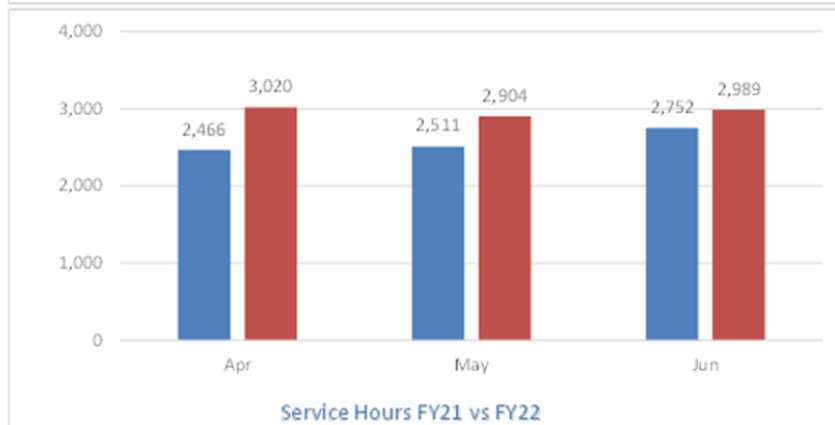
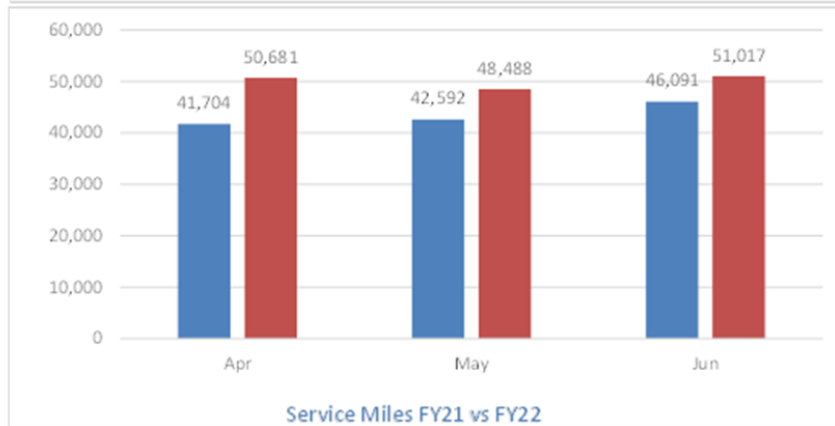
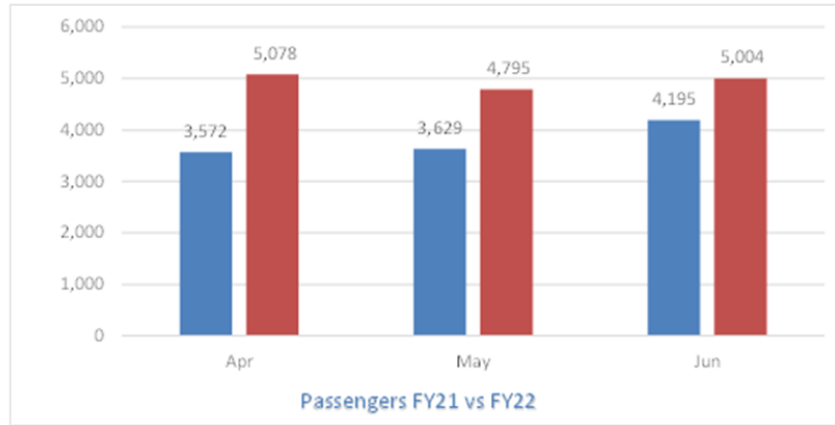
This project is currently underway. The first two units have been finished and are back in service, with a third currently undergoing installation.

# TRANSIT

## Ridership

Transit finished the year carrying 55,971 annual passengers. This is an all-time annual record, with a 70% increase from last year and an 11% increase from our last all-time high in Fiscal Year 2017 when we carried 50,487. Ridership was capped in October 2021 and staff still carried record ridership.

**Transit Services Quarterly Key Performance Indicators  
4th Quarter - FY 2022**



■ FY 2021 ■ FY 2022 *Began capping ridership late Oct 2021*

# PARKS & RECREATION

## ADMINISTRATION

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### Vistoso Trails Nature Preserve

A request for proposal to master plan the Preserve was published July 18. Three proposals were submitted and a four-person evaluation team unanimously selected Sites Southwest. Work will kick off mid-September, and will include meeting with staff and key stakeholders, research, base mapping and data collection. Extensive community outreach will begin in October and will include workshops, field review, public meetings and social media. Draft documents will be presented to the Parks and Recreation Advisory Board (PRAB) and Town Council in early 2023. The final document is anticipated to be presented to PRAB and Council in late April 2023. Monthly project updates will be included in future Executive Reports.

Kristy Diaz-Trahan and Pat Sturmon, Preserve Vistoso Board Member, hosted representatives from Arizona Illustrated, an Arizona Public media outlet associated with University of Arizona on a tour of Vistoso Trails Nature Preserve. The documentary will feature the foundational work of Preserve Vistoso, the research they have done to-date related to flora/fauna, and Oro Valley's efforts to master plan the Preserve. A publication date has not been identified.



## AQUATICS

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August 1 marked the start of the **fall season at the Oro Valley Aquatic Center**, which runs until November 5. During this time, the Aquatic Center hosts three local High Schools: Canyon Del Oro, Ironwood, and Pusch Ridge Christian Academy. Together these teams have over 100 swimmers that participate in swimming.

The Oro Valley Aquatic Center will be hosting **Thursday high school** swim meets every week during September. Teams will include students from Oro Valley and Tucson. Each swim meet will have 80-150 swimmers in attendance.

On August 5 - 7, the Aquatic Center produced a blended learning **weekend lifeguard course**. The course allowed participants to complete Red Cross Lifeguarding certification through a combination of online content and in-person learning. This course successfully passed five new lifeguards, most of whom now work for the Town.

On September 9 - 11, the Oro Valley Aquatic Center will host the **Patriot Swim Meet**. This meet will attract teams from across the state and bring approximately 400 athletes and their families to the Oro Valley area.

## COMMUNITY AND RECREATION CENTER

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The Community & Recreation Center finished another **summer camp season**. By almost all accounts, this was the most successful summer camp session at the CRC since the Town began offering camps at the facility in 2015. Camp SPF had nearly 1,200 campers throughout the summer, which is almost 300 more registrants than in years past. Camp I Can Too!, which is the center's inclusion camp for children with special needs, also saw its highest participant level, with nearly 60 campers throughout the summer. The center will be offering a fall break camp from October 10 - 14.

The CRC will host the final **Movie on the Lawn** of the season on September 17. The event will feature the 2022 animated adventure movie, *Lightyear*.

On August 21, the CRC hosted an inaugural **trivia event at the Overlook Restaurant**. The event was facilitated by CRC staff and over 60 community members participated. The center plans to offer the next event on September 25.

The CRC continues to **expand programming** by introducing new classes and opportunities at the facility. Beginning in September, the CRC will offer group classes for ukulele, piano and photography and additional art classes.



## PARK MAINTENANCE

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Park Maintenance Workers Jacob Heinzl and Ian Hess received their **National Parks and Recreation Association Certified Playground Safety Inspector certifications**. This industry-leading certification program provides the most comprehensive and up-to-date training on playground safety issues including hazard identification, equipment specifications, surfacing requirements and risk management methods.

Park Maintenance Workers attended the **Arizona Department of Corrections Working with Inmates training program**. This allows Park Management to reestablish its inmate crew. This four-person crew will work Monday-Thursday and will be responsible for landscaped properties and parking lots outside the developed park system. Service is expected to begin in September.

Work to prepare the west side of the Community & Recreation Center for a **new storage facility** was completed in August. The team is currently relocating the Naranja Park Maintenance Yard to the “Christmas Tree Lot” to make way for grading and new construction at the existing location.

In September, a **new 20' X 24' ramada** will be installed adjacent to the James D. Kriegh Park playground. The ramada is the final piece of the playground improvement project. It was delayed due to supply chain issues.

Work to demo the **old swimming pool at Steam Pump Ranch** will begin September 6. This project, which was included in the FY 2023 budget aligns with the master plan and will result in additional programming and special event space. The work is anticipated to be completed by September 12.

**Park overseeding season** begins in September and is planned as follows:

- Steam Pump Ranch: September 12 – 25
- Riverfront Park: October 3 – 16
- Naranja Park fields 3 & 4 and James D. Kriegh Park fields 1, 2, 3: October 17 - 30
- Naranja Park fields 1 & 2: October 31 to November 13

## RECREATION AND CULTURE

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The award-winning **STEAM (STEM+Art) Camp at Steam Pump Ranch** finished another successful summer that saw the highest number of participants since the camp’s inception. Over 500 kids participated in the educational and outdoors-focused camp.



On August 17, a Church of Latter-Day Saints youth group met Recreation and Culture staff at the **archery range to perform trail maintenance** on both walking ranges. A total of 30 kids and 10 adults pitched in to clean up the trails and install necessary erosion control.



**Fall Youth Sports** started in August and the parks are being used to capacity in the evenings and weekends. Due to the Naranja Park expansion project, parking was challenging. Over the summer, staff met with leadership from the sports organizations to develop solutions. Collectively, the development of a “drop-off zone” was identified as the best solution. The drop-off zone has been set-up and is working well.

**Friday Night Concerts at Steam Pump Ranch** returned on September 2. Additionally, the Recreation and Cultural Services Division announced a second concert series (country music themed) taking place on the last Friday of each month, starting September 30.

**The Senior Programming Task Force**, created through Town Council’s Strategic Leadership Plan, launched a survey to determine the programmatic needs of the Town’s senior residents. The survey will be an integral part of the Task Force’s report, scheduled to be presented to Council in December 2022. It will contain recommendations for expanding recreational opportunities for the senior population. The survey will be available online on the Town’s website, and printed copies will be in the Community Center and the Oro Valley Aquatic Center. An additional opportunity for community input will be held on September 29 from 12:30 p.m. – 2:30 p.m. at the Community Center’s fitness room. The survey will end on September 30.

# GOLF

Golf Rounds for July and August show 4,800 and 5,107 respectively at the 36 hole. The Pusch Ridge Course is currently closed for the summer and will re-open November 1. The Conquistador Course, practice facility and putting green areas will be over-seeded starting on September 19.

ROUNDS - 36 HOLE					
Month	Member Rounds	Non-Mem Rounds	Comp Rounds	Outing Rounds	Total Rounds
7/31/2022	2478	1950	149	223	4800
8/31/2022	2643	2101	171	192	5107
9/30/2022					0
10/31/2022					0
11/30/2022					0
12/31/2022					0
1/31/2023					0
2/28/2023					0
3/31/2023					0
4/30/2023					0
5/31/2023					0
6/30/2023					0
Total Rounds	5,121	4,051	320	415	9,907

2020/21 ROUNDS					
Month	Member Rounds	Non-Mem Rounds	Comp Rounds	Outing Rounds	Total Rounds
7/31/2020	1554	4070	179	139	5942
8/31/2020	1967	3641	328	91	6027
9/30/2020	2039	3285	301	304	5929
10/31/2020	2335	2325	192	275	5127
11/30/2020	2921	3891	354	379	7545
12/31/2020	2807	3688	227	287	7009
1/31/2021	3139	3266	279	272	6956
2/28/2021	3561	3983	283	569	8396
3/31/2021	3836	5234	576	313	9959
4/30/2021	3591	5116	582	574	9863
5/31/2020	2929	4206	543	548	8226
6/30/2021	2156	2974	283	310	5723
Total Rounds	32,835	45,679	4,127	4,061	86,702

Overseeding of Pusch Ridge is tentatively planned to begin the week of September 26.

As of August 22, there are 327 Full Memberships with 8 Corporate Memberships. The marketing focus for September will be on full-time and corporate memberships. Marketing of the Pusch Ridge Course will begin in mid to late September.

September maintenance activities and projects include monsoon tree cleanup, continued grow-in of Conquistador greens, edging of all bunkers, needle thinning of Conquistador greens, verti-cutting of Cañada greens, bunker sand addition to Conquistador bunkers, fertilization and herbicide applications, tree trimming and prep and over-seed of Conquistador Course, practice facility, and putting green areas.

# WATER UTILITY

## COLORADO RIVER WATER SUPPLY UPDATE

On June 14, the Bureau of Reclamation Commissioner made statements before the Senate Committee on Energy and Natural Resources that the need for a quick response and action from across the basin is required to reduce water use and protect the sustainability of the Colorado River system. The Commissioner announced that all seven Basin States must come up with a plan by August 15 to reduce water demand throughout the basin by 2 to 4 million acre-feet in 2023. The Commissioner's statements implied that if the Basin States did not come up with a plan to significantly further reduce demands of the river, that the Bureau of Reclamation would.

Arizona and Nevada developed an aggressive plan to reduce the demand on the river by 2 million acre-feet, but the plan was rejected by the Bureau of Reclamation and the other Basin States. Instead, the Bureau announced that the Colorado River would be in a Tier 2a Shortage in 2023, essentially following the current Drought Contingency Plan.

At this point in time, the Basin States cannot agree on a plan to further reduce the demand on the Colorado River. The Bureau of Reclamation lacks the political will to make any changes, instead relying on the existing Drought Contingency Plan to mitigate the declining water levels in Lakes Mead and Powell.

A Tier 2a shortage does not affect Oro Valley's Central Arizona Project (CAP) water allocation. The utility will be ordering its full CAP allocation in 2023.

## UTILITY LAUNCHES NEW CUSTOMER PORTAL

On August 29, the Water Utility launched a new and improved customer service portal and billing system. The self-service portal will allow Water and Stormwater Utility customers to pay bills online, manage accounts and review consumption information online or on a mobile device. The new portal also provides direct access to important forms that can be filled out and submitted online for review and processing. These forms include leak adjustment requests, move in/out notifications and water service orders.

## SECOND QUARTER WATER DELIVERY METRICS

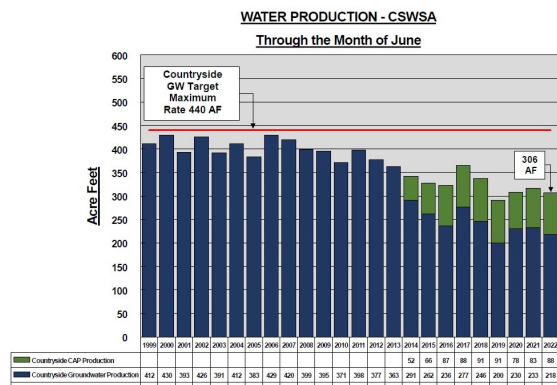
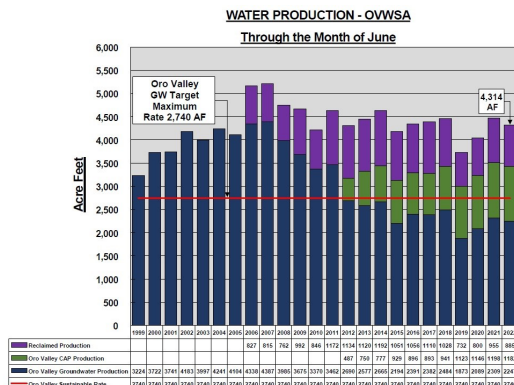
The following graphs compare water deliveries to both the Oro Valley service area and Countryside service area by water type for the 2nd quarter in each of the last 24 years.

Water deliveries to the Oro Valley service area for the 2nd quarter of 2022 consisted of:

- 288 million gallons of reclaimed water
- 385 million gallons of CAP water
- 732 million gallons of groundwater

Water deliveries to the Countryside service area for the 2nd quarter of 2022 consisted of:

- 29 million gallons of CAP water
- 71 million gallons of groundwater



# ADMINISTRATION

## PUBLIC RECORDS REQUESTS

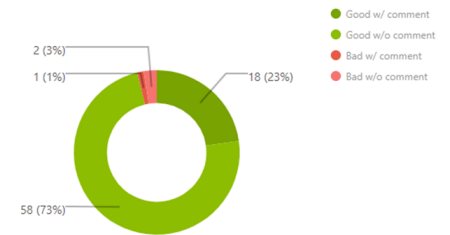
Time Period	Number of Requests	Staff Time To Process (Hours)
August 2021	37	49
August 2022	27	7

## INNOVATION AND TECHNOLOGY

### Technology Updates

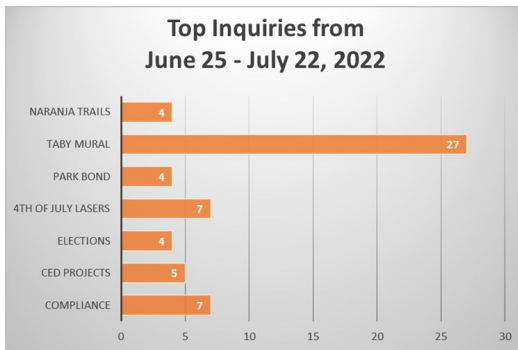
On August 15, the Innovation and Technology team implemented a function to allow customers to rate their support-request interactions. The goal was to provide service improvement that was driven by data collected from our Town staff. During the first three weeks of implementation, the survey results have been overwhelmingly positive with a 96.2% customer satisfaction rating. The response rate of 27% was also on the upper-end of industry averages (5 - 30% for email surveys) indicating that Town staff are comfortable providing feedback.

Good vs bad satisfaction tickets



### ASK Inquiries

For a detailed breakdown of department level inquires, please see the attached quarterly report.



### Oro Valley Youth Advisory Council (YAC)

On August 27, the Youth Advisory Council and the Oro Valley Aquatic Center held the final Teen Dive-In Movie of the 2022 series. These events have attracted roughly 100-150 participants for each movie. This year, there were three Teen Dive-In events. The YAC also had their first official meeting with the new YAC members.



### OV Peak Performance

The first Peak Performance Idea Board was installed in the Water Utility department on July 11. To date, members of the Water Utility team have received two Peak Performance program trainings and submitted 10 process improvement ideas via their board.



### Emergency Management and Safety

The Town's Occupational Health and Safety Manual has been given a 2022 refresh. Safety directives, industrial hygiene, and fire policies are available to review on the Emergency Management page at Inside OV. These policies will be under continuous review by the Town's Safety Committee.



# COMMUNICATIONS

## Comms July/August Productions

- Publication: [Know Your Town's Budget](#)
- Publication: [Sept/Oct Vista Newsletter](#)
- Publication: [August Vista Newsletter](#)
- Publication: [Behind the Meter Fall Newsletter](#)
- Video: [APA Award Video](#)
- Video: [Working in Oro Valley – CED Video](#)
- Podcast: [Oro Valley Youth Advisory Council Podcast](#)
- Podcast: [This is Oro Valley – Community Safety](#)
- Explorer Article: [A look ahead at OV's new fiscal year](#) by Mayor Joe Winfield
- Explorer Article: [A message from Police Chief Kara Riley](#)
- Press release: [Oro Valley announces ribbon cutting for Vistoso Trails Nature Preserve](#)
- Press release: [Oro Valley hosting Community Conversation on Mental Health August 9](#)
- Press release: [Sandbag pickup location moving to new location at Naranja Park](#)
- Press release: [OV Water Utility online customer portal to shut down Aug. 26](#)
- Press release: [Oro Valley Water Utility launches new and improved online customer portal](#)
- Paid advertising:
  - ◇ Community Conversation on Mental Health Explorer print ad
  - ◇ Trivia Day Explorer print ad
  - ◇ This is OV Podcast digital ads on Tucson Local Media



### A MESSAGE FROM OUR DIRECTOR



Peter Abraham, P.E.  
Water Utility Director

Oro Valley's sources of water supply have expanded over time. Prior to 2005 the Town's Water Utility only had groundwater as the water supply available to meet the water resource needs of the community. To ensure the long-term sustainability

of the community, the Town's leadership recognized that other sources of water supply would be required to meet the needs of the growing community.

Since that time to now the Water Utility has secured the legal right to additional water resources as well as constructed the infrastructure required to deliver those water resources to our service area.

Currently three water sources make up the Town's water resource portfolio. They are:

- Groundwater
- Colorado River water delivered through the Central Arizona Project (CAP)
- Reclaimed water (used for construction and irrigation purposes)

Having a diversified water resource portfolio not only reduces the demands placed on the aquifer, it also gives the Utility a great deal of flexibility on how the Utility responds to water supply emergencies and drought.



Photograph of the Colorado River

Since January of 2021 Arizona felt the impacts of the first official declaration of a water shortage on the Colorado River system known as the "Tier 1 shortage" due to 50% lower than normal snow runoff into the Colorado River. The shortage resulted in a reduction of approximately 30% of the CAP's delivery supply. Most of the CAP shortage burden fell on the shoulders of central Arizona agricultural users of CAP water and not municipalities like Oro Valley.

Beginning as early as next year, Arizona may be facing a "Tier 2 shortage" that would further reduce the CAP's delivery supply. A "Tier 2 shortage" would not affect Oro Valley's CAP allocation, but if the Colorado River's reservoir levels keep falling resulting in a "Tier 3 shortage" the Utility could expect an allocation reduction of approximately 20%.

Very recently the Bureau of Reclamation made statements before the Senate Committee on Energy and Natural Resources that the need for a quick response and action from across the basin (all Colorado River water users) is required to reduce water use and protect the sustainability of the Colorado River system. Representatives of all Colorado River water users are working on a plan to achieve water use balance by next year. Once a new Colorado River water use plan is implemented you can read about it in this newsletter.

*(Continued on reverse)*

11000 N. LA CAÑADA DRIVE | 520-229-5000 | [OVWATER@OROVALLEYAZ.GOV](mailto:OVWATER@OROVALLEYAZ.GOV) | [WWW.OROVALLEYAZ.GOV](http://WWW.OROVALLEYAZ.GOV)





**ORO VALLEY MAYOR & COUNCIL**

Joe Winfield, Mayor  
Melanie Barrett, Vice Mayor  
Tim Boben, Councilmember  
Harry "Mo" Greese, Councilmember  
Joyce Jones-Ivey, Councilmember  
Josh Nicolson, Councilmember  
Steve Solomon, Councilmember  
For Mayor and Councilmembers, call: 520-229-4700 [council@orovalleyaz.gov](mailto:council@orovalleyaz.gov)  
Town Manager  
Mary Jacobs 520-229-4725


Get questions? Ask OVI! [ask@orovalleyaz.gov](mailto:ask@orovalleyaz.gov)

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### Oro Valley election results




Mayor Joe Winfield, Vice Mayor Melanie Barrett, Councilmember Joyce Jones-Ivey and Councilmember Josh Nicolson.

On Thursday, August 18, Oro Valley Town Council voted to declare and adopt the results of the 2022 Oro Valley Primary Election, which was conducted by the Pima County Elections Department. For the open mayoral seat, incumbent Mayor Joe Winfield received the most votes and will retain his seat for another four years. For the three open councilmember seats, the three incumbents Melanie Barrett, Joyce Jones-Ivey and Josh Nicolson received the most votes and will also retain their seats. Congratulations to Mayor Winfield, Vice Mayor Barrett, and Councilmembers Jones-Ivey and Nicolson! Thanks to all of you who voted! Councilmembers will be officially sworn in and seated at the November 16, 2022, regular Council meeting.

### OV Water Utility launches new billing system

On August 29, the Oro Valley Water Utility launched Sprypoint, a new and improved billing system and customer service portal that will allow Water Utility and Stormwater Utility customers to manage accounts, review consumption information and pay bills online or on a mobile device. Customers should expect to see their first water bill on the new system the week of September 12. To allow customers to get familiar with the new system, the Water Utility will not be imposing late fees or water shutoffs for the months of September and October. Regular enforcement for non-payment or delinquent accounts will resume November 1, 2022. To access the new system, customers must register for a new account, as the previous payment system was discontinued on August 26. Customers can continue to pay by phone, by mail or in-person. Complete details can be found at [orovalleyaz.gov](http://orovalleyaz.gov). If you have any questions, please contact the Water Utility at 520-229-5000 or [OVwater@orovalleyaz.gov](mailto:OVwater@orovalleyaz.gov).

### In case you missed it...



In July, Mayor Joe Winfield and representatives from the Town of Oro Valley, The Conservation Fund and Preserve Vistoso cut the ribbon on the Vistoso Trails Nature Preserve. Stay up to date on this property! Visit [orovalleyaz.gov](http://orovalleyaz.gov) and search for VISTOSO TRAILS.



**SUNDAY, AUG. 21, 1 - 3 P.M. FREE! Event for ages 18+**

Overlook Restaurant at the Community & Recreation Center, 10555 N. La Cañada Drive

Event includes 75-minute traditional bar-style trivia session and happy hour deals on food and drinks. Participation is free, child watch service is available for \$5 per child. Check-in at 1 p.m., questions start at 1:30 p.m. Pre-registration is required by one person per team, with up to six players per team.

