

# TOWN MANAGER'S

# EXECUTIVE REPORT

Town of Oro Valley | December 2022

TO COUNCIL



During the November 10, 2022, Town Council Special Session, Council was introduced to the Town's selected Town Manager recruitment firm, Ralph Andersen & Associates (RAA). RAA presented a brief overview of the proposed process for the Town Manager's search, saying that the timeframe for recruitment is typically 90-120 days once posted, which excludes any time a potential individual may require as part of their prior employment resignation notice. RAA has now met with all Town Councilmembers to learn more about what each would like to see in the new Town Manager. It is expected RAA will present to Council a job description, marketing brochures, and other recruitment material for approval during a Town Council Session, likely next week, so the community can attend.

With regard to impact fees, the Town has engaged Carson Bise of TischlerBise to review our fees and determine whether an update or which updates are necessary. Carson has already informed staff that the Parks and Recreation impact fee will need to be updated due to the \$25M Parks and Recreation bond issuance. Other Town impact fees may not need to be updated, but that is to be determined. A project kickoff meeting is scheduled for December 15.

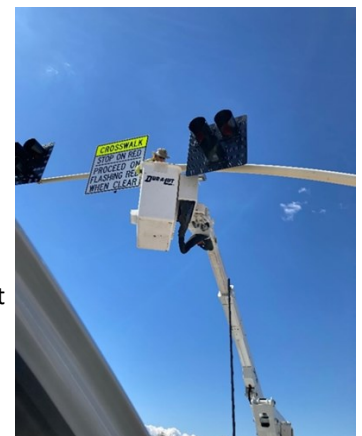
Next Thursday night, the Mayor and I will co-emcee the annual Volunteer Appreciation Reception, which recognizes the 250+ volunteers who help make Oro Valley the outstanding community that it is. We will also be recognizing all Councilmembers and their liaison assignments. I have been told that all of Town Council have RSVP'd to attend, which is very exciting for our volunteers. Thank you for showing your support as it means a great deal!

This morning, I was honored by the Tucson Hispanic Chamber of Commerce and the Arizona Daily Star as they presented me with the 40 Under 40 Award. (See photos below.) A special appreciation to the Mayor for his attendance and support.

As you know by now, SAACA made the difficult decision to cancel the lighting of the holiday tree at Saturday's event due to weather conditions; however, staff has been notified by the Oro Valley Marketplace that if the grounds continue to dry out this week, they are tentatively planning to turn on the tree Thursday evening, so the community will still be able to enjoy that in the coming weeks.

Speaking of the holidays, I wish each of you a safe and happy holiday season, and I hope you are able to spend some quality time with friends and loved ones.

Chris Cornelison  
Interim Town Manager



Inside	
Police Department.....	2
Community and Economic Development .....	3
Public Works.....	6
Parks & Rec.....	8
Water.....	10
Administration.....	11

# POLICE DEPARTMENT

## CASES AND STATISTICS

---

### Case 1

On October 30, officers stopped a vehicle at Oracle and Calle Concordia for not displaying a license plate. During the stop, the driver refused to provide his legitimate name. He was placed under arrest. During the investigation, it was learned that the driver was a Sinaloa Cartel member, and had a U.S. Marshals warrant for human smuggling. OVPD officers found five data cards, as well as a small number of fentanyl pills in the vehicle. The driver was transferred to the custody of the U.S. Marshals and appropriate state charges will be issued.

### Case 2

On November 3, officers conducted a traffic stop on a vehicle on Oracle Road. The male driver was a recently released felon and on supervised federal probation for human smuggling. He was in possession of 24 grams of meth, numerous documents of stolen personal information, fraudulent gift and credit cards, a forged New Mexico driver's license and multiple laptops and cell phones. The female passenger was found to be in possession of Fentanyl and drug paraphernalia. Both were booked in the Pima County Jail on a host of felony charges with others pending.

### Case 3

On November 16, officers responded to a call near Oracle and Pusch View Lane. The caller advised police of a man nodding off while driving. Officers located the vehicle and upon contact, saw paraphernalia in plain view. A search of the occupants and the vehicle uncovered 156 fentanyl pills and more paraphernalia. The driver was arrested for possession and sale of narcotics. The passenger was arrested for possession of narcotics. Both were booked into the Pima County Jail.

## RECOGNITION AND SPECIAL EVENTS

---

On November 10, Officers Smallbrock and Davidson graduated from the Southern Arizona Law Enforcement Training Center.

On November 16, OVPD promoted the following:

- Officer Vera to Sergeant
- Officer Eric Larter to Sergeant
- Sergeant Thomas to Lieutenant
- Lieutenant Teachout to Commander
- Commander Hicks to Deputy Chief

Officer Brian Kleinberg has devoted considerable hours to teaching traffic incident management classes to first responders throughout the region. He was recognized by the State of Arizona Coalition that leads this education program.



## COMMUNITY INVOLVEMENT

---

On November 2, Chief Riley and the Oro Valley Police Department hosted a **"Coffee with a Cop"** at Savaya Coffee. The purpose of the program is to engage with the community in an informal setting strengthening community ties.

On November 6, Chief Riley participated in a **Girl Scout leadership panel** where she presented to 100 Girl Scouts.

On November 15, real estate agent **Lisa Bayless donated \$13,000** in support of the Oro Valley Police Department K9 program.

# COMMUNITY AND ECONOMIC DEVELOPMENT

## TRENDS

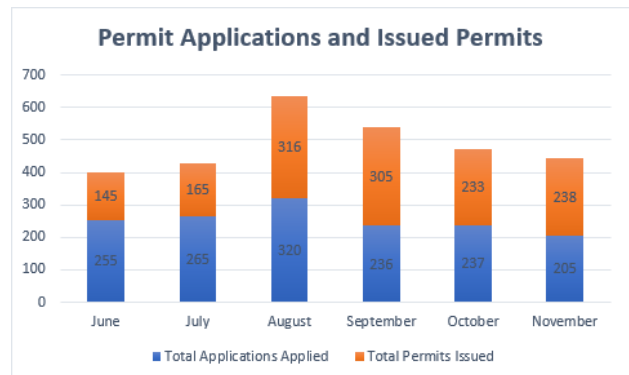
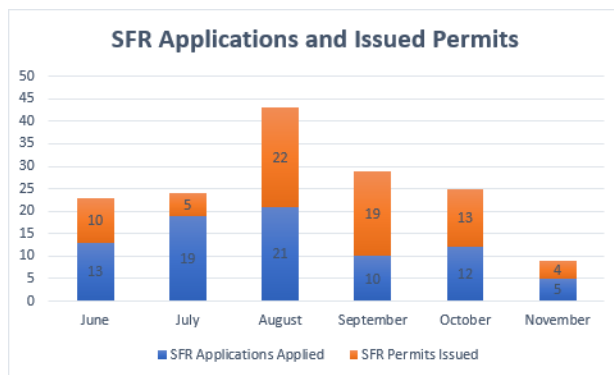
### Single Family Residential Activity

4 new Single Family Residential (SFR) Permits were issued during the month of November compared to 13 SFR permits issued in October. Year-to-date, 183 SFR permits have been issued since the beginning of the year compared to 331 issued during the same period in 2021.

### Permitting Activity

238 total permits were issued during the month of November compared to 233 permits issued in October. Year-to-date, 2,515 total permits have been issued since the beginning of the year compared to 2,380 issued during the same period in 2021.

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



## MEETINGS/OTHER NEWS

### Planning and Zoning Commission

- On December 6, the Commission will consider a proposed rezoning for the **Oro Valley Church of the Nazarene** (located at the northeast corner of the Calle Concordia and Calle Buena Vista intersection) from PS, LDS Church PAD and R1-144 to Planned Area Development. Because this entails a proposed new PAD, two Planning and Zoning Commission public hearings are required. The second one is scheduled for January 10, 2023. The proposal will accommodate a new lighted outdoor athletic field, multi-purpose building and amphitheater.
- On December 13, the Planning and Zoning Commission will consider an application for a Conditional Use Permit for a **106,000 square-foot self-storage facility** located north of the northwest corner of Tangerine Road and La Cañada Drive.
- On December 13, the Town's progress on implementing the **Your Voice, Our Future General Plan** will be presented to the Commission. The focus of this presentation is on the actions related to land use and zoning. Of the 29 items related to land use and zoning, 20 were either completed, maintained or being worked on this year. Some projects currently being worked on include the Oro Valley Housing Study and various code amendments to meet the Town Council's Strategic Leadership Plan. The nine remaining actions are recommended for a future strategic leadership plan to provide guidance and direct resources to complete each task.



### Town Council

- On November 10, Town Council approved the property owner's proposed revisions to the **Oro Valley Marketplace**. The approval enables potential development of up to three hotels and apartments, an entertainment district and two drive-through restaurants. The applicant is revising the PAD and Master Development Plan/Conceptual Site Plan to reflect Town Council's approval. Both will be published on ovprojects.com once received.

- On December 7, the Town’s progress on implementing the **Your Voice, Our Future General Plan** will be presented to Town Council. This annual progress report serves as a commitment to Oro Valley residents to provide transparency and deliver on the promises made during that three-year outreach period. To date, 95% of the actions are either completed, maintained or being worked on. Some notable accomplishments include approval of code amendments to update the Town’s parking standards and development review process, the transition from OVSafeSteps to OVNextSteps and creation of a Senior Task Force to identify Parks and Recreation programming needs. The 16 remaining actions (5%) are recommended for a future strategic leadership plan to provide guidance and direct resources to complete each task. Staff anticipates two more strategic leadership plans will be based off this General Plan.

**Neighborhood Meetings**

- On December 12, a neighborhood meeting will be held for a **proposed office and drive-thru development** located at the northwest corner of the La Cañada Drive and Naranja Drive intersection. The applicant’s request involves a change to a 2006 grading exception condition, a Conditional Use Permit, a Conceptual Site Plan and conceptual architecture.

**NEW DEVELOPMENT**

---

Oro Valley was included in state-wide searches by four prospective businesses in November. The Town was unable to respond to them for the following reasons:

- Project 1: The project needed industrial zoning, 20+ acres, an existing 120K sq. ft. building phase 1 and 230K sq. ft. building phase 2.
- Project 2: The project needed an existing 65K – 100K sq. ft. manufacturing facility with room for expansion.
- Project 3: The project needed a rail spur.
- Project 4: The project needed heavy industrial zoning.

**BUSINESS RETENTION/EXPANSION AND ATTRACTION/MARKETING**

---

**New Businesses**

Six store front, two home-based and four businesses who share a space or work from an intelligent office were issued licenses in November.

**Completed Projects (Certificate of Occupancy Issued)**

- Arrowhead Physical Medicine** — 10425 N. Oracle Road #125
- High Spirit Flutes** — 9040 N. Oracle Road
- Oro Valley Self Storage & Business Center** — 9255 N. Oracle Road
- Sherwin Williams** — 10605 N. Oracle Road
- The Hoppy Vine** — 12125 N. Oracle Road #137
- The Peak at Oro Valley** — 8215 N. Oracle Road (tenant improvements and new name of former Sundown Village)

**Ribbon Cuttings**

- Iron Crane Yoga** — 10420 N. La Cañada Drive #120
- Healing Touch & Energy Flow** — 11115 N. La Cañada Drive #201



**Making Connections**

Little Cactus Play, one of the start-up businesses who attended StartUp 101, got their business license and is now creating and selling desert inspired educational play kits for families.

Town staff, Mayor Winfield and Kristen Sharp, President of the Oro Valley Chamber, visit local businesses every week. Sometimes a business voices a concern that the Town needs to resolve. This month, Town staff responded to things like graffiti removal, water leaks and overgrown vegetation.



## PERMITTING MAJOR ACTIVITY

---

### New Businesses

- **Cabali Tiki at Mister Car Wash Center** – 1880 E. Tangerine Road, Ste. 140 (Building TI Permit Issued)
- **La Posada at Push Ridge** – 10930 N. 1<sup>st</sup> Avenue (Type 2 Grading Permit Issued for on-site grading and improvements)
- **Naranja Trails** – South side of Naranja Drive, approx. 1.5 miles east of La Cañada Drive (Type 2 Grading Permits applied for on-site and off-site grading and improvements)
- **Northwest Primary and Urgent Care at San Dorado** – 10568 N. Oracle Road (Building Permit Issued)
- **Stacks Book Club at Oro Valley Marketplace** – 1880 E. Tangerine Road, Ste. 140 (Building TI Permit Applied)
- **Velvet Hound Groomery at Oro Valley Retail Center** – 11941 N. 1<sup>st</sup> Avenue (Building TI Permit Issued)

### Other Permits

- **Beltone Hearing Aids at Oracle Crossings** – 7725 N. Oracle Road, Ste. 121 (Building TI Permit Issued)
- **Carbon Health Urgent Care at Oracle Crossings** – 7725 N. Oracle Road, Ste. 131 (Building TI Permit Issued)
- **Kohl's Sephora Beauty Supplies at Oracle Crossings** – 7785 N. Oracle Road (Building TI Permit Applied)

## PLANNING PROJECT HIGHLIGHTS

---

- After receiving feedback from the Planning and Zoning Commission and Town Council, an RFP was issued to contract a consultant for the **Oro Valley Housing Study**. The consultant(s) will work with staff to complete both phases of the project, which entails data gathering and a statistically valid survey to fill any gaps and gather anecdotal opinions. A consultant will be chosen by the end of December to begin the work.
- Preparations for the **next General Plan** have started. The Town's current General Plan, ratified by voters in 2016, must be acted upon no later than 2026. The first step in initiating the General Plan update is creating and seeking Town Council adoption of a Public Participation Plan (PPP). The PPP identifies the extent of community outreach and methods to reaffirm, adjust or rewrite the current General Plan. An advisory group, composed of Council, Board and Commission members is currently being formed to help create the PPP. Initial input to help identify key stakeholders and ideas for community outreach was gathered from residents through the Community Academy program. Feedback from residents will also be gathered through a survey. Staff anticipates presenting the PPP, which will incorporate the feedback from residents and the PPP Advisory Group to the Planning and Zoning Commission and Town Council next year.
- A code amendment to **revise the development review process** to improve organization and increase efficiency while maintaining effective public participation was approved by Town Council on October 5. The code has been updated and is now available online at <https://orovalley.town.codes>. All new projects submitted after November 5 will follow this new process.

## TOURISM

---

- Economic Development /Tourism Quarterly **"The Edge" Newsletter** was sent to the dual data base of local businesses and tourism related businesses. It has a 38% open rate. The newsletter includes information regarding new business openings, available sites, and tourism partner holiday information.
- Staff navigated the connection for the Holiday Inn & Suites with the **Tucson Bike Classic organizers** for a group contract/HQ hotel for the race in March of 2023. Staff is finalizing negotiations for the Tucson Bike Classic/Circuit Race for Oro Valley.
- A **Spanish-language tourism rack card** promoting OV resorts is complete. The rack card will be placed at a tourism visitor office in Hermosillo, Mexico.

# PUBLIC WORKS

## BOND PROJECTS

The Bond Projects assessments below are the latest at the time of writing this report. Construction is fast-moving, and conditions will have changed by the time you receive this report.

### **Naranja Park Expansion Project**

Following the November 16 Council presentation and subsequent direction, the team is busily retooling the design and construction plan to follow the new direction set by value engineering.

The landscaped and amenitized walkway between fields 1/2 and 3/4 is nearing completion. The pictured are the shade sails for the walkway being installed.



### **La Cañada Multi-Use Path – Lambert Lane to Naranja Drive**

During the MUP alignment, it was discovered that there was insufficient right of way for approximately 200 feet to layback a cut slope along the east side of the MUP. Staff will contact the Cañada Hills HOA regarding a slope easement.

## ENGINEERING/GENERAL PROJECT UPDATES

### **Pavement Preservation**

Work in all five phases is 80% or more complete, with tasks like striping or second coat of paint outstanding. Some pavement preservation work will resume in the spring to accommodate work that needs cooler temperatures.



### **Steam Pump Ranch Garage**

Project is nearing completion. A ribbon cutting will be held December 10.

### **Wildlife Fencing for State Route 77**

Contractor is working on wall and fence post foundations. TEP service at both gates is set up and paid. Contractor will begin to build the masonry in late November.

### **Naranja Drive Multi-Use Path Project**

The IGA between the RTA and the Town was recently approved. The project will now be listed in the PAG TIP via a TIP Amendment. Once in the TIP, a Federal ID project number will be assigned. ADOT will then generate an IGA between the Town and ADOT for administering the project. This IGA will be forward to Council for approval.

### **La Cholla Boulevard: Overton Road to Tangerine Road Wildlife After Study**

Staff is coordinating with the Arizona Game and Fish Department (AZGFD) on a draft proposal for post-construction monitoring. The monitoring will include AZGFD purchasing and installing cameras for some culverts that were modified to include wildlife enhancements, mortality counts at the locations from the preconstruction survey, fence inspections for effectiveness and possible improvements. These were measures described in the preconstruction report. Progress reports will be provided on a regular basis and an overall report of the findings at the conclusion of the study. AZGFD requested a four-year monitoring period with mortality counts every other year. For reference, the State Route 77 project has been monitored for about seven years and the Tangerine Road project has been monitored for four years. AZGFD said the long-term monitoring helps them to get a more accurate overall result. The La Cholla study provides information to connect with these adjacent studies and helps AZGFD to determine the key corridors to maintain.



### **Traffic Signals**

- Staff repaired the flashing beacon at La Cañada Drive/Moore Road because it was damaged by a driver
- Staff adjusted and permanently banded the luminaire at the HAWK at IRHS
- Staff replaced the batteries in the front portion of the Park & Ride lot

## STORMWATER AND STREET OPERATIONS

---

### Arizona Department of Water Resources Community Assistance Visit

The Oro Valley Stormwater Utility has been notified by the Arizona Department of Water Resources (ADWR) that the Federal Emergency Management Administration (FEMA) has selected Oro Valley for a Community Assistance Visit (CAV) audit of our Floodplain Management program. The CAV is a major component of the National Flood Insurance Program's (NFIP's) Community Assistance Program. The CAV is a visit to a community by a FEMA staff member or staff of a State agency on behalf of FEMA that serves the dual purpose of providing technical assistance to the community and assuring that the community is adequately enforcing its floodplain management regulations. Generally, a CAV consists of a tour of the floodplain, an inspection of community permit files, and meetings with local appointed and elected officials. If any administrative problems or potential violations are identified during a CAV the community will be notified and given the opportunity to correct those administrative procedures and remedy the violations to the maximum extent possible within established deadlines. FEMA or the state will work with the community to help them bring their program into compliance with NFIP requirements. In extreme cases where the community does not take action to bring itself into compliance, FEMA may initiate and enforcement action against the community.

The field trip date has been selected for December 15. The follow-up office visit has been scheduled for January 19, 2023. Summaries for both meetings will be documented along with any ADWR or FEMA comments regarding the Oro Valley Floodplain Management Program.

This visit is normal and the Town has a great track record in past visits. We do not anticipate that this new request will render anything but great results.

## TRANSIT

---

With the recent talks about the possibility of Tucson reinstating the fares on the fixed bus system, Oro Valley is evaluating the change as well. The City of Tucson has had public meetings and conducted surveys with one of the topics being the reinstatement of bus fares. Tucson hired a consultant company to advise on if it should reinstate the fares and how the system could be better if enacted. This consultant company came back with several action proposals. If Tucson follows said suggestions, the fares will not be back in January 2023 as previously thought.

With the conversations Tucson has been having with its constituency, Town staff has been conducting our ridership survey. Staff handed out the surveys the week of November 12 — 18, and we are still tallying the results.

## FLEET AND FACILITIES

---

- The Police Patrol Tahoe refresh is progressing despite vendor constraints. Nine Tahoes (42% of the project), have been completed.
- Facilities replaced some exterior storage doors at the Community Center, increasing security and improving the appearance of the facility.
- The preconstruction meeting for the Tangerine Police Substation tertiary power dock installation has been completed but delivery of the docking hardware has been delayed. Staff still expects installation to be completed before January.



# PARKS & RECREATION

## AQUATICS

On December 1-4 the Oro Valley Aquatic Center hosted the **Winter Lights Swim Meet**. This event is produced by the FAST swim team and attracted over 500 athletes to the area. In addition to Arizona teams, this year the Winter Lights Swim Meet is scheduled to have two teams from Oregon.

As detailed in last month's Executive Report, **the Oro Valley Aquatic Center is under a facility closure** for December and January to complete Capital Improvement Projects to the pump room approved in the FY 2023 budget.



## COMMUNITY AND RECREATION CENTER

The **pool deck refurbishment project** was completed. This project included cleaning, coating and sealing the pool deck to provide an improved and safer surface.

In November, the CRC took a **member field trip** on an excursion to the University of Arizona football game against Arizona State University. The trip included tickets and transportation to and from the game and was enjoyed by 11 attendees.

The facility officially **re-opened the tennis and pickleball courts** on November 10. Staff has received very positive comments about the quality of the courts since re-opening. The courts are being used during all hours of operation and leagues, clinics and lessons are back in action.

The center will have **special hours for the upcoming holidays**. The facility will be closed all day on Christmas and New Year's and will close at noon on Christmas Eve and New Year's Eve.

The CRC is very excited to host its **annual holiday event SnOV** on December 20. The event will include games, crafts, live music, food and drink available for purchase, a visit from Santa Claus and real snow. This is a free community event and will take place from 5-8 p.m. Attendees are being asked to park at Town Hall due to limited parking at the CRC. ADA parking will be available at the CRC.



## PARK MAINTENANCE

Park Management staff designed and installed a **new irrigation system** to serve the front lawns at the Oro Valley Community and Recreation Center.

In December, crews will replace **the irrigation system at the Public Works and Street Maintenance Facility** (689 W. Calle Concordia), that waters the oleander border screen.

The Naranja Park Playground received **12 new shade trees** with the help of Girl Scout Troop 214. The project is part of the Girl Scout Tree Promise program to plant five million trees in five years and to protect and honor new and existing trees





# RECREATION AND CULTURE

Staff will be moving to Steam Pump Ranch this month after much anticipation and work on the historic Garage building. This move will allow the facility to be open six days a week and for staff to run more programs out of Steam Pump Ranch. A ribbon cutting is scheduled on December 10 during the Second Saturday festivities to allow for recognition of the completion of this project and to provide the public with an opportunity to tour the new building.

The Friday Concert Series at Steam Pump Ranch was held on December 2 with music being provided by ROH Band.

The second hike in the Oro Valley Hiking series was on December 3 with a hike up Pima Canyon to the first dam. This was a six-mile round trip. The new program has been very well received and reached its maximum capacity of 30 participants in a few days after opening.



The ninth annual Hot Cocoa 5k run/walk will take place on January 1, 2023. It will start at 11:23 a.m. at Steam Pump Ranch. This is a professionally chip-timed race, and prizes will be awarded to the overall male and female winners and five-year age group categories. Online and in-person registration options are available. The proceeds for the event benefit the Town’s Round-Up for Youth Recreation Scholarship Program.

# GOLF

Golf Rounds for November show total rounds 8,148 at the 36-hole facility and 2,331 rounds at the Pusch Ridge Facility. All facilities will be closed on Christmas Day.

Month	ROUNDS - 36 HOLE				Total Rounds
	Member Rounds	Non-Mem Rounds	Comp Rounds	Outing Rounds	
7/31/2022	2478	1950	149	223	4800
8/31/2022	2643	2101	171	192	5107
9/30/2022	2829	2315	210	255	5609
10/31/2022	3149	1926	158	388	5621
11/30/2022	3175	3766	313	894	8148
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
<b>Total Rounds</b>	14,274	12,058	1,001	1,952	29,285

Month	2021/22 ROUNDS - 36 HOLE				Total Rounds
	Member Rounds	Non-Mem Rounds	Comp Rounds	Outing Rounds	
7/31/2021	1780	2781	213	294	5068
8/31/2021	1922	3008	303	345	5578
9/30/2021	2235	2525	292	232	5284
10/31/2021	2630	2163	231	283	5307
11/30/2021	2874	3745	354	756	7729
12/31/2021	3484	2829	308	329	6950
1/31/2022	3591	4258	190	493	8532
2/28/2022	3152	4091	146	696	8085
3/31/2022	3976	5738	112	283	10109
4/30/2022	3298	3834	158	923	8213
5/31/2022	2828	2627	84	673	6212
6/30/2022	2587	1843	65	301	4796
<b>Total Rounds</b>	34,357	39,442	2,456	5,608	81,863

Month	PUSCH RIDGE ROUNDS				Total Rounds
	Member Rounds	Non-Mem Rounds	Comp Rounds	League/ Outing Rounds	
7/31/2022	0	0	0	0	0
8/31/2022	0	0	0	0	0
9/30/2022	0	0	0	0	0
10/31/2022	0	0	0	0	0
11/30/2022	320	1385	213	413	2331
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
<b>Totals</b>	320	1385	213	413	2331

Month	2021/22 PUSCH RIDGE ROUNDS				Total Rounds
	Member Rounds	Non-Mem Rounds	Comp Rounds	League/ Outing Rounds	
7/31/2021					0
8/31/2021					0
9/30/2021					0
10/31/2021					0
11/30/2021	139	1687	78	364	2268
12/31/2021	124	1208	83	275	1690
1/31/2022	216	1864	146	465	2691
2/28/2022	189	1615	111	384	2299
3/31/2022	294	2427	155	487	3363
4/30/2022	244	1808	116	371	2539
5/31/2022	35	324	24	15	398
6/30/2022	0	0	0	0	0
<b>Totals</b>	1241	10933	713	2361	15248

The marketing focus for December will be on full time and corporate memberships. Indigo will continue with Golf Channel TV advertising for Pusch Ridge and the 36 Hole Facility.

December events include an Adult/Junior Scramble at Pusch Ridge on December 3, Member Trivia Night on December 9, and the Annual Member Holiday Sale on December 16.

December projects and maintenance activities include rye grass fertilization, pre-emergent weed application in the roughs, green fertilization and poa annua control programs, tree pruning and trimming, sod removal and DG installation around the black tee on #2 Conquistador, desert and wash mowing, drainage repair on #4 and #18 Conquistador, landscape area clean up, valve box edging on Cañada course, and adding additional rock landscaping to #16 Cañada tee surround area.

# WATER UTILITY

## WATER USE ACCOUNTING

### Oro Valley Meets Arizona’s Requirements for Water Use Accounting and Efficient Water Use

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



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

In 2021, the State certified that the Utility’s lost and unaccounted for water was 1.71 percent with the Utility’s three-year average being 0.80 percent. This extremely low percentage is due to a robust and modern distribution system, diligent water accounting practices performed by the Utility staff as well as the Utility’s implementation of the most up-to-date and accurate water meter reading technology.

### Efficient Water Use

In accordance with Arizona’s current management plan for Southern Arizona, the allowable water consumption per service area resident is 211 gallons per day. In 2021, the State certified that the Utility’s consumption per service area resident is 137 gallons per day.

Thanks to the Utility’s conservation program, our community’s conservation ethic as well as a water rate structure that encourages water conservation the Utility can meet this requirement every year.

## WATER UTILITY COMMISSION

At the September 12 Commission meeting, Central Arizona Project’s (CAP) External Communication Representative Mitch Basefsky spoke to the commission about the Colorado River system, the “Law of the River,” governing Compacts, Acts, Treaties, and “Minutes.” The Commission learned more about the Lower Basin States drought contingency plan, how water supply shortages would be managed, and the effects of water supply shortage on the cost of CAP water for the higher priority municipal and industrial users.

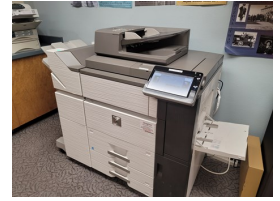


# ADMINISTRATION

## INNOVATION AND TECHNOLOGY

### Technology Updates

The Oro Valley Innovation and Technology team completed a move to a new managed print service provider and replaced every copier within the Town. The new equipment will provide some improved printing capabilities, more robust support solutions, and cost savings to the Town of Oro Valley.



### Emergency Management and Safety

Emergency Management facilitated a drill to set up the Town's Emergency Operations Center (EOC) on November 18. In the event that an incident expands or requires external resources to support incident management, the EOC may be opened at the request of the Town Manager or Chief of Police. The EOC is tasked with providing big picture situational awareness, establishing and coordinating policy, public information requests, prioritizing resources, and tracking incident costs. The drill tested facility access, information and technology processes, backup emergency power, and emergency alerting. The Town's Emergency Operations Center, Standard Operating Procedure will be updated in accordance with this exercise.

### OV Peak Performance

The Town of Oro Valley won a "Celebrating Innovation in the Workplace: Technology and Process Improvement" award from the Society for Human Resource Management of Greater Tucson for OV Peak Performance. The Celebrating Innovation in the Workplace Awards recognize innovative achievements and significant improvements and accomplishments in the Human Resources field, specifically in areas of technology and process improvement, diversity and inclusion, community impact, and leadership.



### Oro Valley Youth Advisory Council (YAC)

YAC was active this past month, hosting a booth at the Oro Valley Police National Night Out where they played games with attendees and passed out candy. YAC also spent a Saturday learning and playing pickleball with the Sun City Pickleball Club. Finally, YAC hosted a College Finance Workshop open to teens and parents.



### Paper Shredding Event

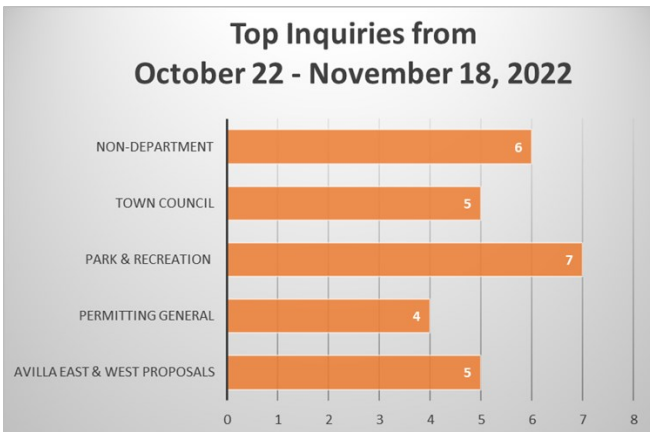
On November 19, Oro Valley partnered with AARP to host a paper shredding event at the Oro Valley Marketplace. This year, over 15,000 pounds of paper were shredded. This event would not be possible without the help of the Oro Valley CVAP volunteers and the Oro Valley Youth Advisory Council volunteers.



### Oro Valley Employee Food Drive

Each year, Oro Valley staff spends the month of October collecting non-perishable food items to donate to the Interfaith Community Services Food Bank. This marked the Town's thirteenth year of participation and staff collected over 1,000 pounds of food to donate.

### Ask OV Inquiries





# PUBLIC RECORDS REQUESTS

Time Period	Number of Requests	Staff Time To Process (Hours)
November 2021	29	71
November 2022	31	73

## COMMUNICATIONS AND MARKETING DIVISION

### November Productions

- Publication: Spanish language tourism rack card encouraging shoppers from Mexico to stay in Oro Valley (at the Hilton or Westward Look) while they're in the region for shopping
- Publication: [Dec/Jan Vista Newsletter](#)
- Publication: [Winter 2022 Behind the Meter Newsletter](#)
- Signage: Additional large banner and four corrugated plastic signs to be placed at Naranja Park, notifying the public of park improvement updates
- Video: [Proposed Drive-Thru and Medical Office Development – Informational Video](#)
- Media release: [OV Aquatic Center to close in December/January for improvements](#)
- Media release: [Vistoso Trails Nature Preserve master planning process announced](#)
- Media release: [Community Conversation on Mental Health event returns on Dec. 8](#)
- Media release: [Cornelison named Interim Town Manager, "40 under 40" award recipient](#)
- Media release: [New Oro Valley website wins award from Arizona Association for Economic Development](#)
- Media release: [Free shredding event for Oro Valley residents on November 19](#)
- Media release: [Oro Valley's "Peak Performance Program" recognized by Society for Human Resource Management of Greater Tucson](#)
- Media release: [Agreement reached for Oro Valley Marketplace revitalization](#)
- Media release: [Mayor Winfield's 2022 State of the Town Address now available online](#)
- Advertising:
  - SnOV Explorer digital ads
  - Mental Health Conversation Explorer print ad (2)
  - Veterans Day Explorer print ad
  - Vistoso Trails Explorer print ad
  - SnOV Save the Date Explorer print ad
  - Holiday Happenings Bear Essentials print ad
  - Vistoso Trails survey Facebook boosted post