

# TOWN MANAGER'S

# EXECUTIVE REPORT

Town of Oro Valley | October, 2023

This month, I am proud to introduce the Town's first ever Balanced Scorecard (BSC) report. Balanced Scorecard is part of a strategic planning and performance management system that helps organizations track and measure performance and align activities and objectives with the Town's strategic goals. BSC enables better decision-making, resource allocation, and monitoring of progress; ultimately improving the overall governance and services provided to the Oro Valley community. BSC will also help to facilitate communication and transparency throughout the organization by presenting a clear framework for discussing and evaluating performance. Finally, by encouraging a focus on long-term improvement and learning, BSC will foster a culture of innovation and adaptability.

The launch of our initial BSC initiative has been a collaborative group effort. Teams from every Town department and division came together to identify initial operational metrics that were meaningful to their respective teams and help to illustrate their department's operational performance. The Town's BSC metrics will be updated monthly, and you can expect to see the Town's full BSC dashboard as a regular feature of the Executive Report going forward. We hope you find value in the initial metrics and in future metrics as we further develop and evaluate our BSC measures.

As you may have heard by now, on Sept. 7, the Town's Community Engagement Plan for the upcoming General Plan process was named by the Arizona Chapter of the American Planning Association's Committee as the winner in the Public Outreach category. With an award-winning plan in hand, staff is now preparing for Phase 1 of the General Plan effort, which focuses on community outreach and input. To that end, a new online engagement platform is currently in development which will serve as the project hub and will include interactive elements for the public to weigh in. The platform will launch in late October, and it will feature a series of short videos covering a wide range of topics important to the community such as public safety, water, housing, the environment and more, which will be published throughout the next several months. The videos and associated fact sheets highlight key information and trends to consider when developing the community's vision, goals and policies for the next ten years.

Lastly, in an ongoing effort to broaden our audience and engage more listeners in the Town's podcast "This is Oro Valley," the Communications team has added a new monthly segment featuring upcoming activities in Parks and Recreation. Each month, Lois Feldman will stop in and talk about the events and programs residents can look forward to in the coming month.

Please let me know if you have any questions about this month's report.

Jeff Wilkins  
Town Manager

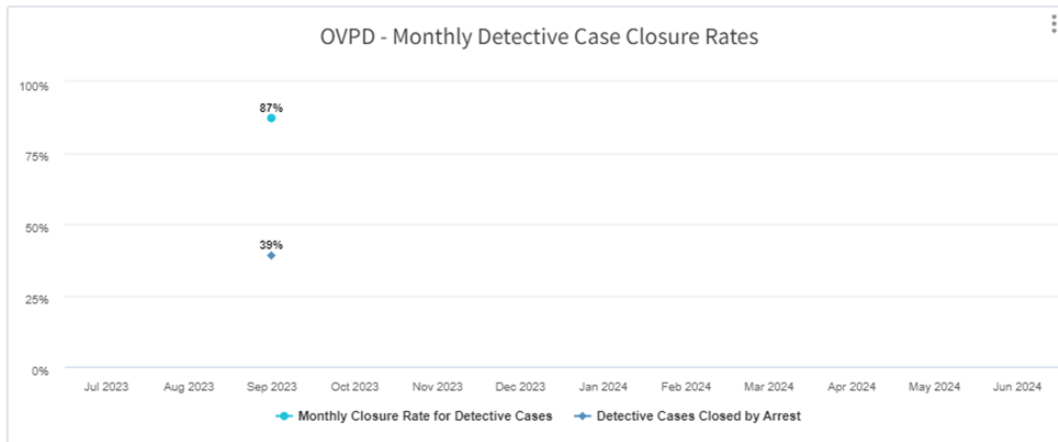
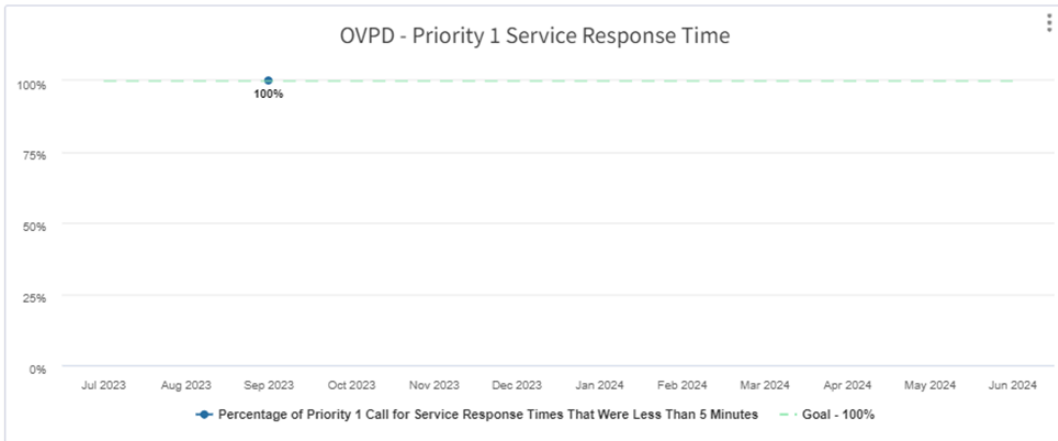
## TO COUNCIL



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# Balanced Scorecard Operational Metrics

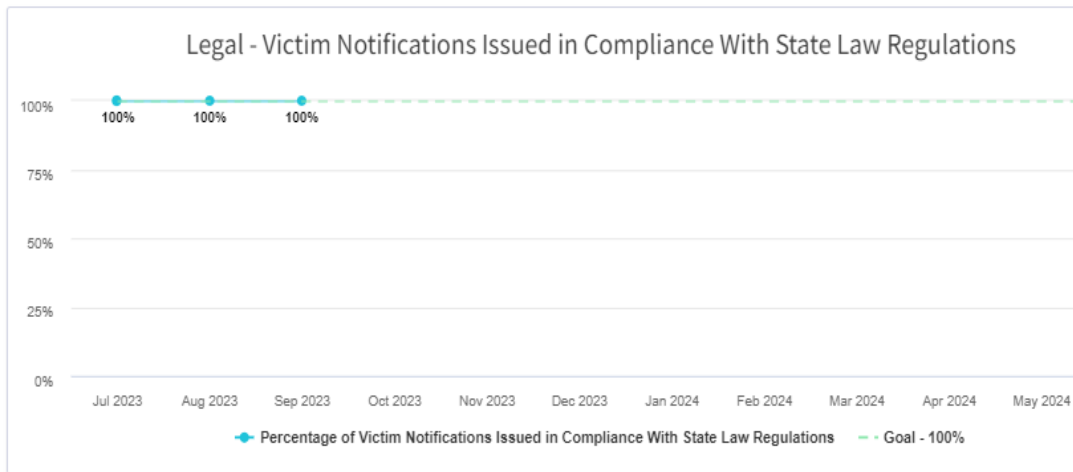
## ORO VALLEY POLICE DEPARTMENT



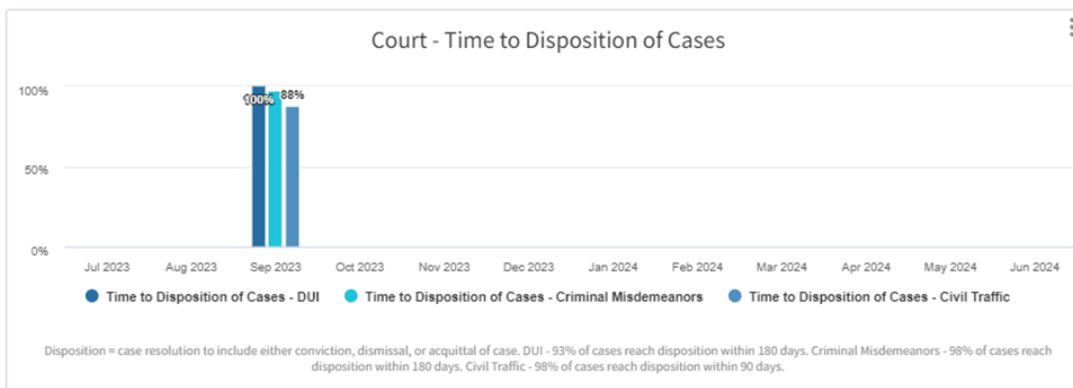
## LEGAL DEPARTMENT



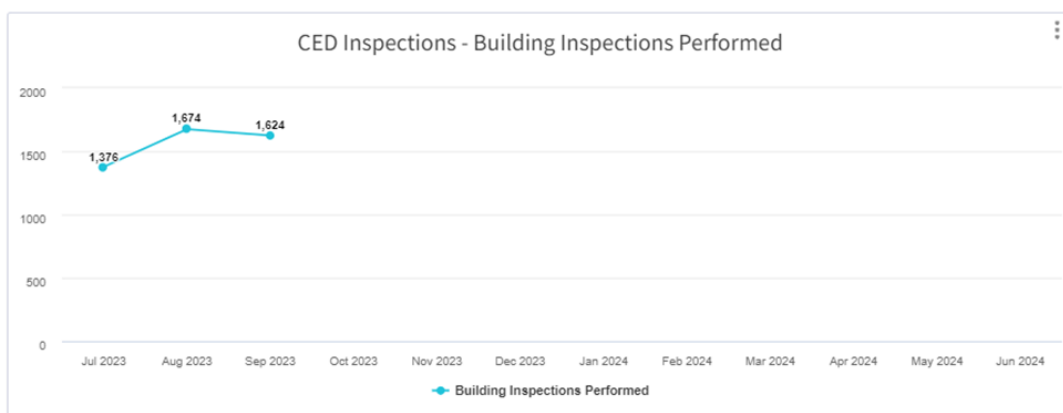
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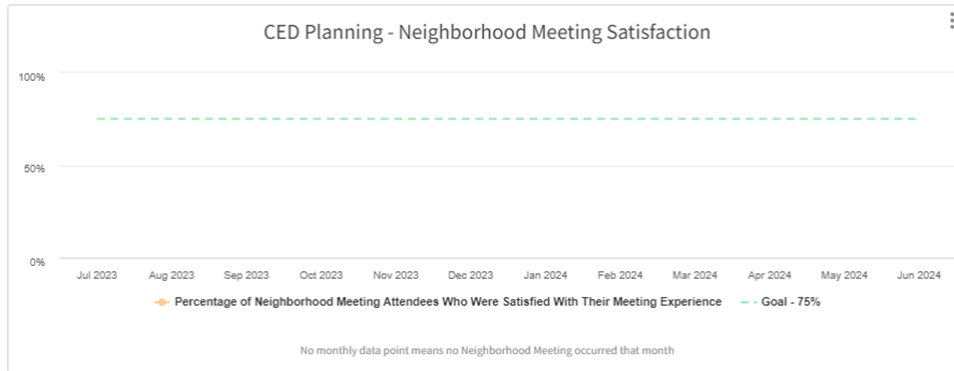
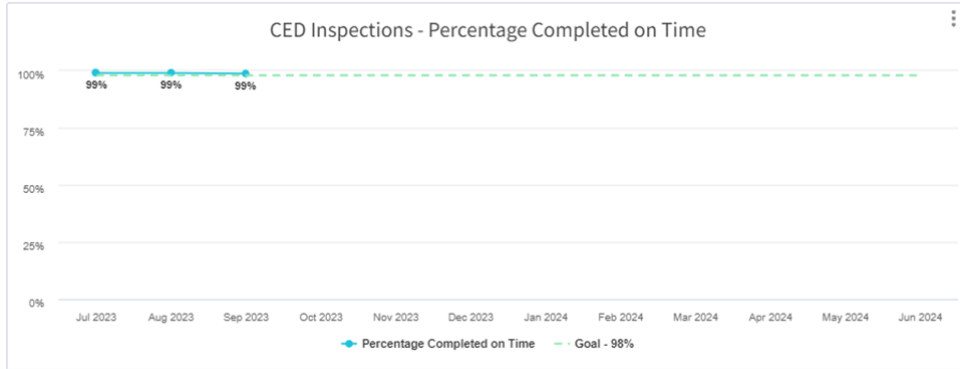
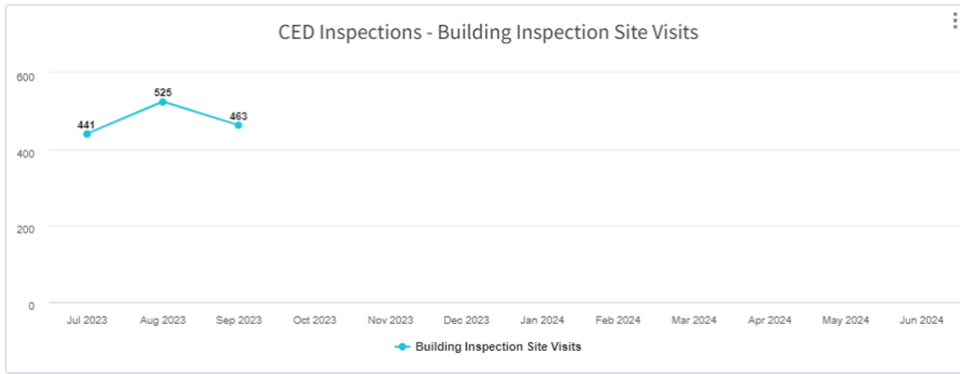
## ORO VALLEY TOWN COURT



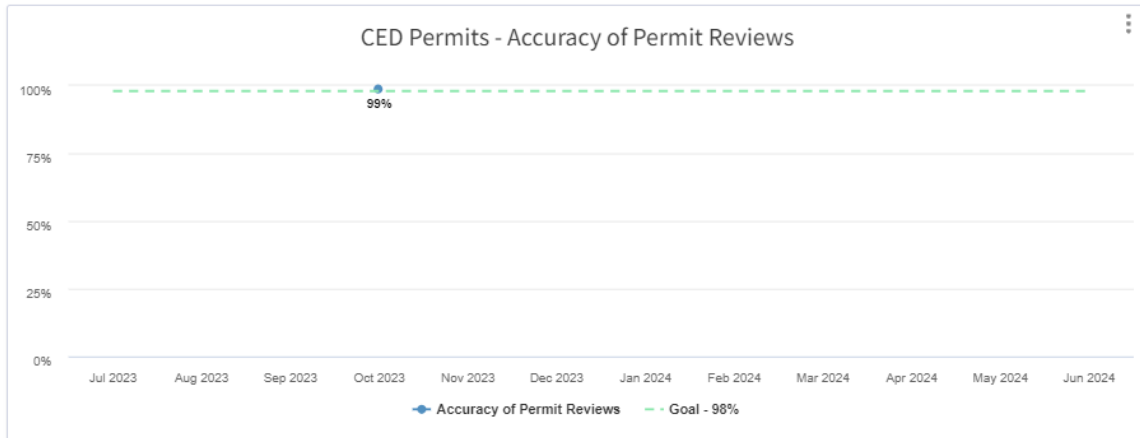
## COMMUNITY AND ECONOMIC DEVELOPMENT (CED)



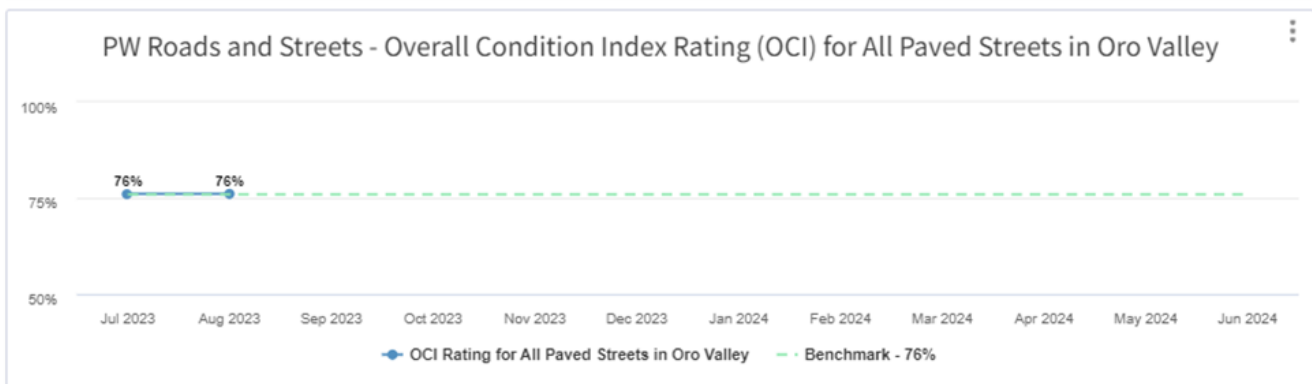
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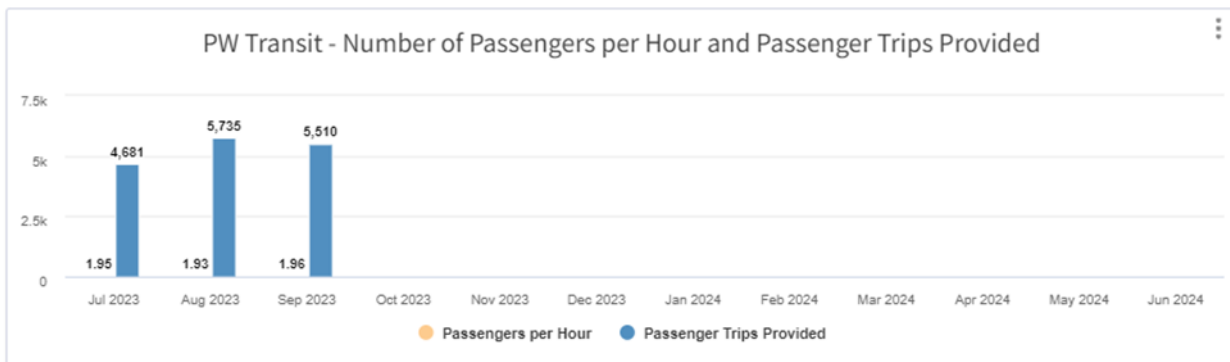
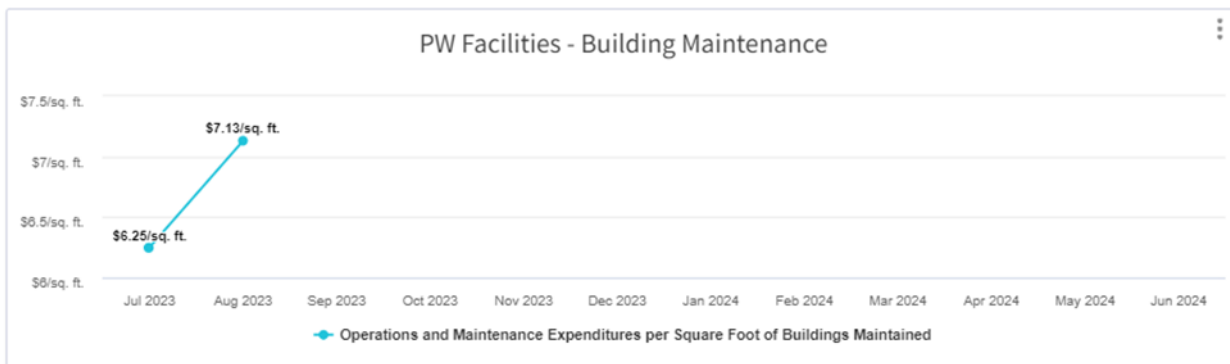
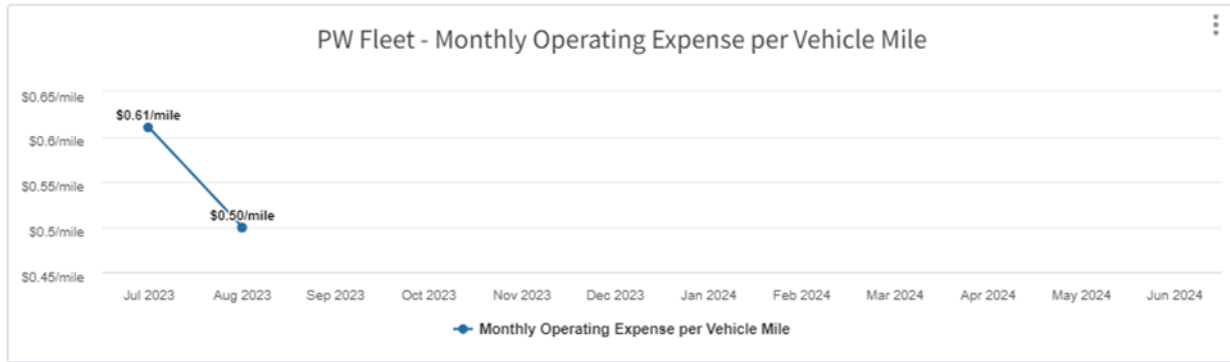
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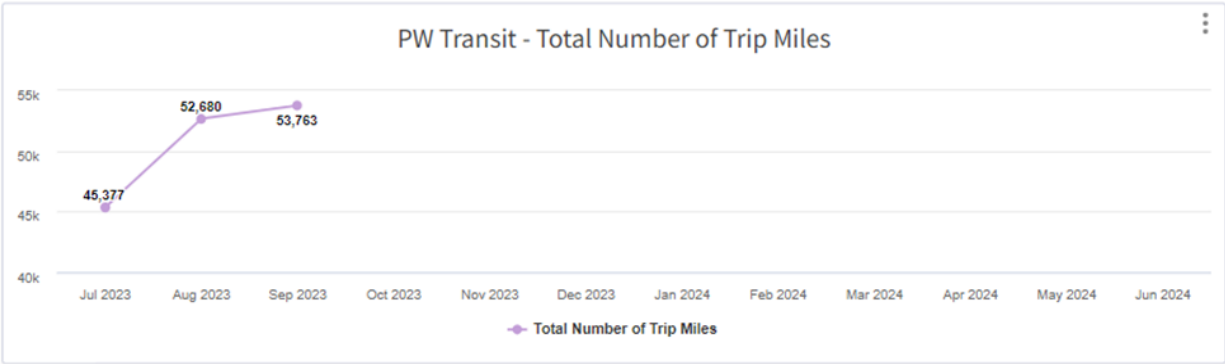
## PUBLIC WORKS



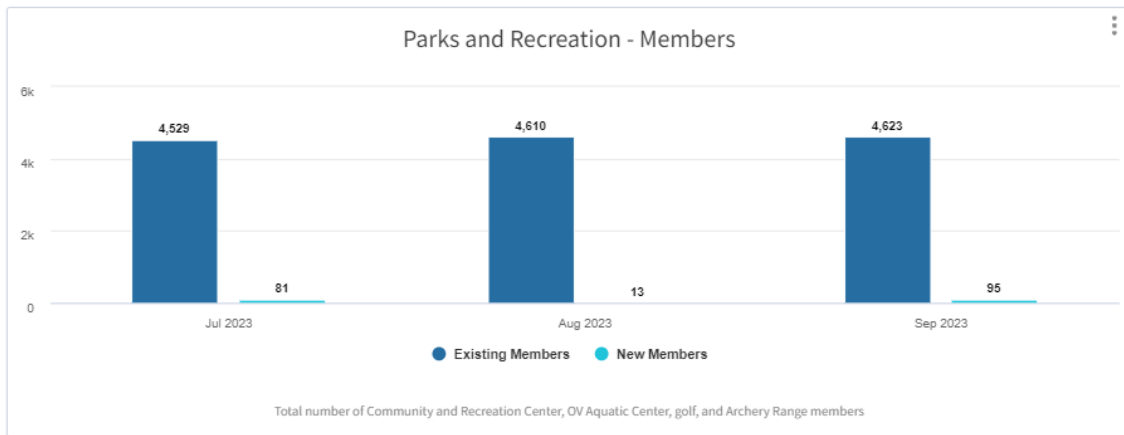
# PUBLIC WORKS (CONTINUED)



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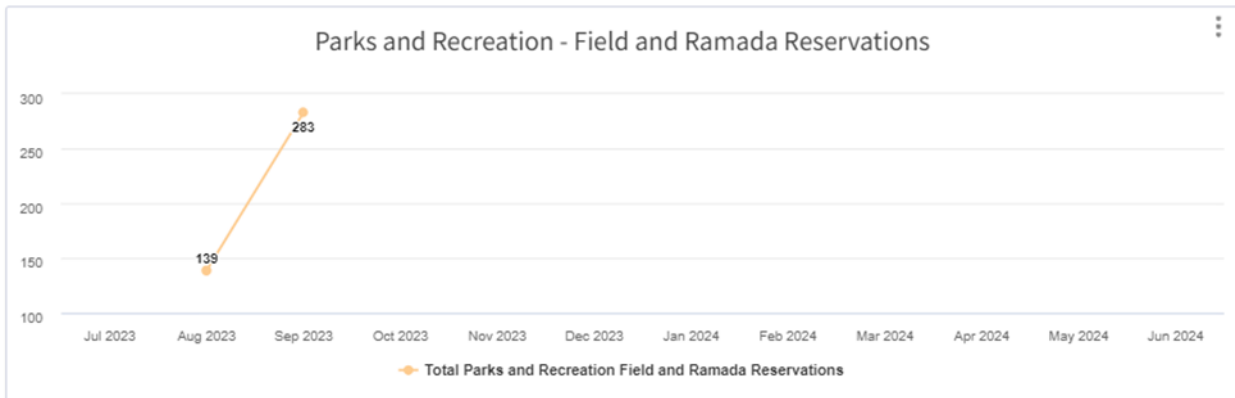


## PARKS AND RECREATION

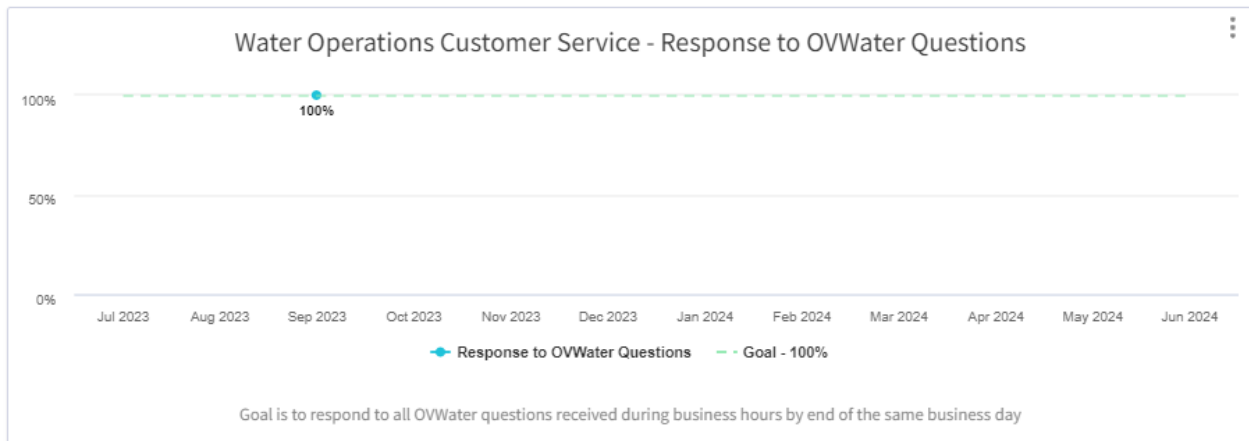
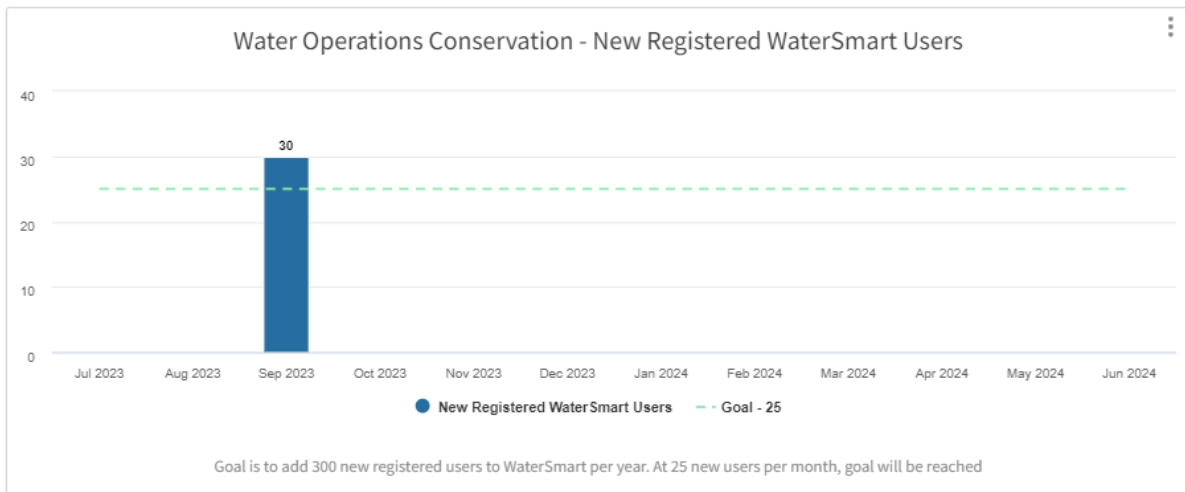


### Parks and Recreation - Members

Month	New Members	Total Members	Monthly Member Percentage Change
Jul 2023	81	4,610	2%
Aug 2023	13	4,623	0%
Sep 2023	95	4,718	2%

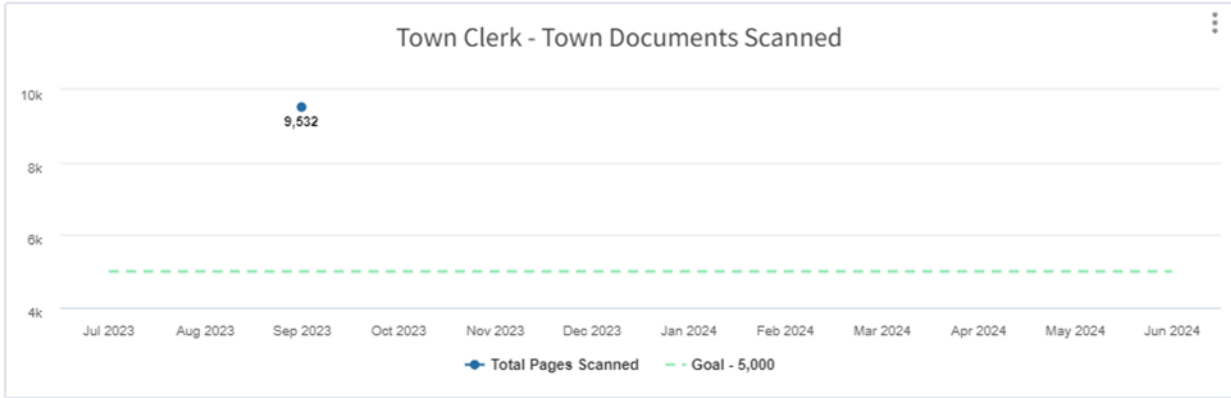


# WATER

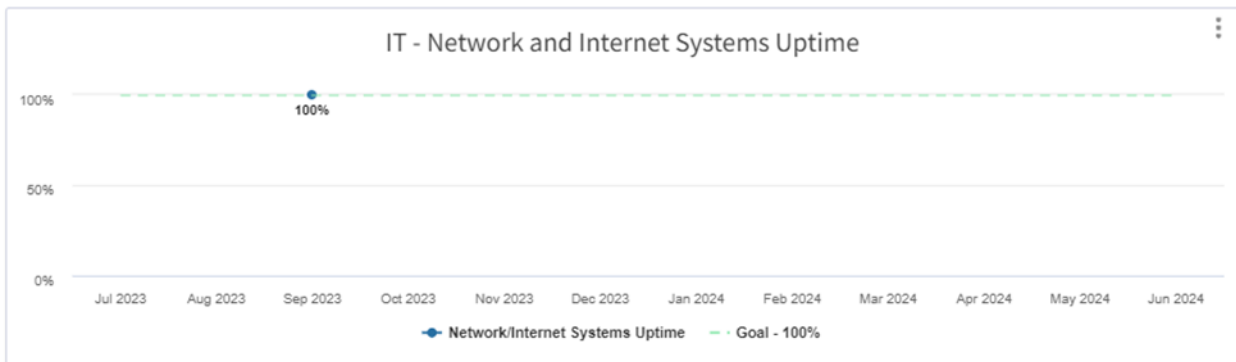




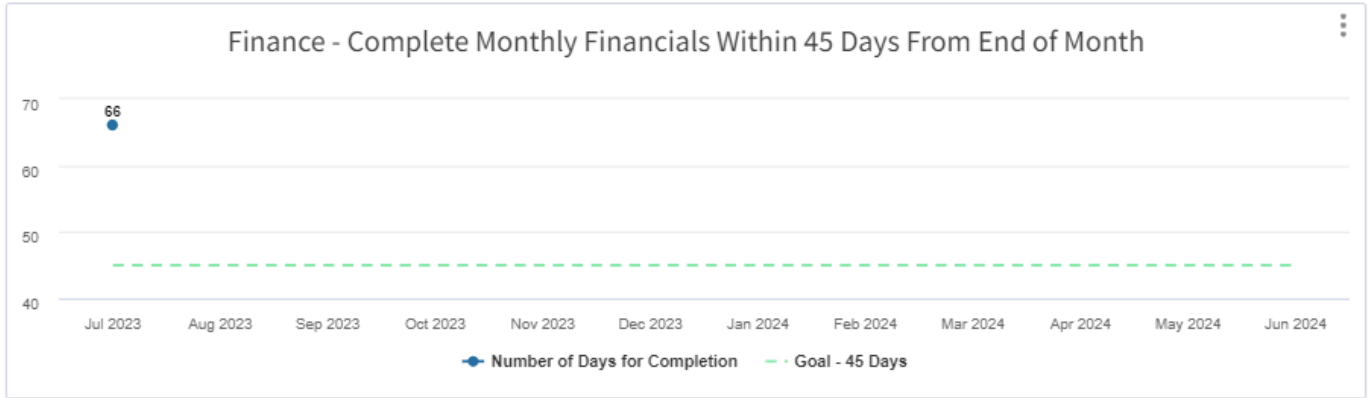
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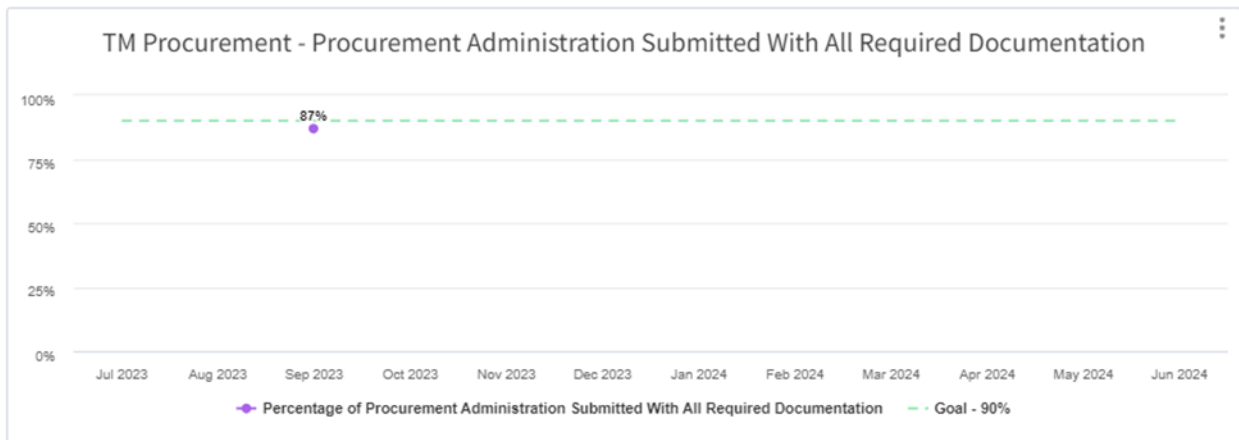
# IT DEPARTMENT



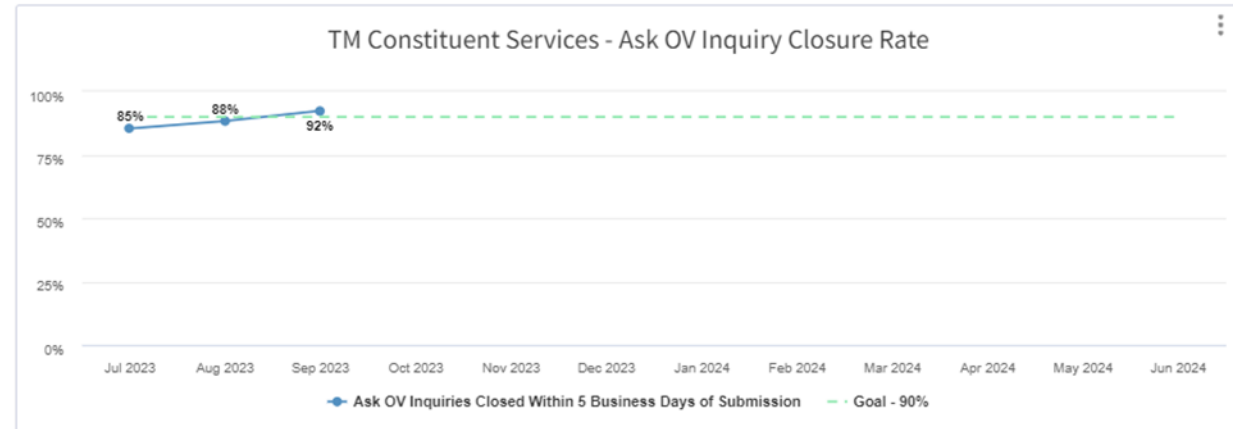
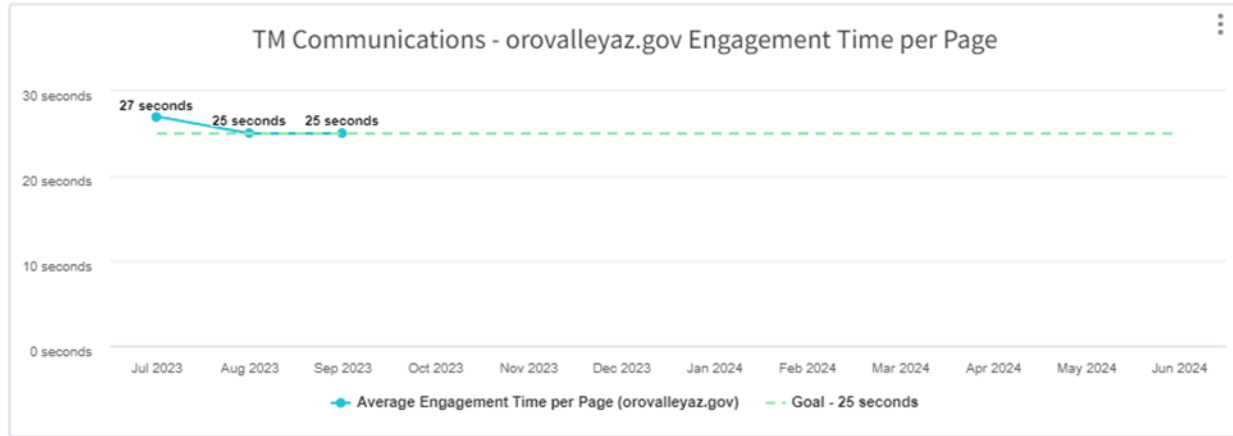
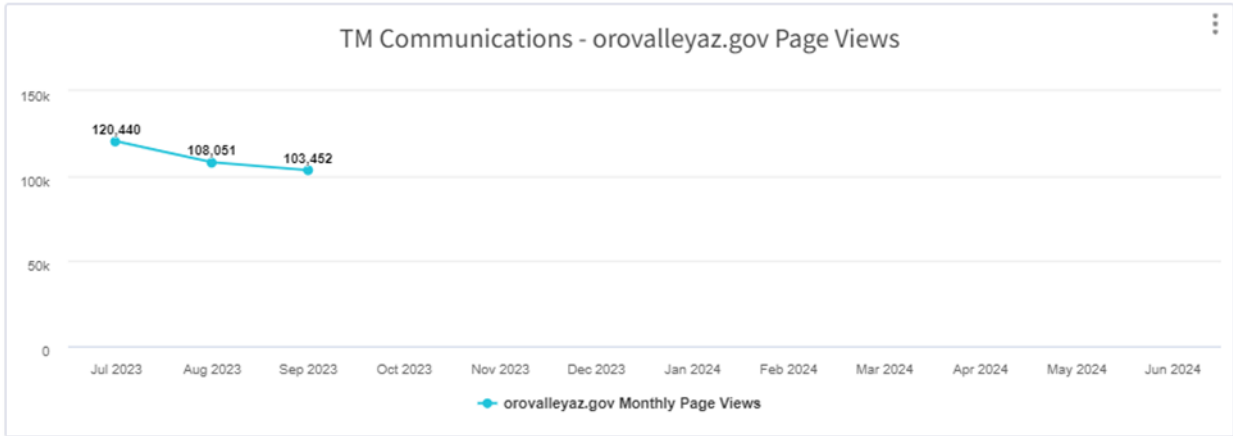
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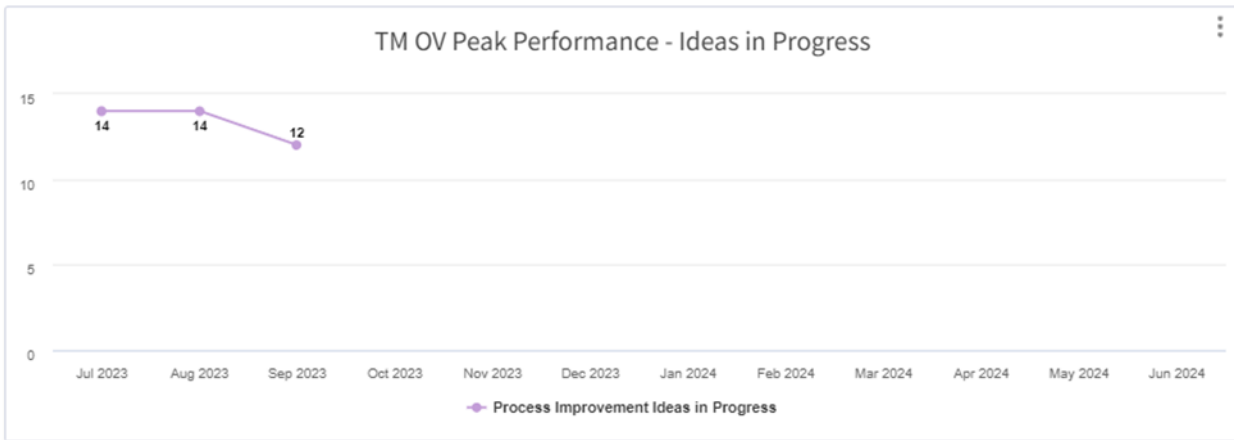
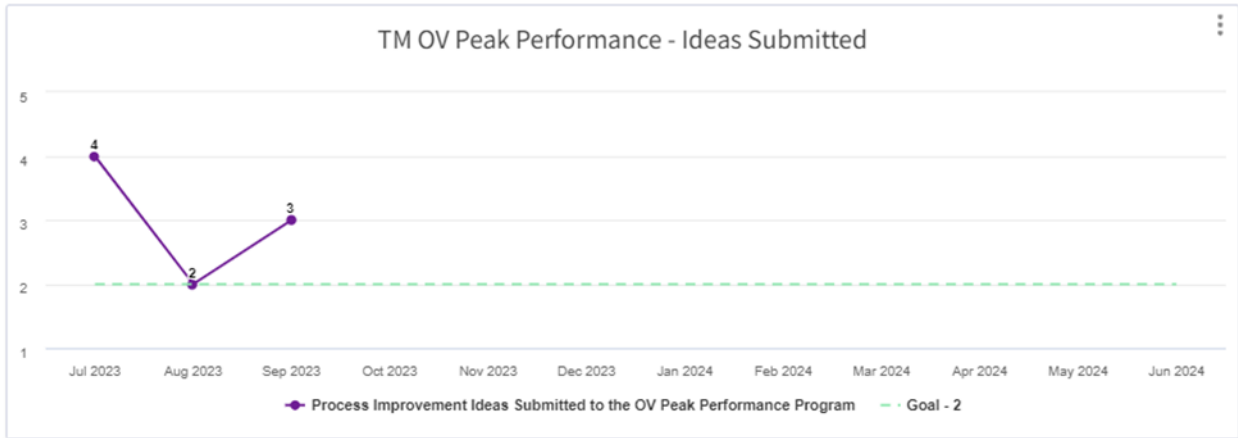
## ADMINISTRATION



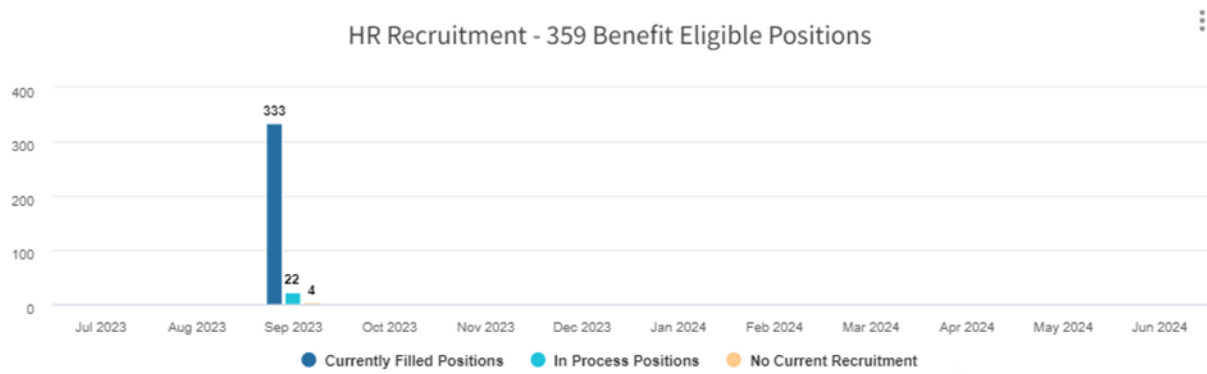
# ADMINISTRATION (CONTINUED)



# ADMINISTRATION (CONTINUED)



# HUMAN RESOURCES



# POLICE DEPARTMENT

## CASES, INCIDENTS AND STATS

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### Case 1

On September 3<sup>rd</sup>, Oro Valley Police Department (OVPD) officers made an arrest in reference to 18 cases of organized retail theft. This arrest was the result of an ongoing investigation by several of our patrol officers. The suspect was identified through cooperative effort of the victim business.

### Case 2

OVPD's Community Action Team (CAT) arrested a 41-year-old Oro Valley man for numerous charges including drug sales and making fraudulent checks. The investigation has been ongoing since February, and culminated in his arrest for 10 different charges, with more expected as the investigation continues.

### Stats/Information

The Community Resources Unit (CRU) is comprised of a sergeant and two officers. This unit organizes community events, educational classes for the citizens of the Town, and programs like neighborhood watch. In the last six months, the CRU has been busy. Below is a list of the unit's accomplishments.

- 1.5 Citizen Academies (Fall session still in progress)
- 2 Teen Academies
- 2 Start Your Engines Ladies Vehicle Maintenance Class (October 5<sup>th</sup> will be the 3<sup>rd</sup> class, November 2<sup>nd</sup> will be the 4<sup>th</sup> class) All classes are about full
- 42 events total have been reviewed (OVPD Special Events Review), Some events this year have not happened yet.
- 25 events we have participated in (CRU/ CVAP)
- 4 HOA meetings
- 3 Neighborhood Watch meetings
- 3 neighborhood block parties
- 8 community education presentations (fraud, scams, robbery, personal safety)
- CrimeFighter newsletter every month

## SPECIAL EVENTS

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The Arizona Association of Chiefs of Police awarded Oro Valley Police Department the 3<sup>rd</sup> place award for Best Vehicle Design at their annual meeting.



## COMMUNITY INVOLVEMENT

On 9/11, several members of OVPD, some family members, and most of the Cadets participated in the 9/11 Tower Challenge. This event raises money for those lost on 9/11 and keeps the memory of those who gave all on that day alive. Participants climbed 2071 stairs at the Tucson Convention Center.



## REGIONAL SUPPORT

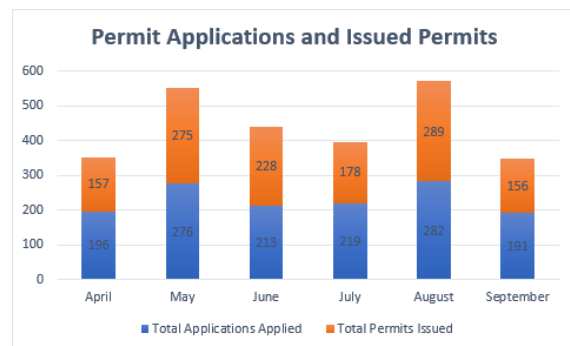
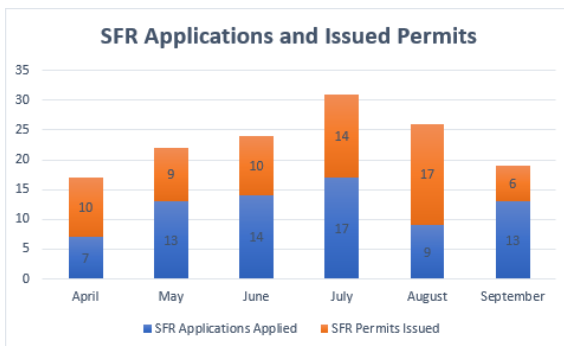
Deputy Chief Hicks and Lt. Trevizo partnered up to provide Active Shooter/ Soft Target Training to town employees. Approximately 100 people attended the training where they learned how to best be prepared and respond to an active shooter event. The Run, Hide Fight concept was taught as a method of increasing chances for survival of an incident.

# COMMUNITY AND ECONOMIC DEVELOPMENT

## Statistics

**Single Family Residential Activity** – 6 new Single Family Residential permits were issued during the month of September compared to 17 SFR permits issued in August. Year to date, 91 SFR permits have been issued since the beginning of the year compared to 166 issued during the same period in 2022.

**Permitting Activity** – 156 total permits were issued during the month of September compared to 289 permits issued in August. Year to date, 1,887 total permits have been issued since the beginning of the year compared to 2,044 issued during the same period in 2022.



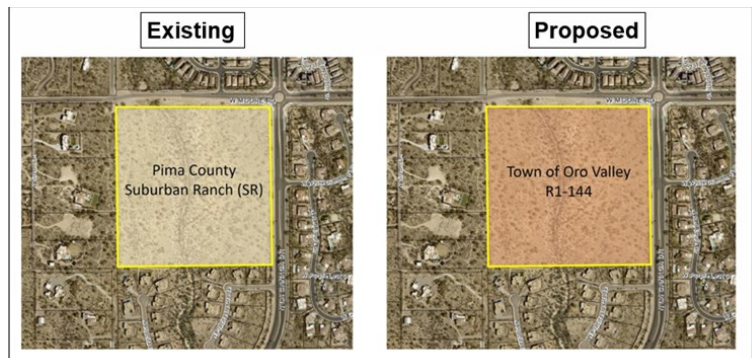
# Meetings/Other News

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## Planning & Zoning Commission

On September 5, the Planning and Zoning Commission recommended:

- The approval of a proposed translational rezoning for an approximately 36-acre property located at the southwest corner of La Cañada Drive and Moore Road. The request was to change the zoning, as required by State Law and Town Code following annexation, from Pima County Suburban Ranch (SR) to Town of Oro Valley R1-144.
- The conditional approval of proposed code amendments to update the private recreation area requirements, including the size, location, amenity and in-lieu fees. The proposed code amendment originates from a need identified in the Parks and Recreation Master Plan that was further prioritized by Town Council's Strategic Leadership Plan. Staff is continuing to meet with the Southern Arizona Home Builders Association to answer questions and provide clarity, prior to presenting the amendments to Town Council for consideration on October 18.



On May 2, Planning and Zoning Commission voted to initiate staff's review to potentially amend the Zoning Code to allow the keeping of small agricultural type animals on residential properties. The request comes from a constituent request to the Planning and Zoning Commission during the May 2 meeting.

Staff will present proposed standards and research findings during a study session at the October 3 Planning and Zoning Commission meeting for discussion and feedback. A study session is planned for the November 1 Town Council meeting. The fully drafted code amendment will be presented at public hearings following the study sessions.

## Town Council

On September 6, Town Council approved:

- A Conditional Use Permit, Development/Landscape Plan, and Conceptual Architecture for a 1,649 sq. ft. drive-thru restaurant in the Cañada Crossroads Shopping Center at the southwest corner of La Cañada Drive and Lambert Lane.



- A request for translational rezoning for an approximately 36-acre property located at the southwest corner of La Cañada Drive and Moore Road. The request was to change the zoning, as required by State Law and Town Code following annexation, from Pima County Suburban Ranch (SR) to Town of Oro Valley R1-144. The request was considered following approval of the associated annexation request.

## Board of Adjustment

The September Board of Adjustment meeting was cancelled due to lack of cases.



# New Development

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## ***Economic Development and New Projects***

Oro Valley was included in state-wide searches by five prospective primary employers in September. The Town responded to Project #1, but was unable to meet the minimum requirements of Projects #2 - #5.

- Project 1: Software company requesting up to 6,000 SF office space. The Town submitted three sites for consideration.
- Project 2: 150,000 – 200,000 sf building within 5 miles of the interstate
- Project 3: 100-acre site
- Project 4: 500,000 sf existing building
- Project 5: 100-acre site

## **Business Retention/Expansion and Attraction Marketing**

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### **New businesses**

In September, business licenses were issued to four store front locations, five home-based occupations, one in a shared location and one in an intelligent office.

- ***BFT (Body Fit Training) at Steam Pump Village*** – 11015 N. Oracle Road, #101 (Building TI Permit Issued)
- ***Harbor Freight Tools at Rancho Vistoso Center*** – 13005 N. Oracle Road (Building TI Permit Issued)
- ***The Van Gogh Immersive Experience at OV Marketplace*** – 11975 N. Oracle Road (Building TI Permit Applied)

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

- ***Cold Beers & Cheeseburgers***; 7315 N. Oracle Road, #141
- ***Harbor Freight***; 13005 N. Oracle Road #150
- ***Northwest Urgent Care and Northwest Primary Care***; 10568 N. Oracle Road

### **Business Closures:**

- ***Gold***; 245 E. Ina Road. This restaurant was inside Westward Look. They are converting the area into a premier reception space for catering and banquet events.
- ***Pusch Ridge Cleaners***; 10785 N. Oracle Road, #191
- ***Titan Recycle and Trash***; 8387 N. Oracle Road, #100 (moved offices out of Oro Valley)

### **Ribbon Cuttings**

Mayor Winfield, Councilmember Greene and Police Chief Kara Riley joined the Oro Valley Chamber at a ribbon cutting for ***The Bailey Veterinary Medical Center***, 10140 N. Oracle Road.



### **Making Connections**

Mayor Winfield, Town Staff and the Oro Valley Chamber of Commerce visited ten businesses in September including the three pictured below:



Aspirational  
Wealth



Origen Orthopedics + Optimal  
Health



Southwest Kitchen  
& Bath

# Permitting Major Activity

## New Businesses:

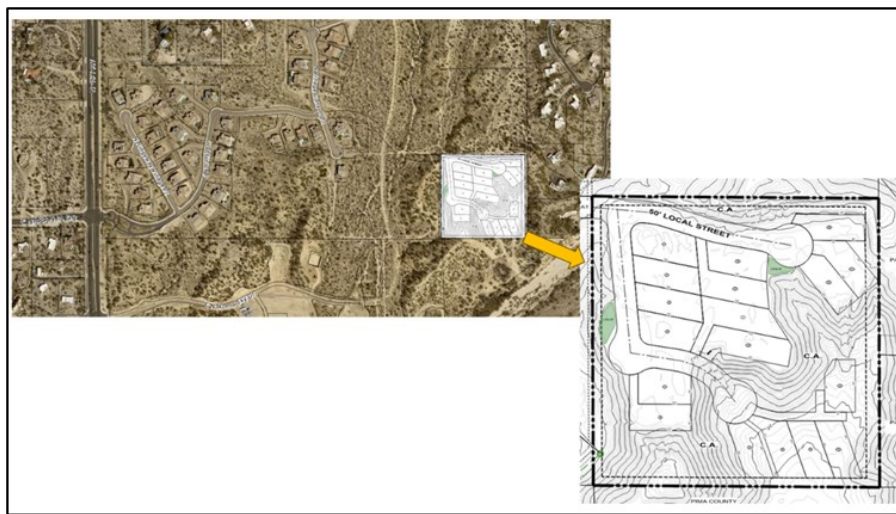
- Brian's Bike Shop at Steam Pump Village** – 11015 N. Oracle Road, #141 (Building TI Permit Applied)
- Dollar Tree Store 9833 at OV Marketplace** – 11865 N. Oracle Road (Building TI Permit Applied)
- OV Spa at Mercado at Canada Hills** – 10420 N. La Canada Drive (Building TI Permit Issued)

## Other Permits:

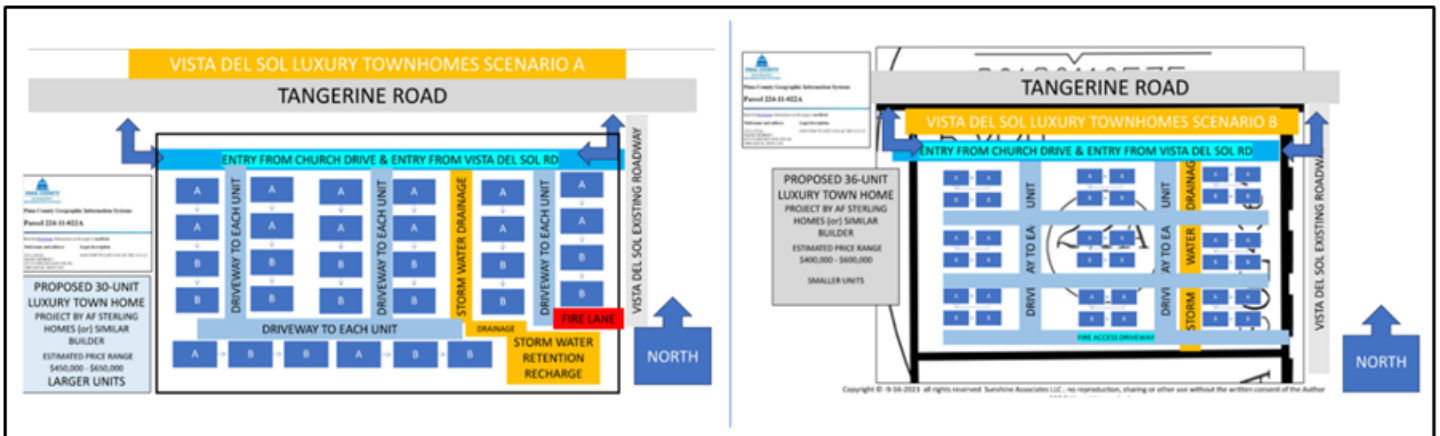
- Commercial Shell Building at Oracle Vista Centre** – 375 E. Linda Vista Boulevard (Building Permit Applied)

# Planning Project Highlights

On September 21, a pre-application meeting was held for a proposed 18-lot single-family residential development located east of the Sanctuary at Silverhawk subdivision (the property is accessed through the existing subdivision) at the intersection of N. 1st Avenue and Naranja Drive. A neighborhood meeting is tentatively scheduled for October 25 in the Town Council Chambers.



On September 28, a pre-application meeting was held regarding a proposed townhome project located immediately east of St. Mark Catholic Church on the southwest corner of Tangerine Road and N. Vista del Sol (approximately ¼-mile east of Shannon Road). The proposal includes two townhome concepts on the approximately 6.6-acre property.



The 26th session of Community Academy begins on October 10. This year's program is focused on shaping Oro Valley's future by discussing key topics for the next General Plan. This includes public safety, environment, water, parks and more. Over 50 residents have signed up to participate this year and those that attend at least half of the classes will graduate. The graduating class will be recognized during the Town Council meeting on November 1.

The Community Engagement Plan for the upcoming General Plan process was named by the Arizona Chapter of the American Planning Association's Committee as the winner in the Public Outreach category.

The Community Engagement Plan was created by a resident advisory group and incorporated feedback from a Town-wide survey. It establishes the tools and methods necessary for this community-driven process. Community participation is critical to making sure the plan is comprehensive and actionable over a 10-year time frame.



At the end of September, the resident advisory group was brought back together to help create the next General Plan's identity. Their feedback helped create the name that will be presented to the community during the State of the Town. A variety of opportunities for the broader community to participate in-person and online will launch soon after. Please visit the Town's website to learn more and let us hear your voice!

### **Other News:**

**Code Compliance** – Lighting maintenance inspections were conducted May 2023 with all commercial complex locations to verify if parking lot and building lights were in operation for safety purposes. Approximately 25 locations were noted for required maintenance and significant improvements have been made. Many locations did not have a program to have lighting checked at least quarterly. Many businesses have now scheduled contractor quarterly inspections to maintain the lighting.

**Tourism** – Added a new pro cycling event in March of 2024: Team Echelon Golf Tournament and "Fundo" ride, contract signed with the Westward Look for the room block and Gala dinner, golf tournament signed agreement with the El Con Golf Course, working with the Town of Marana to have the course from Oro Valley to Marana and back (target an awareness of this region as a premier ride region); Southern Arizona Sports, Tourism and Film Authority Executive Director tour of TOV facilities – target sports related tournaments and representation by the authority to major tournament organizers; Meeting with the MV Collegiate Women's Golf Tournament organizers to introduce TOV tourism partners for potential offsite needs.

**Short Term Rentals (STR)** – Since implementing the Host Compliance STR tracking system, the following are STR statistics to date for those in the Town incorporated limits:

- There are 348 STR rental unit listings.
- Looking back to February 2023, the beginning of STR required registration, there were approximately 582 STR rental units listed.
- 67.5% of STRs are single family units, 31.3% are multifamily units, and 1.2% are unknown type.
- Of the single family units, 96.2% include the entire home as the rental unit.

Regarding the variability of rental units listed, CED expects the number of units to increase from October to March, the peak visitor season for the Oro Valley area, then decline again as the peak season ends. The peak season can also be variable based on seasonal weather conditions. From a compliance perspective, licensing staff have worked diligently to assist customers with locating necessary documents and providing registration portal assistance as needed. Additionally, staff have begun reviewing STR registrations at the beginning of each month to identify any that have not registered and send a notice of violation. Staff have been successful at determining noncompliant STRs and achieving voluntary compliance, understanding that some notices of violation sent to rental properties were not received because the compliance software provides the STR address but not the owner address if it's not the same. Currently, staff are assessing the number of noncompliant STRs that remain to initiate enforcement action, which includes citing into Oro Valley Municipal Court.

# PUBLIC WORKS

## BOND PROJECTS

### **Naranja Park Expansion Project**

Construction is ongoing for the pickleball courts, now drilling foundations for the chain link fence posts around the courts. The posts are carefully located relative to the slab to put the chain link fabric in a position to not trap balls. The court slabs are standard concrete with pre-stressing cables placed both directions in the slab which replaces the reinforcing steel bars (rebar). After the concrete has reached strength, the cables are stretched and then anchored to put the slab in compression. This minimizes cracking and promotes flat, maintenance free playing surfaces. Second photo shows the 10-foot sidewalk construction all around field 5, the new west field. In the background you can see the new field lights and the construction for the septic tank and leach field underway for the mid-field restroom.



### **Irrigation Replacement and Cart Path Rehabilitation Project**

#### Phase II, Canada Course Irrigation

The project is the second phase in replacing the irrigation system at the El Conquistador Golf Facility (i.e., Conquistador Course (Phase I) and Canada Course (Phase II)). Work on the current phase commenced April 25th with substantial completion of the project achieved on September 15th. All work on the project will be satisfactorily finished by the September 29th contract completion date.

The project has incurred nine contract amendments to address unforeseen site conditions which total \$49,861.40. The additional cost associated with these amendments increased the Phase 2 contract value of \$3,945,670.00 by 1.44 percent and covered within the project budgeted contingency. There are no further pending or future amendments.

#### Phase II – Canada Course Cart Paths

The project involves the repair of failed portions of the existing asphalt cart path with hot-mix asphalt or, application of a liquid asphaltic seal coat. Repairs will address failed or badly deteriorated asphalt and consist of:

- removing failed areas of the path and replacing with new hot-mix asphalt or
- overlaying areas where the surface of the asphalt has deteriorated because of the effects of ultraviolet light and traffic abrasion creating surface imperfections, cracking and irregularities.

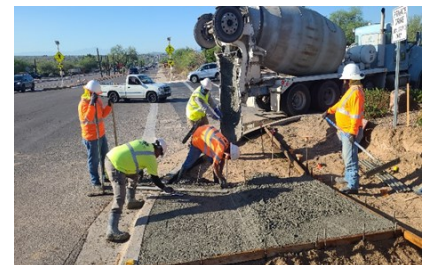
Seal coating will be applied to all other surface areas of the path that, while worn, have limited structural issues.

Work on the project commenced August 14th and, due to the necessity of coordinating the work with that of the contractor installing the irrigation system, is on schedule for completion in advance of the October 16th opening of the course.

To date, the project has not incurred unforeseen issues affecting the original contract amount.

### **La Cañada Multiuse Path: Cañada Hills Drive to Community Center**

Contractor continues building the retaining wall and concrete ramps. The project is scheduled to be completed in October.



### Naranja Multiuse Path: La Cañada Drive to First Ave

ADOT awarded a design contract to EPS Group and has scheduled a project kickoff meeting on October 5, 2023. An updated project schedule will be presented at the kickoff meeting with the intent to complete the design in 2024 and start construction late 2024 or early 2025 – details on the project schedule forthcoming.

### Community Center Parking Lot

The project achieved substantial completion early September except for the solar lights, which had a long lead time and recently delivered. The contractor has installed the solar lights on Monday (9/25) and Tuesday (9/26). The project is deemed as final completion now the solar lights are installed and operating.



## GENERAL PROJECT UPDATES

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### Steam Pump Ranch BBQ and Bunk Buildings

Project is complete except for 1 door which is now scheduled to be delivered the week of October 2. Once the door is installed and accepted, the project will be deemed complete and accepted.

### Westward Look Drive Reconstruction

Construction started September 11 and continue until November 27, 2023. Contractor has demolished the existing monument walls and commenced construction on the new walls and installing electrical conduit.



## ENGINEERING

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### Adopt-A-Road quarterly update.

- 17 Reminder emails were sent to sponsors to schedule a clean-up event.
- 2 – sponsors excused from scheduling clean-up events.
- 15 - completed Clean-ups for period 8/16/23 - 9/15/23.
- 1 – Keep OV Beautiful event scheduled by Mayor Winfield, Tangerine Rd from Oracle to Western edge of town limits were cleaned and East Side of First Ave.
- 5 – roadway sections available for adoption

### Mill / Overlay Projects:

- La Canada/Tangerine intersection -Mill and Overlay
  - KE & G will start work October 9 and finish by early November.
- First Avenue from CDO bridge to Oracle Road -Mill and Overlay
  - Sunland will start work September 25 and finish October 6. All work will be done at night.

### Pavement Preservation:

- Pavement Preservation Phase I
  - KE & G recently completed applying the Liquid Road surface treatment on the Monte Del Oro Subdivision.
- Pavement Preservation Phase II
  - VSSI International will be applying a SAM treatment to various roads starting October 2 and finishing October 27.
- Pavement Preservation Phase III
  - Holbrooke Asphalt will be applying an HA5 to various roads starting September 25 and finishing October 31.



### Pavement Markings and Signs

Staff repaired signs damaged by monsoon storm and restriped the Community Center parking lot.

- Issued 12 ROW permits.
- Performed 8 ROW permit/field inspections.
- Performed 36 Eng. final grading inspections for CED and Final Accessibility inspections for CED.

### Traffic Signals

- Staff replaced the flags and ropes at town hall after storms had ripped them off, as well as fixing broken sign hangers.
- Re-lamped and repaired the wiring for the bus yard at the M.O.C.
- Replaced the cabinet and completely rewired a new spare at Rancho Vistoso & Innovation after a possible lighting strike destroyed the electronics.
- Responded to citizen requests about traffic signal operation to verify correct calls are being placed via camera/detection systems



## STORMWATER & STREET OPERATIONS

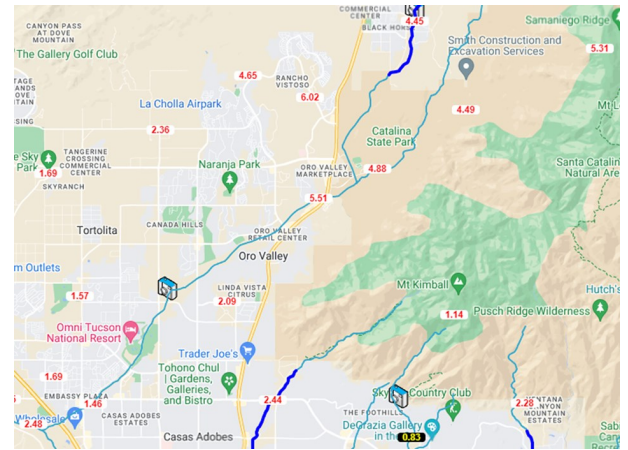
### Stormwater Utility

The 2023 monsoon season is coming to a close. Looking back, rainfall totals were less than average across most of Oro Valley with the rain gauges along Big Wash the only areas of Town approaching the historic average rainfall totals for the monsoon season of 5.6 inches. This data supports the low volume of residential drainage and flooding calls into the Town this season. The majority of this season's issues revolved around wind damage. On multiple occasions this season, reports of significant vegetation and structure damage were observed and reported.

## STORMWATER & STREET OPERATIONS (CONTINUED)

Rain Gauge Data for June 1, 2023 to September 22, 2023:

- 1260 – Rancho Vistoso – Canada Del Oro Basin – 6.02 inches
- 1270 – Canada Del Oro at Big Wash – 5.51 inches
- 1220 – Oro Valley Water Plant 13 – 4.65 inches
- 1240 – Moore Road at La Cholla – 2.36 inches
- 1230 – Oro Valley Public Works Operations Office – 2.09 inches



### Street and Drainage Operations

- Street Crews have completed sidewalk repairs in Sun City Vistoso Units 5,6, and 7 subdivisions as well as in the Copper Creek II subdivision in addition to various other locations around town.
- Summertime crack repair has been completed to the La Canada MUP between Tangerine and Moore Road and crews will wrap up the season repairing the 1st Avenue MUP between Lambert and Tangerine Road.
- Crews have completed Bridge deck repairs to the 1st Avenue and Big Wash bridges, and will return to do some very minor repairs to Honeybee Bridge in the spring.
- Street Crews are working to construct needed concrete header along the north side of E. Palisades Road to prevent and protect the pavement edge from erosion. Crews will also be placing some small keystone landscape retaining walls along the Palisades MUP adjacent to the Silverhawk subdivision to in order to limit erosion and sediment on the MUP.
- Town staff, ADC crew, and Contractor have completed monsoon storm tree damage throughout town.
- Post-Monsoon sweeping of all arterial, collector, and residential streets continues townwide in addition to monthly MUP sweeping.
- Townwide right-of-way landscape maintenance has fully resumed at various locations by Town staff, ADC Crew, and Contractor crew.



## FLEET & FACILITIES

### 680 Fuel Island, Modernization Design

We have solicited a proposal from one of the Towns On-call Architects, WSM, who has experience with this type of design work,

### Community and Recreation Center, Fire Alarm Modernization

Construction is largely complete. The new system will receive its final inspection next week.

### Community and Recreation Center, Elevator Installation Project

The construction plans are nearly approved through the permitting process. Once they are permit approved, the project will be advertised for contractor bid.

### Oro Valley Town Court Expansion

PW is working with Courts to create a construction phasing plan that will allow the courts team to remain in the facility during construction.

### Pusch Ridge Tennis Restroom Remodel

This project is on schedule.

### Town Hall, Building A, Back-up Generator Construction

Forward progress on this project remains frustrating. The contractor incorrectly installed rebar for the footing. The Town's PM is working with JMAC and their subcontractor to resolve the discrepancy. This may be a case where the Town will need to invoke liquidated damages against the contractor for taking so long to complete this project.

## **FLEET & FACILITIES (CONTINUED)**

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### **Town Hall, Building A, Lower-Level Remodel Design**

In order to accommodate the revised floor plan, a significant portion of the documents in the records vault must be digitized. Though a floor plan has been created, further design of this project is on hold until a commitment to remove the physical documents is made.

### **Town Hall, Building F, North Lobby Restroom Refresh**

A purchase order has been issued to Kittle. Construction is pending scheduling with the contractor.

### **Vistoso Trails Nature Preserve, Restroom**

Proposals for construction of phase 2, ADA compliance, have been solicited from our JOCs

### **Main Police Station Server Room CRAC integration**

The Computer Room Air Conditioners are now connected to the Towns HVAC software.

### **Building F LED Lighting Upgrade**

The materials are on order, expected mid-October

### **Unplanned Facility Projects and Tasks:**

#### **Building A, Lower-Level Sewage Lift Station**

This Task has been completed. The pumps, switches and guide rails were replaced.

#### **Community and Recreation Center, Overlook Kitchen, Grease Trap Replacement**

We've received approvals for grease trap permits. This project will be executed in tandem with the elevator construction project.

#### **500 W. Magee Police Substation Sally Port Overhead Doors**

The original door installer has devised a solution and ordered the parts. Work is pending arrival of the parts and contractor scheduling.

#### **Golf Maintenance Septic Repairs**

A design proposal was received from Kittle.



# PARKS & RECREATION

## ADMINISTRATION

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The Parks and Recreation Department is happy to announce that the Oro Valley Community and Recreation Center and El Conquistador Tennis was awarded the USTA Outstanding Tennis Facility award for 2023. Each year, the USTA recognizes facilities throughout the country to encourage increasingly high standards for construction and/or renovation. The USTA evaluates facilities based on quality of each court area and surface, quality of court enclosure and lighting, layout, amenities, compliance, and quality/variety of programs. This is the third time the the Town has received this award. It is important to recognize that this award is not only a recognition of the first-class facilities within our department, but also the outstanding partner the Town has in El Conquistador Tennis as our tennis contractor.

The Department is also thrilled to announce that it was awarded a grant of \$1,000,000 from the Arizona State Parks Land, Water, Conservation Fund program. This grant award was specific to the Naranja Park Skate and Pump Track amenity included in the Parks Bond project. This grant required a 100% match and met the competitive criteria of providing a new amenity within the community.

The Parks Maintenance team has been hard a work with making improvements to Town Parks, including the annual overseed of sports fields. The new grass has officially popped, and the first fields planted have exceeded expectations. Please enjoy the attached photos. October will also bring about improvements to the large dog park which will include an extension of the irrigation system and new sod installation. Anticipated reopening of the park will be November 3rd.

Lastly, there has been a change to this year's Halloween festivities in an effort to accommodate the popularity and excitement associated with these long standing events. In lieu of two events that have outgrown their respective locations (Steam Pump Ranch and the Community and Recreation Center) this year's event, dubbed the "HalloVeen Spooktacular" will be larger and better than ever. The HalloVeen Spooktacular will be held at James D. Kriegh Park on Saturday, October 28th, from 5:00 – 8:00 pm. The event will feature an expanded footprint that will include a Trunk-or-Treat area manned by local businesses, jumping castles, food trucks, kids' crafts, and a live DJ. The Parks and Recreation Department worked closely with Oro Valley PD to ensure this new location was suitable and safe.



## ORO VALLEY AQUATIC CENTER (OVAC)

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On October 19-22, the Oro Valley Aquatic Center will be hosting the National Masters Artistic Swimming Championship. This event attracts artistic swimming athletes from across the county. Athletes range from 20 to 90+ years old. There are 300 athletes expected to participate as a part of this event. Spectators are welcome and tickets can be purchased at the door.

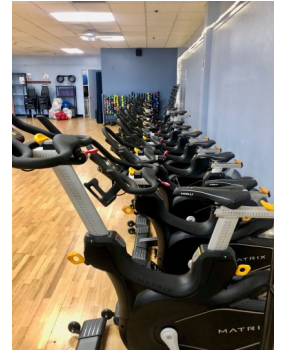
The Southern Arizona Regional Qualifier High School Swimming competition will be held on October 25<sup>th</sup>. This event will attract 500+ high school athletes from around the Southern Arizona region. This event is put on by Canyon Del Oro High School utilizing the long-standing IGA between the Town and Amphitheater School District.

## COMMUNITY & RECREATION CENTER (CRC)

During the months of September and October, the CRC and Pusch Ridge Tennis Facility will be hosting a series of USTA National League Championships. These tournaments bring in some of the best talent in the country and feature a variety of age groups. Tennis contractor El Conquistador Tennis secures and runs these events throughout the course of the year.

The Community & Recreation Center is hosting Fall Break Camp SPF October 9 – 13. 60 campers will enjoy this fun-filled camp that will feature indoor games, swimming, arts and crafts, tennis/pickleball, and this year Friday Funday will be hosted at the Oro Valley Aquatic Center.

In September the CRC upgraded the spin bikes in the group fitness room. The new bikes are CXM Training Cycles from Matrix, which feature a high-design, low maintenance engineering that includes an intuitive backlit LCD console. With this upgrade, the facility has now updated all strength and cardio equipment in its inventory over the last two years.



Over the past month CRC staff has worked with the Public Works Department to make improvements to the existing parking lot at the facility. Over this time, the Town has re-lined the parking stalls, performed pothole maintenance, repainted curbing and handicap spaces, and made other minor enhancements to improve the overall safety and aesthetics of the parking lot.

## PARK MAINTENANCE

Planned activities for the month of October include:

- Naranja Park – Overseeding of Fields 1 & 2 completed. Fall field maintenance begins. Mowing, fertilization, and irrigation management. Overseeding of fields 2 & 3 in process. Large dog park on schedule for new sod installation. Earthwork, trenching, irrigation and leveling of area will be completed prior to sod install on 10/5.
- Riverfront Park – Riverfront fields; upper, lower, and softball fields 1 & 2 to be overseeded October 16 – November 2. Tree trimming scheduled. Memorial bench installation to be completed.
- James D. Kriegh Park – Overseeding of Fields 1,2,3 completed. Fall field maintenance begins. Mowing, fertilization, and irrigation management.
- Town Hall – Landscape maintenance scheduled. Tree and shrub pruning.
- Pusch Ridge – Overseed has begun at the site. Landscape improvements will continue around the new ADA walkway and will include decorative rock and rip-rap as well as cactus.
- Palms at Steam Pump Ranch, CRC, and Pusch have been rescheduled to be trimmed by BrightView Landscape this month.

## INDIGO GOLF PARTNERS (INDIGO)

Golf Rounds for October are forecasted at 4,875 rounds at the 36-hole facility and Pusch Ridge is budgeted for 0 rounds of golf and forecasted for 300 due to opening on October 27th this year.

As of September 21<sup>st</sup>, we have 351 Full Memberships with 15 Corporate Memberships. The marketing focus for October will continue to focus on full time and corporate memberships.

October events include weekly Ladies, Men's and Couples competitions and a MGA Ryder Cup Event on October 14<sup>th</sup>. We will play host to the Pima Cup golf match which is an event involving other area clubs. Plus, we will also host two large golf outings with banquets on October 7<sup>th</sup> and 21<sup>st</sup>. Currently there are 6 social/life events scheduled for the Overlook/Sunset room in the month of October including a 50<sup>th</sup> wedding anniversary on October 28<sup>th</sup>.

October projects include- prep and oversee the Conquistador course, bunker and curb edging, irrigation audit, tree pruning, open Canada course for play, fertilizes Canada Rye grass and wash area clean up.

October maintenance activities include open course for play, put out new course accessories, fertilize the Rye grass, edge bunkers, tree pruning, and wash area clean up.

There will be no disc golf rounds in the month of October. The final day of play is September 26<sup>th</sup> to allow the maintenance crew plenty of time to oversee the Pusch Ridge golf course for the FOPR opening event on October 26<sup>th</sup> and opening day of play on October 27<sup>th</sup>.

## GOLF

**Golf Rounds** for September show 5,790 rounds at the 36-hole facility, 0 regular golf rounds, and 101 disc golf rounds at the Push Ridge Facility.

ROUNDS - 36 HOLE					
Month	Member Rounds	Non-Mem Rounds	Comp Rounds	Outing Rounds	Total Rounds
7/31/2023	2939	2033	136	320	5428
8/31/2023	2855	1523	303	307	4988
9/30/2023	3129	1810	386	465	5790
10/31/2023					0
11/30/2023					0
12/31/2023					0
1/31/2024					0
2/28/2024					0
3/31/2024					0
4/30/2024					0
5/31/2024					0
6/30/2024					0
<b>Total Rounds</b>	<b>8,923</b>	<b>5,366</b>	<b>825</b>	<b>1,092</b>	<b>16,206</b>

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	2829	2315	210	255	5609
10/31/2022	3149	1926	158	388	5621
11/30/2022	3175	3766	313	894	8148
12/31/2022	3135	2936	504	208	6783
1/31/2023	3792	3323	505	466	8086
2/28/2023	3247	3601	440	395	7683
3/31/2023	4626	4944	655	551	10776
4/30/2023	3707	3262	445	1063	8477
5/31/2023	3228	2407	414	421	6470
6/30/2023	2939	2093	76	320	5428
<b>Total Rounds</b>	<b>38,948</b>	<b>34,624</b>	<b>4,040</b>	<b>5,376</b>	<b>82,988</b>

PUSCH RIDGE GOLF ROUNDS					
Month	Member Rounds	Non-Mem Rounds	Comp Rounds	League/Outing Rounds	Total 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
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
<b>Totals</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**NOTE FOR SEPTEMBER PUSCH RIDGE DISC GOLF ROUNDS -**  
 We did a total of 101 disc golf rounds in the month of September  
 95 of those rounds were done through Civic Rec. Disc Golf closed for the Summer on Sept 26th.  
 Final summer total disc golf rounds from June - Sept were 746 rounds.

PUSCH RIDGE ROUNDS					
Month	Member Rounds	Non-Mem Rounds	Comp Rounds	League/Outing Rounds	Total 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	216	1232	166	217	1831
1/31/2023	279	1611	189	345	2424
2/28/2023	323	1703	146	201	2373
3/31/2023	301	2654	200	404	3559
4/30/2023	244	1774	150	303	2471
5/31/2023	124	765	132	69	1090
6/30/2023	12	86	0	182	280
<b>Totals</b>	<b>1819</b>	<b>11210</b>	<b>1196</b>	<b>2134</b>	<b>16359</b>

**NOTE FOR JUNE PUSCH RIDGE -** All rounds in June are Disc Golf Rounds  
 League/Outing Rounds - Indicate the number of rounds prepaid using Civic Rec  
 Non-Mem Rounds are rounds paid in the Golf Shop

## RECREATION AND CULTURE (R&C)

September started the ramp up for the fall season in Recreation and Culture. The Friday night concerts started back up at Steam Pump Ranch. The Single Senior Mingle program has been well received with over a dozen participants at each meeting. Many owners and their furry four-legged friends came out to the new Bark in the Park event and enjoyed the evening visiting vendor booths as well as the doggie costume contest and talent show.

Friday, October 6<sup>th</sup> and October 27<sup>th</sup> will continue the Concerts at the Ranch series. As always, come enjoy a beautiful night of music on the lawn at Steam Pump Ranch! Food trucks and soft drinks will be available for purchase. Be sure to bring your own chair or blanket.

Saturday, October 7<sup>th</sup> and October 21<sup>st</sup> the Ranch will be hosting movies under the stars. This will be a free family friendly event! The movie will begin at 7 p.m. and attendees are welcome to bring blankets and chairs.

Fall Break Nature Camp: Where the Wild Kids Are, will be held October 9<sup>th</sup> – 13<sup>th</sup> at Catalina State Park. Campers will experience adventure in the outdoors - from cloud-watching and yoga to hiking and birding.

After a hugely successful Family Campout at Steam Pump Ranch held in the spring, a fall version of the program will be offered Saturday, October 14<sup>th</sup> for up to 30 families. Participants will spend the night at Steam Pump Ranch while enjoying a hotdog cook-out for dinner, campfire smores for dessert, and a movie under the stars before lights out. The Oro Valley Historical Society will also be a part of the event, sharing the history of the property to those in attendance. A pancake breakfast will be provided the following morning.

# WATER UTILITY

## METER OPERATIONS

For the month of September, the Utility added 14 new service connections. The Utility now has a total of 21,353 service connections.

## CAPITAL IMPROVEMENT PROGRAM



The construction continues with the Independent NWRD Reservoir & Booster Station. This project will allow for better distribution of our current Central Arizona Project (CAP) water into higher elevation pressure zones as well as be ready to receive additional CAP water supplies once the partnered NWRD project is completed. This work is slated to be completed in November of 2024.

To the left, an aerial view of the Independent NWRD Reservoir and Booster station site. Work has begun on the 500,000 gallon reservoir.

Once the reservoir is complete construction will begin on the booster station that will pump additional Colorado River water to the Town. This infrastructure will further reduce the Town’s dependence on groundwater as well as provide system redundancy improving system reliability.

## 2023 JANUARY— AUGUST WATER DELIVERY METRICS BY WATER TYPE:

The following graphs compare water deliveries to both the Oro Valley service area and Countryside service area by water type through August in each of the last 25 years.

Water deliveries to the Oro Valley service area through August of 2023 consisted of:

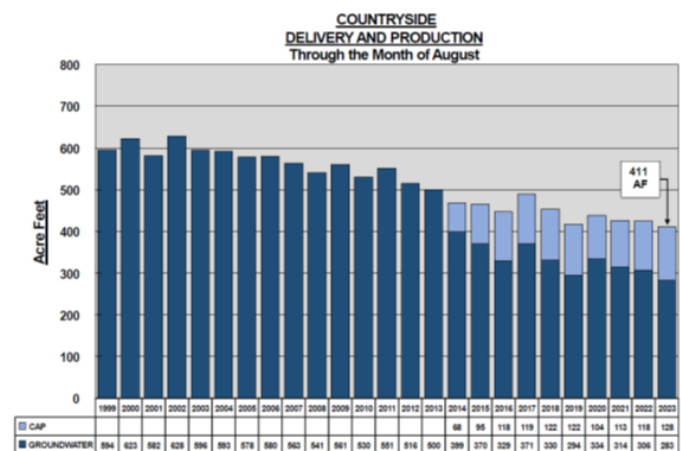
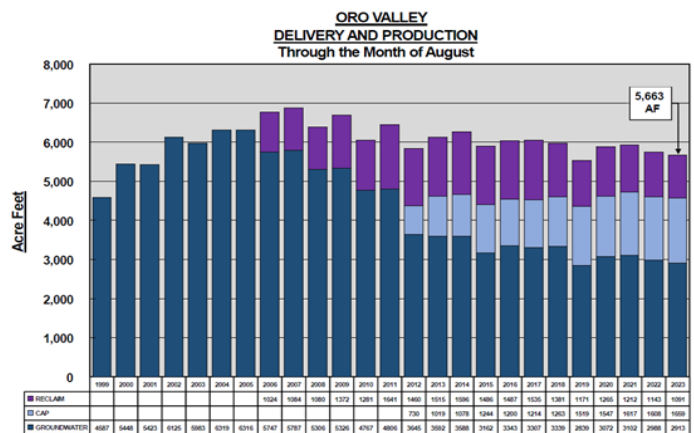
- 356 million gallons of reclaimed water
- 541 million gallons of CAP water
- 949 million gallons of groundwater

As seen in the top graph to the right, water consumption for the Utility’s main service area continues to indicate a downward trend. Rate setting that rewards lower consumption and the communities excellent conservation ethic all contribute to this continued trend.

Water deliveries to the Countryside service area through August of 2023 consisted of:

- 42 million gallons of CAP water
- 92 million gallons of groundwater

The Utility’s Countryside service area experienced one of the lowest Jan-Aug water resource consumptions in the history of the Water Utility. Rate setting that rewards lower consumption and our customers excellent conservation ethic all contribute to this continued trend.



# ADMINISTRATION

## PUBLIC RECORDS REQUESTS

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**NOTICE:** The data in this section may now be found in the Balanced Scorecard Operational Metrics. This section will be omitted in future issues and the data will only be displayed in the Balanced Scorecard Operational Metrics Section.

## TOWN MANAGER'S OFFICE

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### Top Ask Inquiries August 19 – September 22, 2023

Compliance Issues	7
Right-of-Way	8
Non-Municipal	4
Small Dog Park-Naranja	5
Storm Cleanup inquiries	8
Public Record Request	4
Permitting	8

### Oro Valley Youth Advisory Council (YAC)

The Youth Advisory Council held Officer elections. The newly elected YAC Officers are:

President Liam DaDeppo  
Vice President Tanish Doshi  
Secretary George Li  
Treasurer Jordan Adams  
Historian Riley Goodwin

YAC will also be hosting a Finance Workshop at the Oro Valley Library on Saturday, September 30 at 3:45 p.m. The topic is Paying for College.

### OV Peak Performance

As part of OV Peak Performance, the Town's ongoing process improvement initiative, one new staff member has completed certification and earned their Lean Six Sigma Green Belt.

The Town's Peak Performance program has been accepted as a finalist for the 2023 SHRM-GT Celebrating Innovation in the Workplace Awards in the Technology/Process Improvement category.

Winners will be announced during the award ceremony on Tuesday, November 7, 2023.

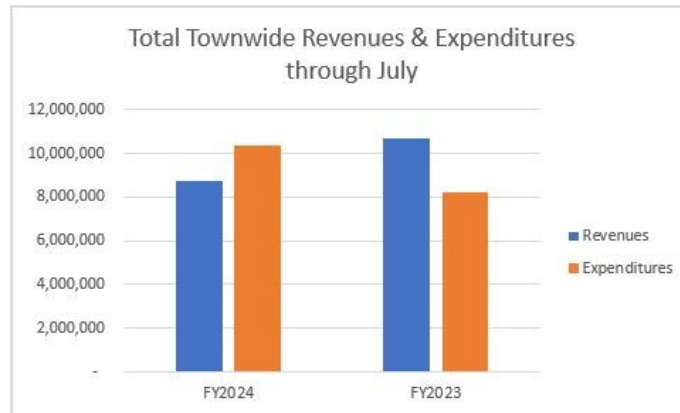
### Emergency Management

National Preparedness Month is an observance each September to raise awareness about the importance of preparing for disasters and emergencies that could happen at any time. The National Preparedness Month theme in 2023 is, "Take Control in 1, 2, 3." The campaign focuses on preparing older adults for disasters, especially older adults in communities that are disproportionately impacted by all-hazard events, such as, extreme weather.

An important piece of preparing our community, is the ability to receive emergency alerts. CodeRED is a free emergency notification service provided to all residents within Oro Valley that sends emergency notifications and information via phone calls, text messages, emails, and social media. Residents and staff may register their contact information at the following webpage, [Register for CodeRED – Oro Valley](#).

# Finance

The Town is off and rolling in this new fiscal year 2024. Total Town-wide revenues are down \$1,926,130 through July 2023 in comparison to July 2022, primarily due to \$5.4M in ARPA grant revenues recorded in July 2022. Meanwhile, total Town-wide expenditures exceed July 2022 by \$2,145,476. Total Town-wide Fund Balances through July 2023 are \$88,644,131, which is \$1,619,721 less than the Town carried into the fiscal year.



# COMMUNICATIONS AND MARKETING DIVISION

## September Productions:

- Video: APA Award
- Podcast: Building Community at Stacks Book Club
- Podcast: What’s Happening in Parks and Recreation – September 2023
- Social media: Disc golf contest promo
- Publication: Sept/Oct Vista Newsletter
- Press release: UPDATE: Large dog park at Naranja park will now close Sept. 27
- Press release: Community Engagement Plan for upcoming General Plan process wins award
- Press release: Large dog park at Naranja Park to temporarily close on Oct. 2
- Press release: Nighttime lane restrictions on First Avenue begin Sept. 25
- Press release: OV’s upcoming Community Academy to focus on planning OV’s future

Oro Valley

# vista

Newsletter  
October/November 2023

**WINNER:  
COMMUNITY  
ENGAGEMENT PLAN**

Naranja Park

**NEW EPISODE  
THIS IS ORO VALLEY PODCAST**  
**Stacks  
Book  
Club**

**ORO VALLEY  
MAYOR & COUNCIL**

Joe Winfield, Mayor  
Melanie Barrett, Vice Mayor  
Tim Bohan, Councilmember  
Harry "Mo" Greene, Councilmember  
Joyce Jones-Iney, Councilmember  
Josh Nicolson, Councilmember  
Steve Solomon, Councilmember

For Mayor and Councilmembers,  
call 520-329-4700  
council@orovalleyaz.gov

Town Manager  
Jeff Wilkins 520-329-4725

Got questions? Ask OVI!  
ask@orovalleyaz.gov

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Communications & Marketing  
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Access more Oro Valley news, events  
and activities at our website:  
[www.orovalleyaz.gov](http://www.orovalleyaz.gov)

## Oro Valley wins award for Community Engagement Plan

The project was led by the Planning Division, with support from staff in the Town Manager's Office.

The Community Engagement Plan for the upcoming General Plan process has been named winner in the Public Outreach category for 2023, as awarded by the Arizona Chapter of the American Planning Association. Public outreach is foundational to Oro Valley's General Plan, and that's why the creation of this plan included community involvement via survey and a resident advisory group to help us identify the best ways to engage our residents in the upcoming General Plan Process.

## Help shape Oro Valley's future!

The Town of Oro Valley needs everyone's voice to create an action plan that will guide Oro Valley through the next 10 years. The General Plan is a community-driven, 10-year plan that includes goals, policies and measurable actions for public safety, environment, parks, water, development, housing, employment and more. Community participation is critical to make sure the plan reflects your vision for Oro Valley's future.

A variety of opportunities to get involved online or in-person will launch in late October, so keep an eye out! Please visit the Town's website at [www.orovalleyaz.gov](http://www.orovalleyaz.gov) for more information and make sure your voice is part of this important conversation.

## Behind the Scenes with the Finance Department

The new "Behind the Scenes" video series gives Oro Valley residents a closer look at the work staff does day-to-day to provide services and amenities to our community. In this month's episode, we go backstage with Deputy Finance Director Wendy Gomez and Senior Budget Analyst Chris Hutchison to explore daily operations in the Finance Department. Catch our videos on social media or on the Town's website. Just visit [www.orovalleyaz.gov](http://www.orovalleyaz.gov) and search for **BEHIND THE SCENES**.

## Know Your Town's Budget VIDEO now available

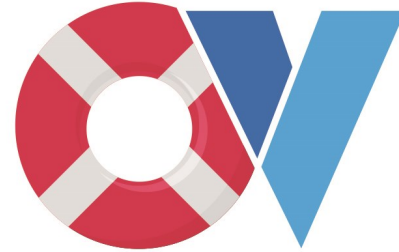
Many residents know that each year, following the adoption of the new fiscal year budget, the Town publishes "Know Your Town's Budget," a simple, two-page summary of the Town's key revenue sources and fund uses. Our goal is to make budget information more accessible. This year, we've also created a walk-thru video for the document in the hopes that more residents will have opportunity to better understand how their taxpayer dollars are used. So if you've never taken a look at the Town's budget, there's never been a better time! You can find the video on the Town of Oro Valley's social media channels and on our YouTube channel.

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# COMMUNICATIONS AND MARKETING DIVISION (Continued)

## September Productions (Continued):

- **Design productions:**
  - ◇ Annual Budget document cover and CIP photos
  - ◇ Naranja Dog Park Improvement banner
  - ◇ HalloVeen Spooktacular parking map
  - ◇ State of the Town logo
  - ◇ HalloVeen sticker
  - ◇ OVAC sticker logo
  - ◇ OV Lifeguard sticker logo
- **Paid advertising:**
  - ◇ Community Academy Explorer print ad
  - ◇ Passenger Portal Explorer print ad
  - ◇ SPR Programs Explorer print ad
  - ◇ Bark in the Park Explorer print ad
  - ◇ Movies at the Ranch Explorer print ad
  - ◇ This Month in OV Parks and Rec Explorer print ad
  - ◇ HalloVeen Spooktacular Explorer print ad for Explorer and Bear Essential News



**ORO VALLEY**  
PARKS & RECREATION



**ORO VALLEY**  
PARKS & RECREATION

### OCTOBER PROGRAMS

#### FALL BREAK CAMP SPF AT THE COMMUNITY & RECREATION CENTER

Dates: October 9-13  
Time: 9 a.m. – 4 p.m. (before and after-care available)  
Ages: 6 – 13  
Cost: \$165, additional fee for extended care  
Location: OV Community Center  
10555 N. La Cañada Dr.

### OCTOBER EVENTS

#### MOVIES AT THE RANCH: HOMEWARD BOUND

Date: Saturday, October 7  
Time: 7 p.m.  
Location: Steam Pump Ranch  
10901 N. Oracle Rd.  
Cost: Free

#### MOVIES AT THE RANCH: OCTOBER SKY

Date: Saturday, October 21  
Time: 7 p.m.  
Location: Steam Pump Ranch,  
10901 N. Oracle Rd.  
Cost: Free

For more information on these and other events, visit [orovalleyaz.gov](http://orovalleyaz.gov)

#### FRIDAY NIGHT CONCERTS AT STEAM PUMP RANCH

All concerts are held from 7 – 9:30 p.m. at Steam Pump Ranch, 10901 N. Oracle Rd.

Food trucks will be onsite with items available for purchase. NOTE: No outside alcohol will be allowed. Outside food is allowed.

Date: October 6  
Band: Rainy Daze Band  
Date: October 27  
Band: Steel Saguaros

#### SECOND SATURDAYS AT SPR

Date: Saturday, October 14  
Time: 9 a.m. – 1 p.m.  
Location: Steam Pump Ranch  
10901 N. Oracle Rd.

#### OVERNIGHT CAMPING AND A MOVIE

Date: Saturday, October 14  
Time: 4 p.m. – 10 a.m.  
Location: Steam Pump Ranch  
10901 N. Oracle Rd.  
Cost: \$50  
Ages: All



## Town of Oro Valley Transit Services Division Is now Introducing

# Passenger Portal

Book rides directly • Review upcoming trips • Track bus location in real time

### How does it work?



Passenger Portal is designed to replace the current online reservation system and is a web-based tool that can be accessed on a desktop, tablet or mobile device. For more details, including how to use the portal, scan the QR code or visit [www.orovalleyaz.gov](http://www.orovalleyaz.gov) and search **NEED A RIDE**.

Prefer scheduling by phone? Passengers can still call Transit Services at 520-229-4990 to request rides.