

TOWN MANAGER'S

EXECUTIVE REPORT

Town of Oro Valley | December 2023

TO COUNCIL



As we enter the holiday season, I'd like to share a snapshot of charitable efforts by our dedicated staff throughout the year.

Our October Food Drive was in collaboration with Interfaith Community Services. The collective efforts of Town of Oro Valley Staff resulted in a donation of over 900 pounds of food. The Transit team deserves special recognition for filling two large bins, a testament to the generosity that flows through Oro Valley.

In December, we participate in the Children's Advocacy Center's Toy Drive, open to both the public and staff to participate in. For more information or to get involved, visit cacsoaz.org. Our police department also presents "Cops and Kids," an event in which 25 local kids get to go shopping with a cop for gifts for their family. All money used to purchase the gifts comes from money raised from our generous community.

Parks and Recreation hosts the Round Up at the Ranch 5K and the Hot Cocoa 5K races annually. 50% of the proceeds from each of these events benefit the Town's Youth Recreation Scholarship Fund, which is used for camp/program registration for OV families in need. Last year, more than \$8,500 was raised for this fund. The next 5K event will take place [Jan. 1, 2024, at Steam Pump Ranch](#). And Parks and Rec's annual shoe drive at CRC takes place in January in partnership with Impact of Southern Arizona. Nearly 220 pairs of shoes were donated to those in need in the last drive.

Earlier this year, the Guns and Hoses kickball tournament hosted by Oro Valley Police Department and Golder Ranch Fire District raised more than \$8,000 in support of Project Grad, a program designed to give high school graduates a safe alternative to celebrate their special night. Our next charity kickball event will be held on [March 9, 2024, at Riverside Park](#).

Staff also rolled up their sleeves in April and participated in an Earth Day beautification event, removing invasive species from the Vistoso Trails Nature Preserve. Additional volunteer opportunities are available year-round with the Keep OV Beautiful, Adopt-A-Road and Adopt-A Trail programs; to learn more about ongoing efforts to Keep OV Beautiful, [visit our website](#).

These initiatives, alongside our ongoing commitment to hosting Blood Drives with the American Red Cross (3x/year), showcase the heart and compassion of our community. In 2023 alone, TOV Staff donated 65 pints of blood from 64 donors. Each pint of blood collected can potentially save up to three lives, underscoring the profound impact of our collective contributions.

I also want to convey my appreciation for all our volunteers, board and commission members who work tirelessly to provide invaluable services to our community. These selfless individuals, working across various programs and organizations, embody the community spirit that makes Oro Valley exceptional.

I wish everyone the happiest of holidays and I am excited 2024 will be another remarkable year for Oro Valley.

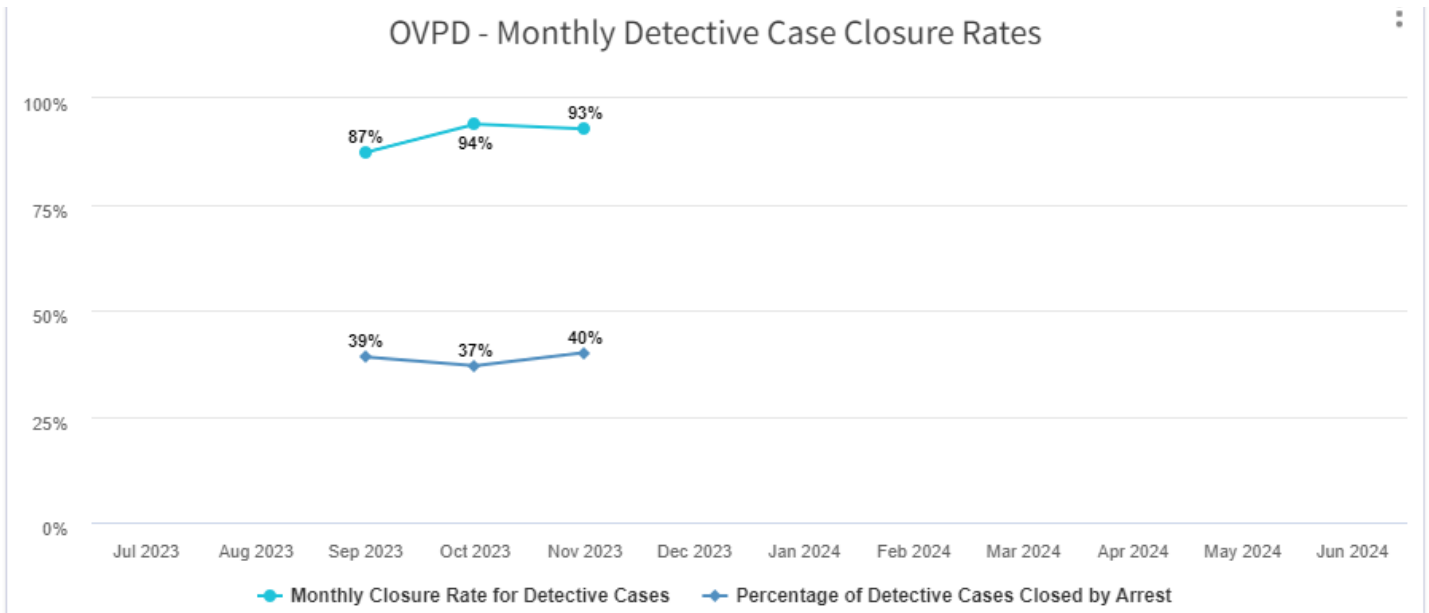
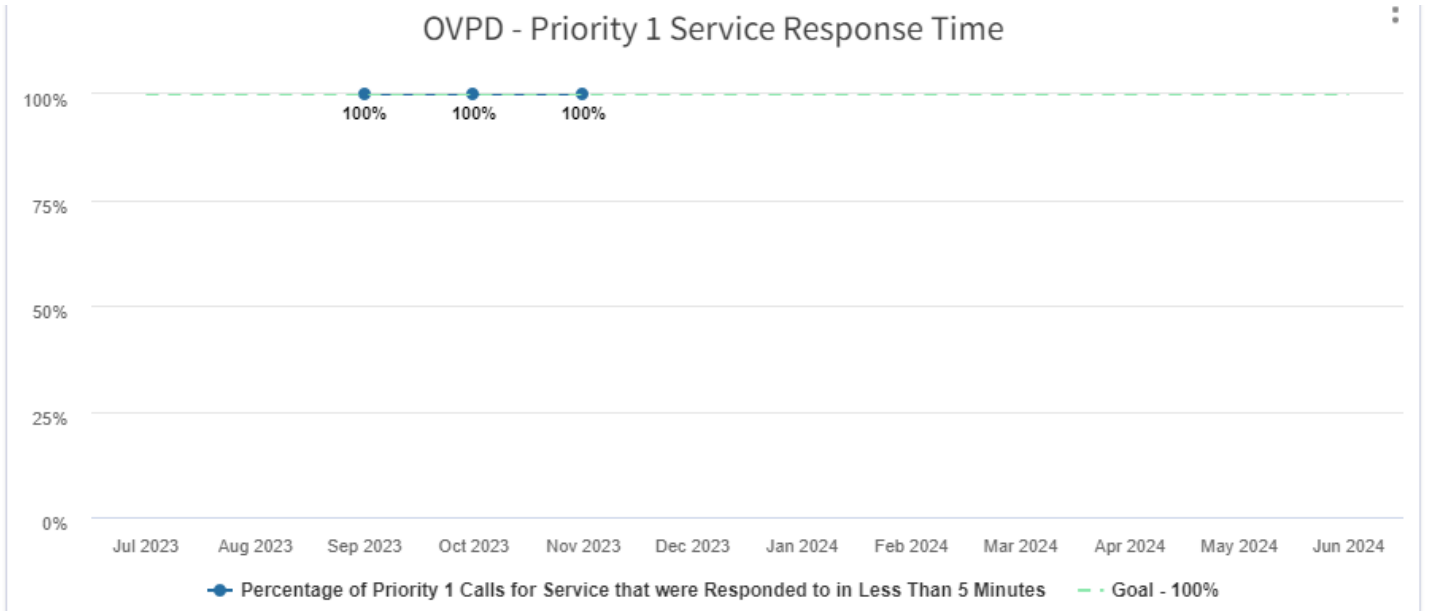
Kind regards,
Jeff Wilkins, Town Manager



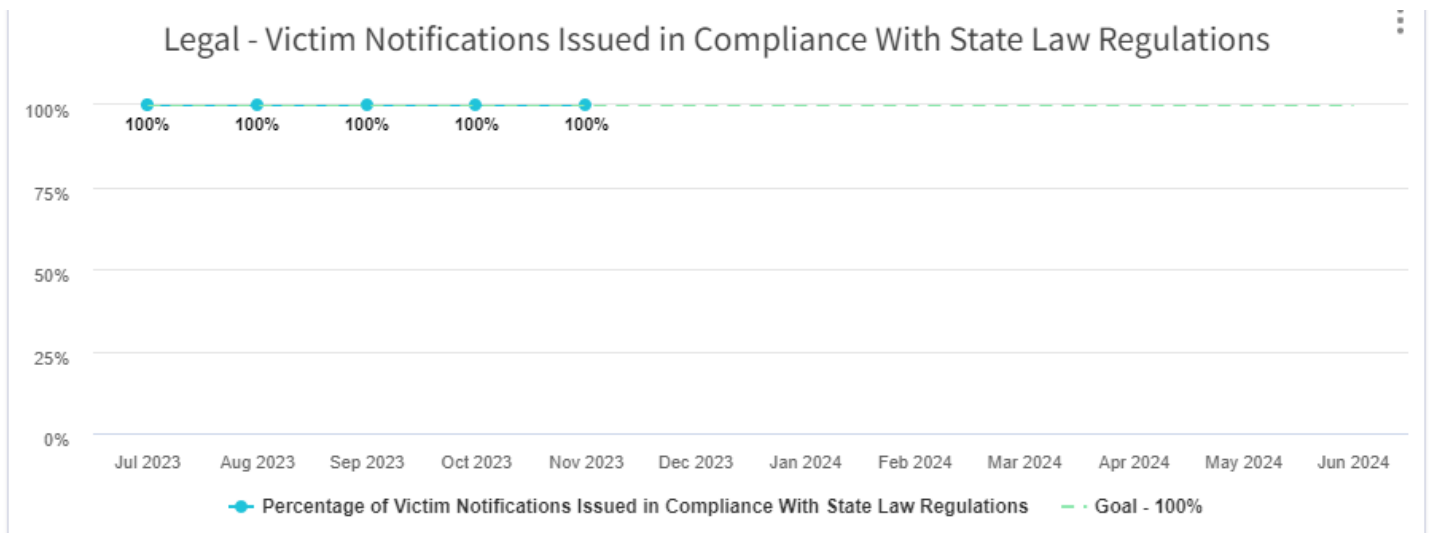
Inside	
BSC.....	2
Police Department.....	16
Community and Economic Development	18
Public Works.....	21
Parks & Rec.....	25
Water.....	27
Administration.....	28

Balanced Scorecard Operational Metrics

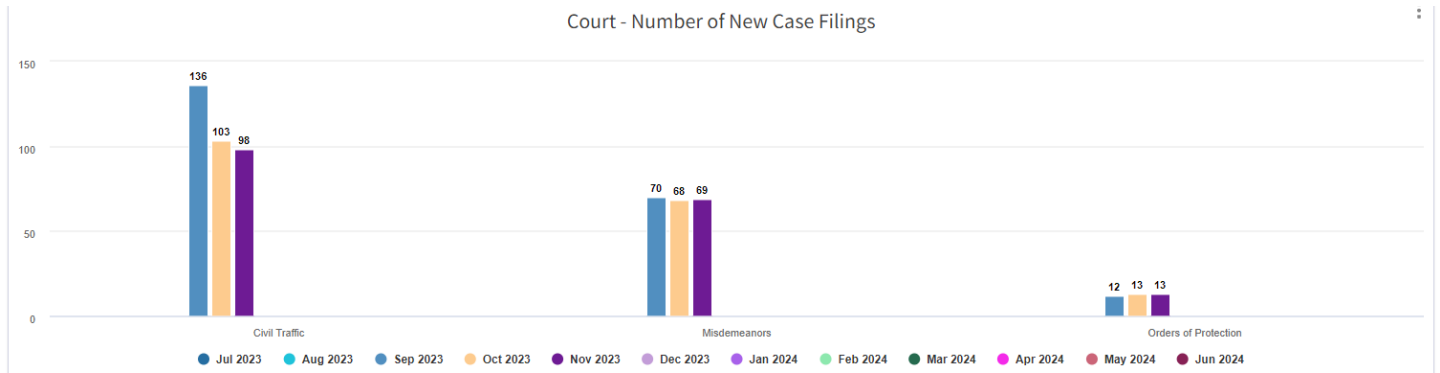
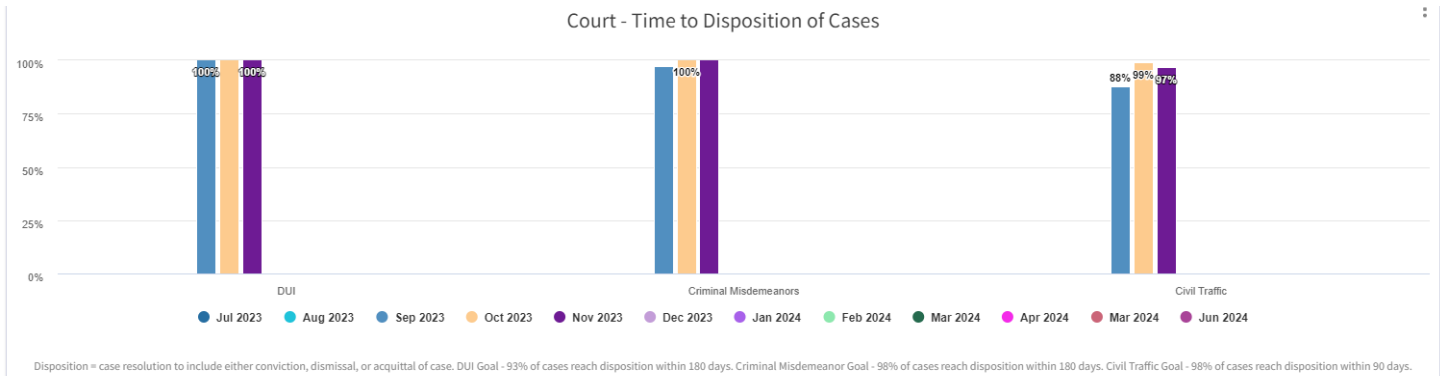
ORO VALLEY POLICE DEPARTMENT



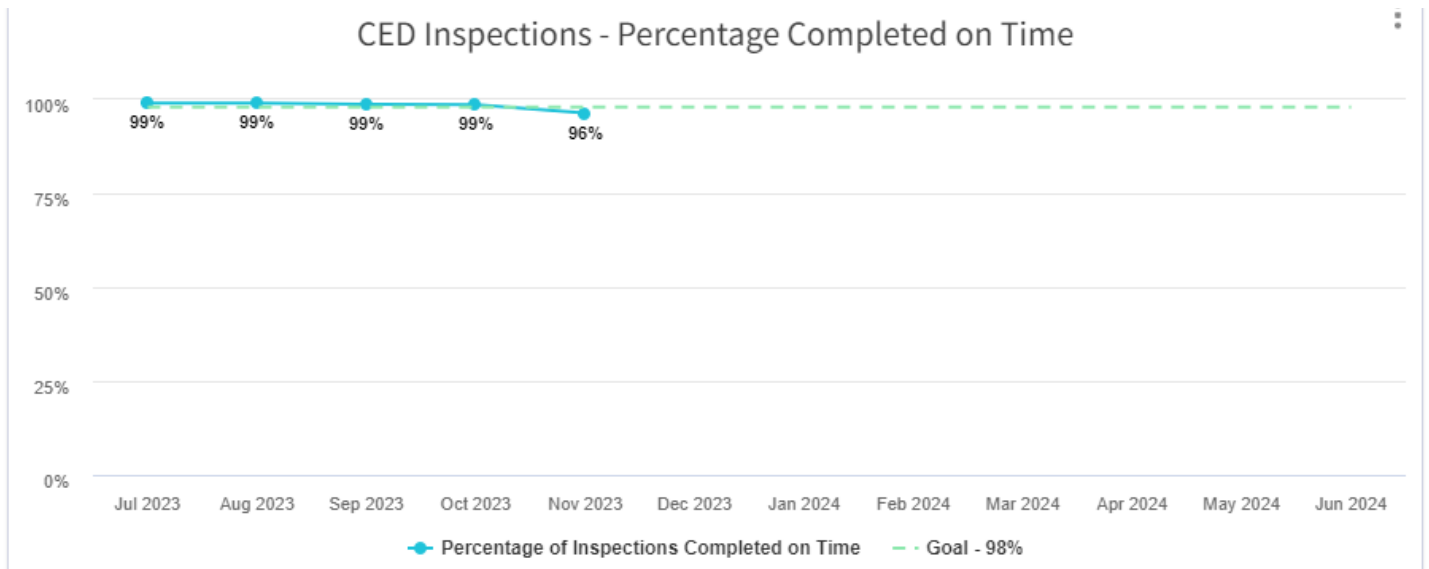
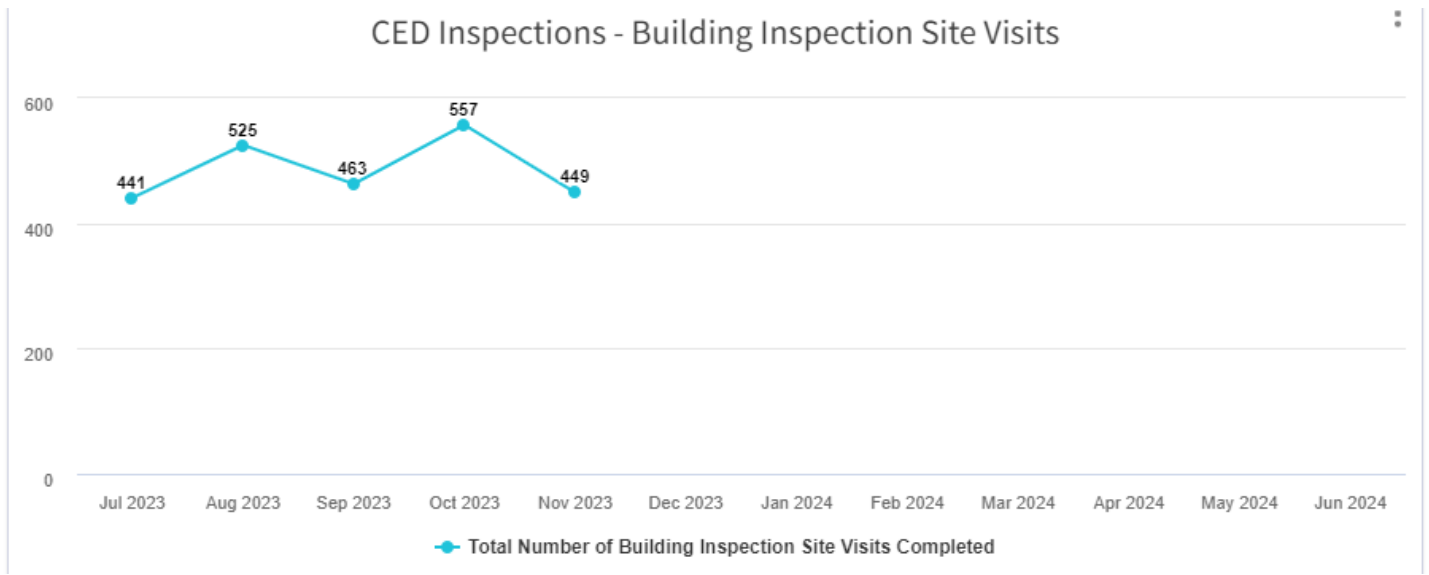
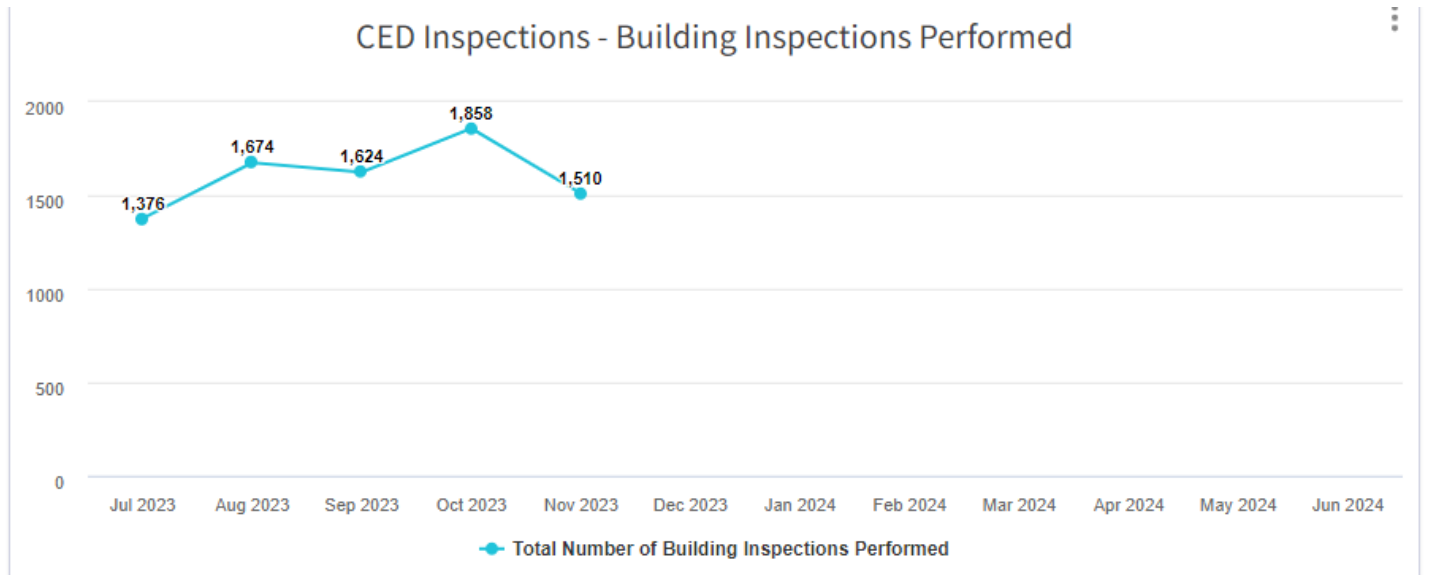
LEGAL DEPARTMENT



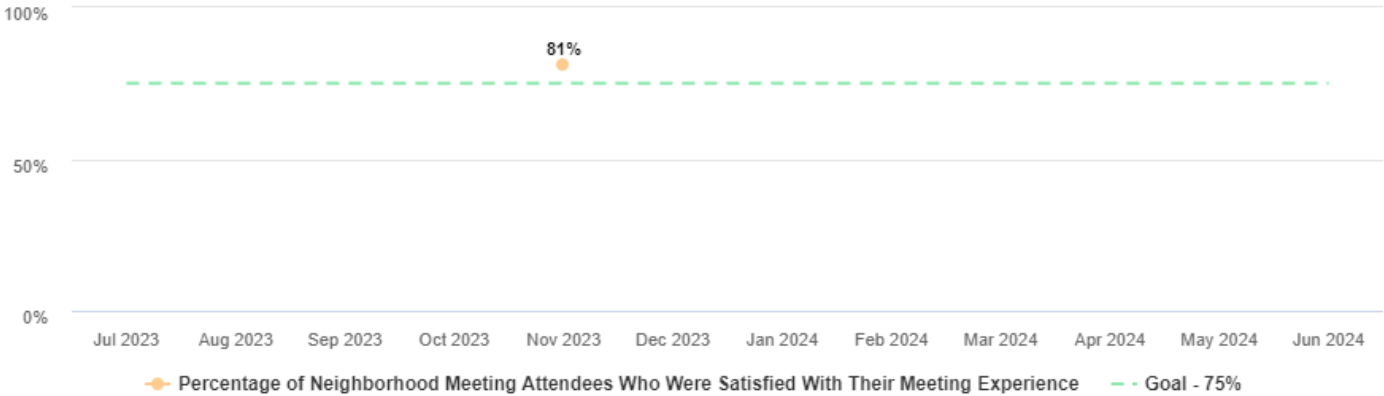
ORO VALLEY TOWN COURT



COMMUNITY AND ECONOMIC DEVELOPMENT

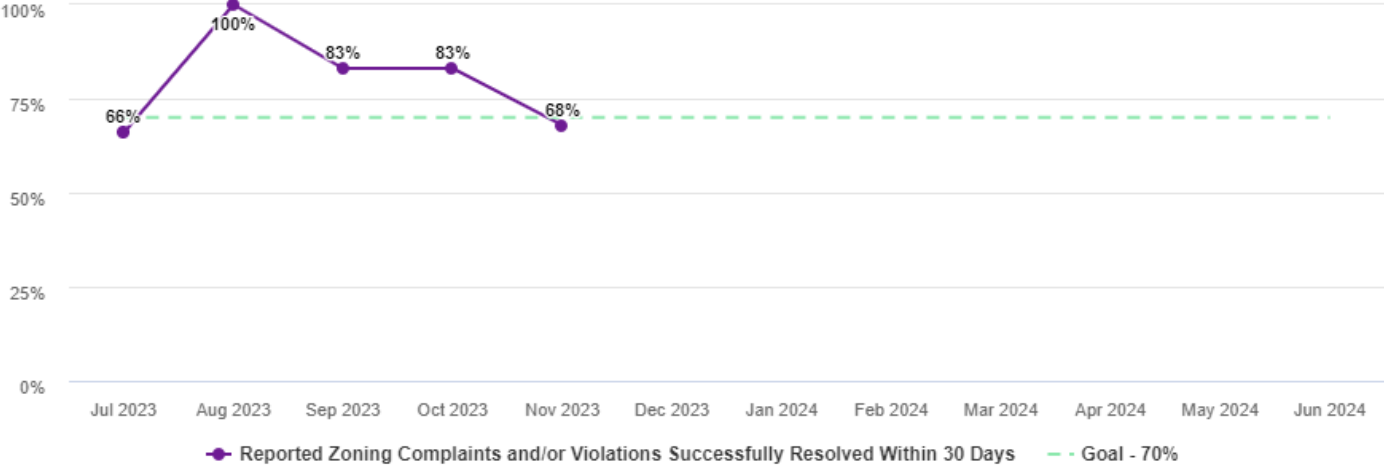


CED Planning - Neighborhood Meeting Satisfaction

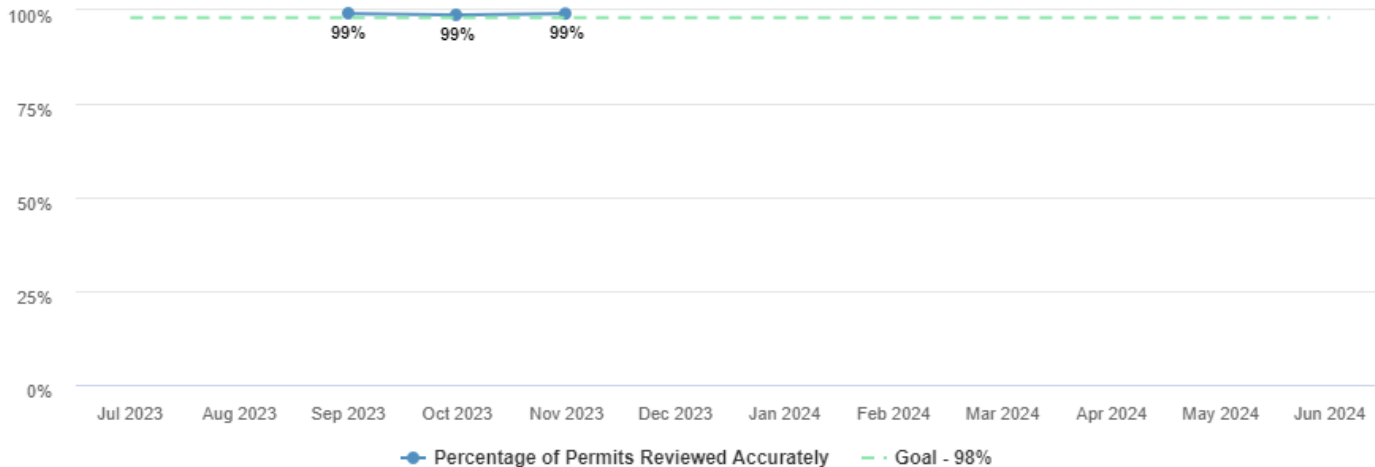


Please note: No monthly data point means no Neighborhood Meeting occurred that month

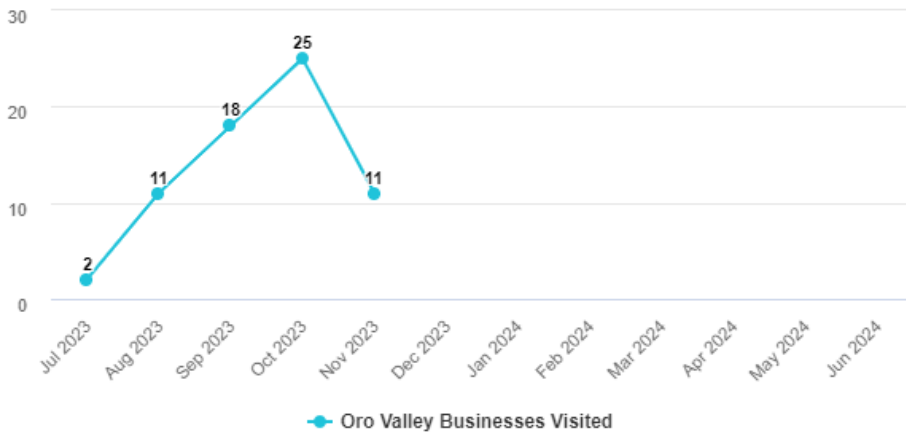
CED Planning - Zoning Complaints Resolved



CED Permits - Accuracy of Permit Reviews



CED Business Support & Development - Business Visits Conducted

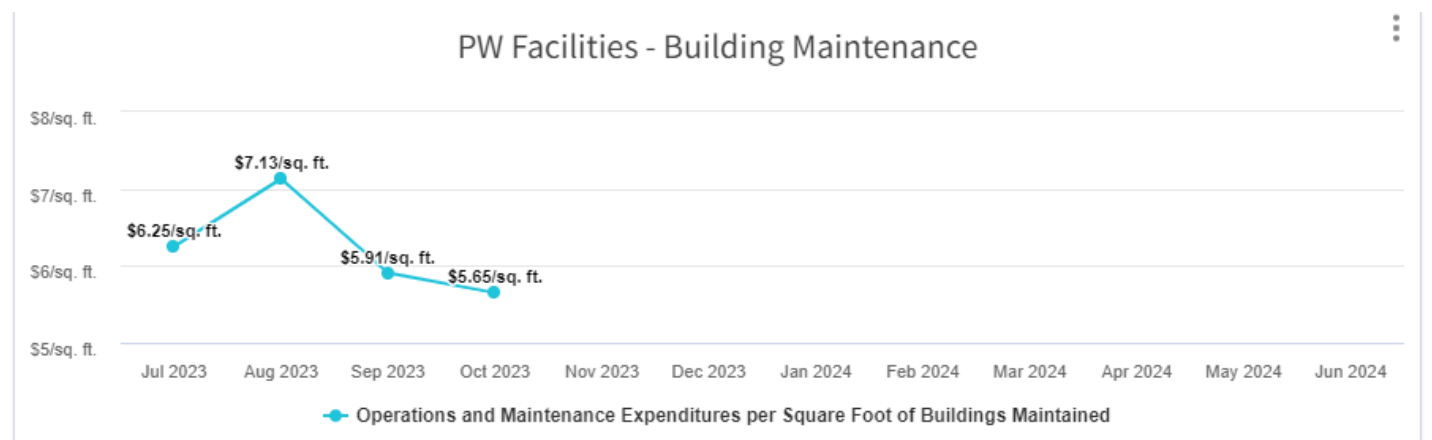
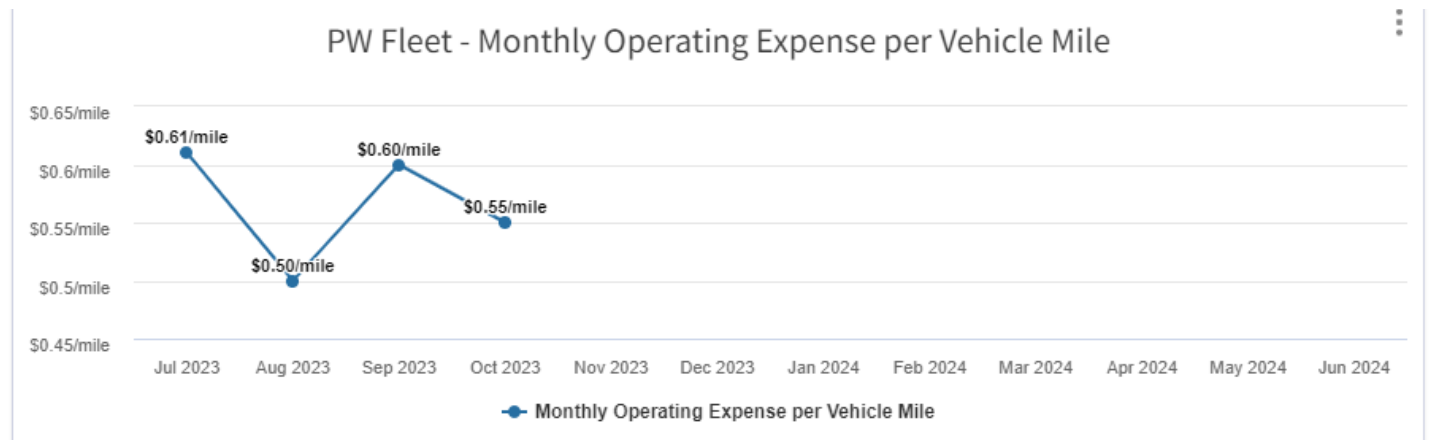
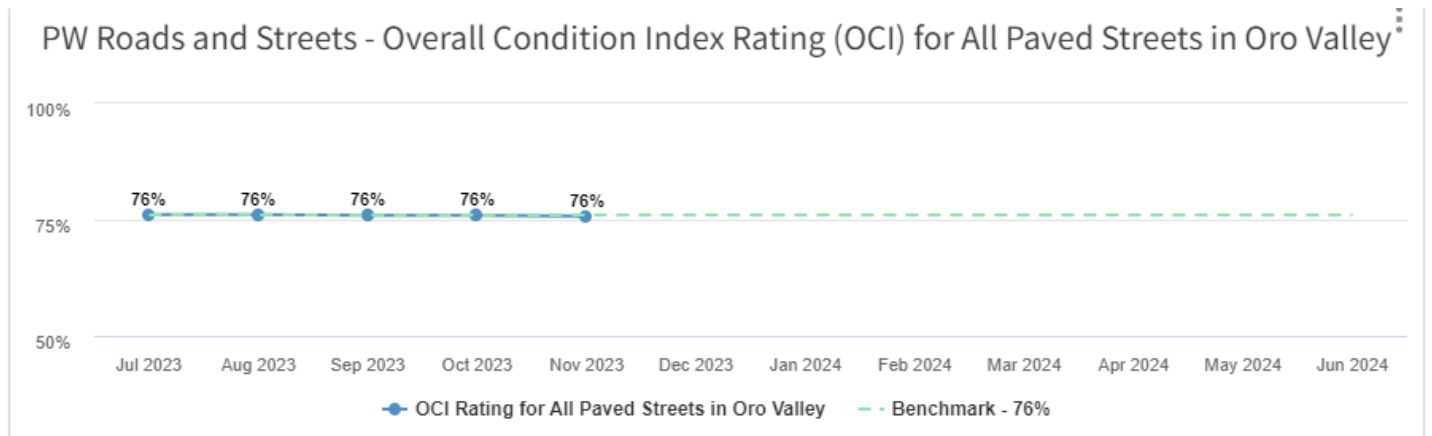


67/200
**Businesses Visited
 FY23-24**

CED Business Support & Development - Business Visit Responses



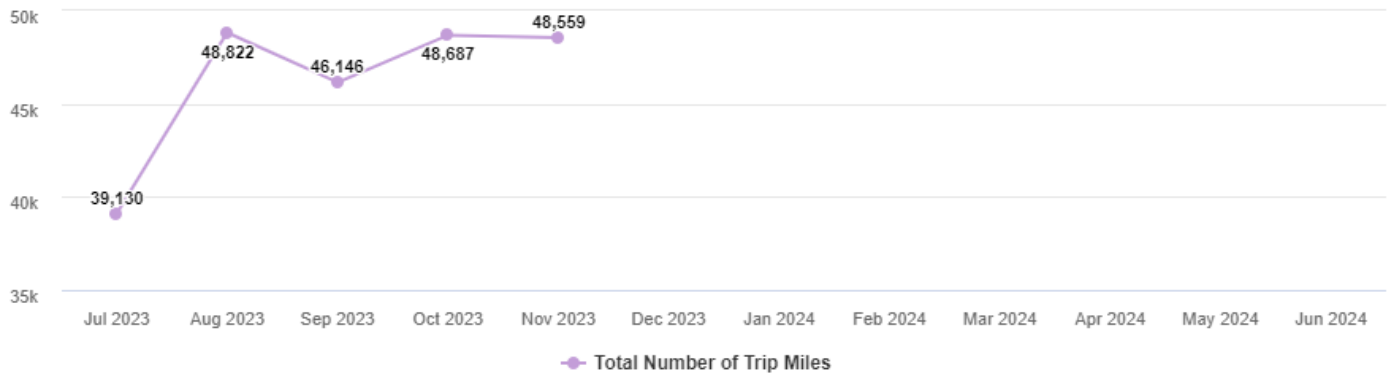
PUBLIC WORKS



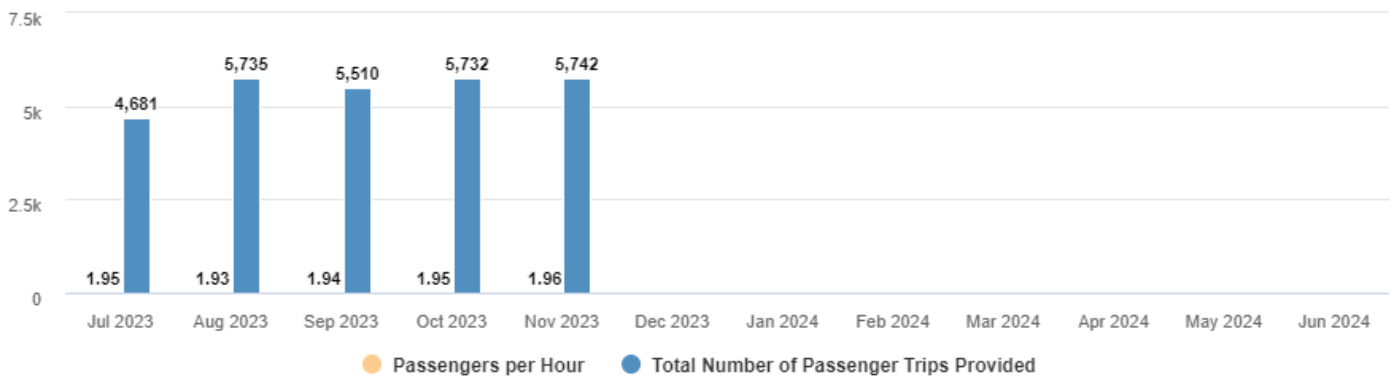
PW Transit - Total Number of Trip Hours Provided



PW Transit - Total Number of Trip Miles



PW Transit - Number of Passenger Trips Provided & Passengers per Hour



PARKS AND RECREATION

Parks and Recreation - Members



Total number of Community and Recreation Center, OV Aquatic Center, golf, and Archery Range members

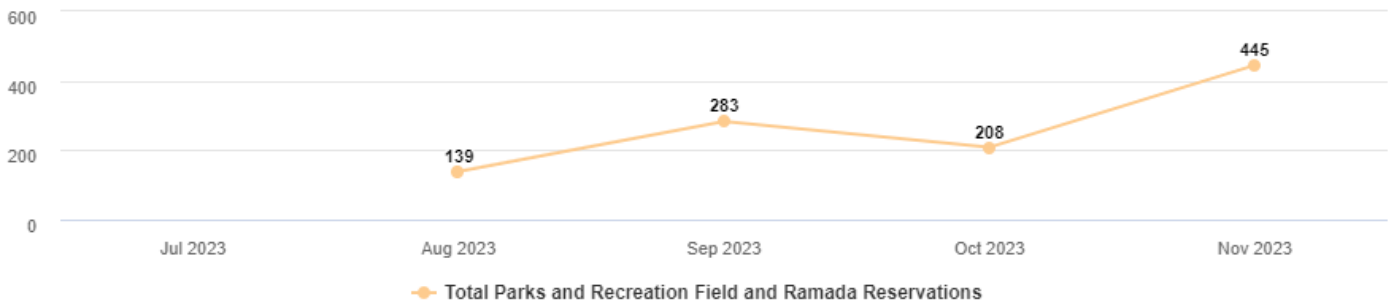
Parks and Recreation - Members

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%
Oct 2023	109	4,827	2%
Nov 2023	90	4,917	2%



Total number of Community and Recreation Center, OV Aquatic Center, Golf, and Archery Range members

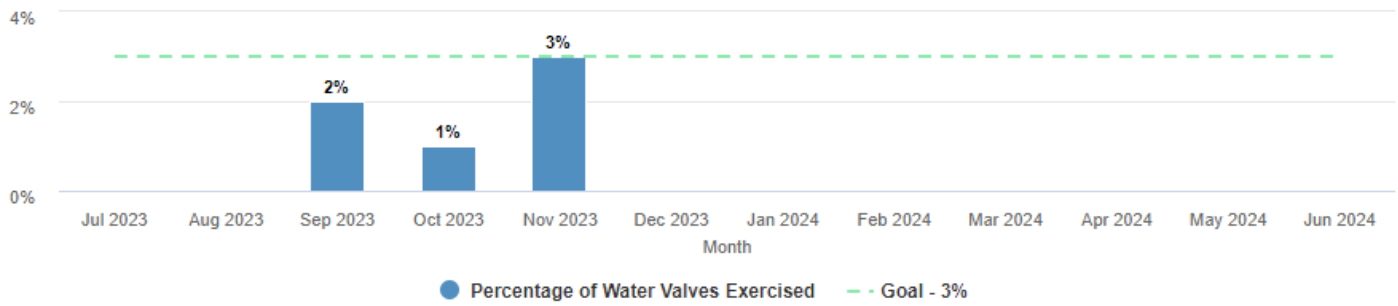
Parks and Recreation - Field and Ramada Reservations



Please note: October Field and Ramada reservations are down due to overseeding closures

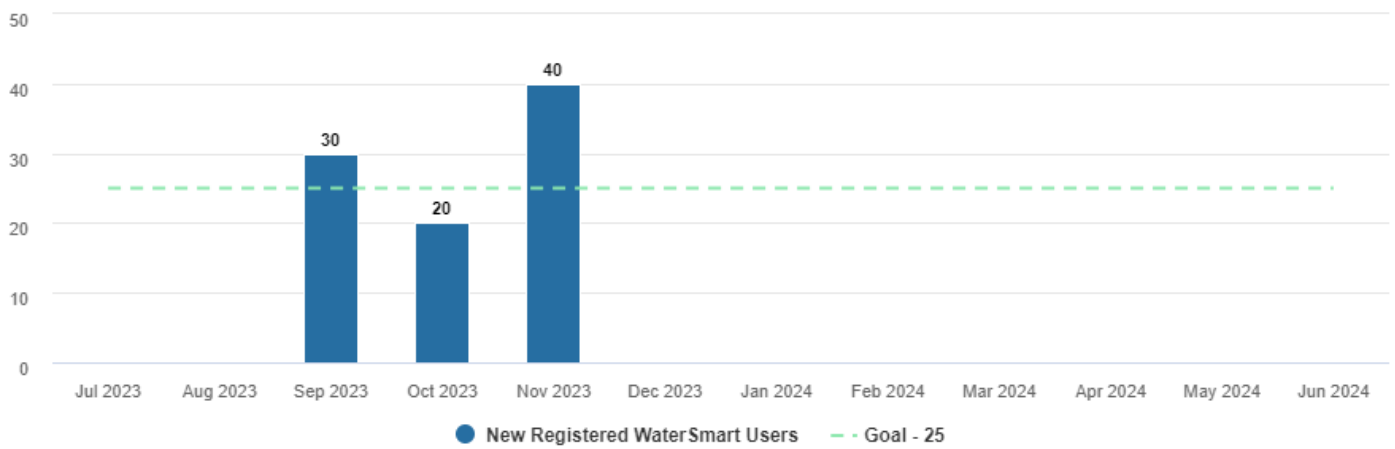
WATER

Water Operations - Water Valves Exercised



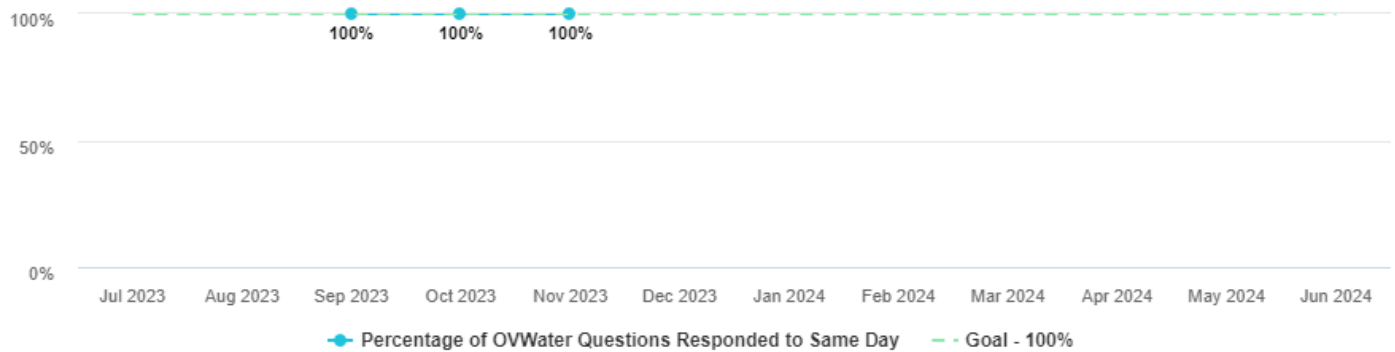
Goal is to exercise all water valves within the system once every 3 years. Exercising 3% of all water valves per month will achieve the 3 year goal.

Water Operations Conservation - New Registered WaterSmart Users



Goal is to add 300 new registered users to WaterSmart per year. 25 new registered users per month will achieve the goal.

Water Operations Customer Service - OVWater Response Rate

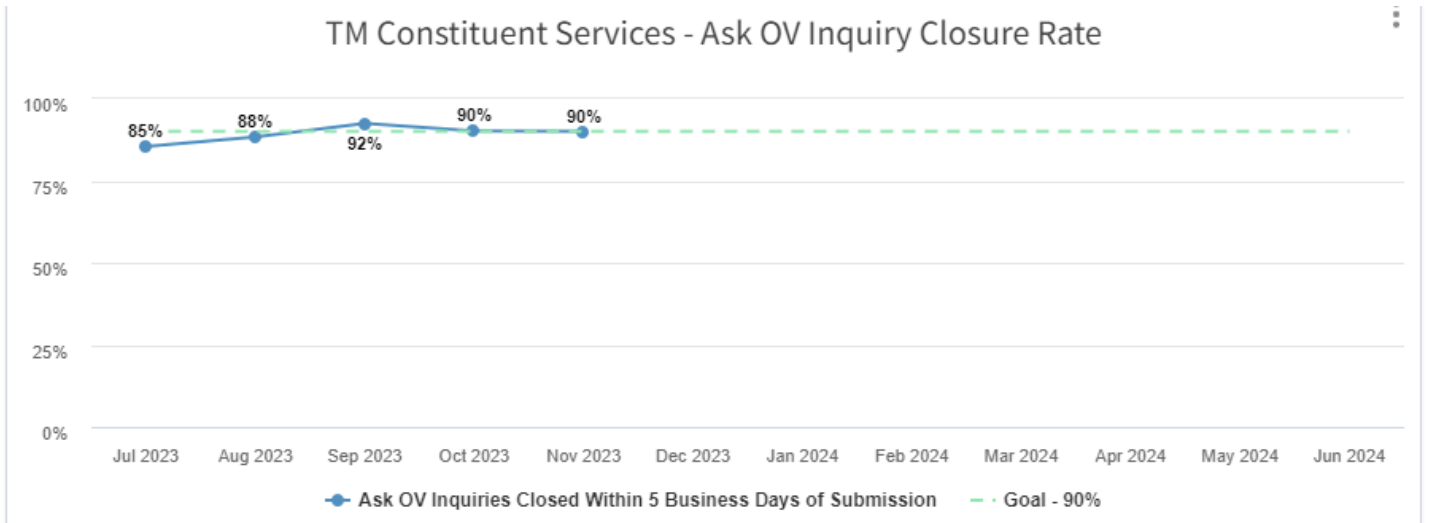


Goal is to respond to all OVWater questions received during business hours by the end of the same day

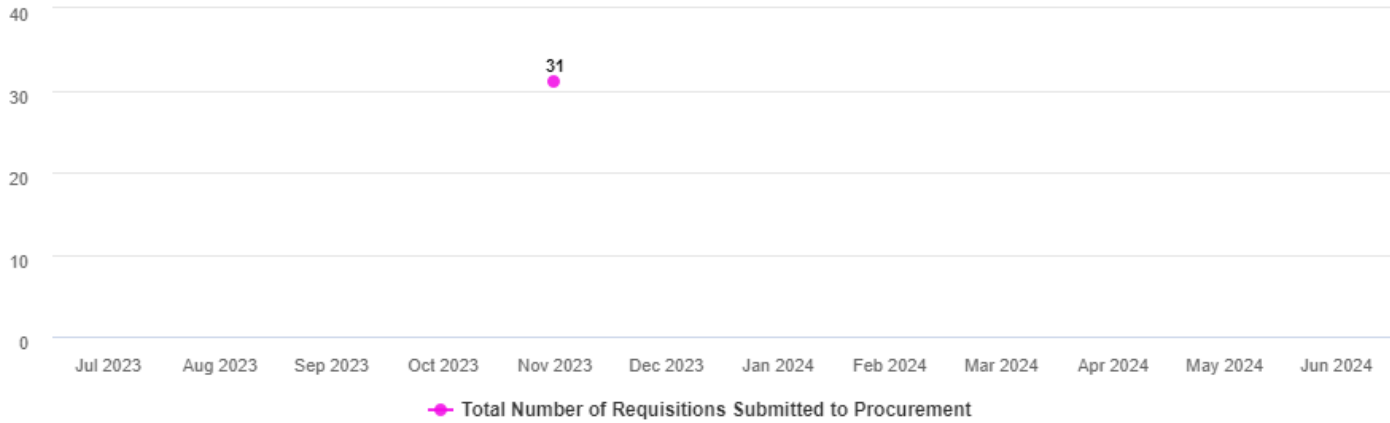
FINANCE



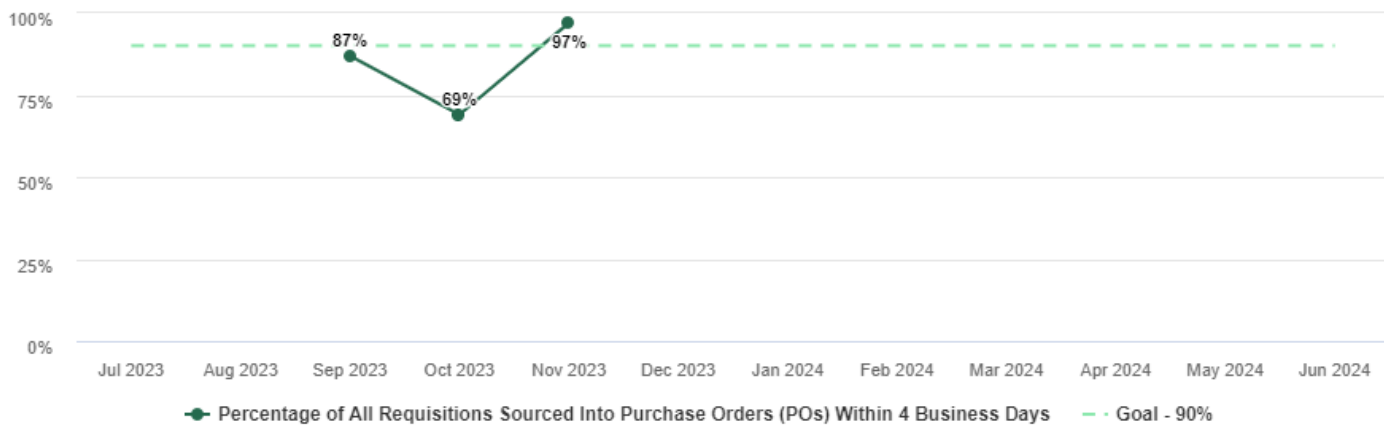
TOWN MANAGER'S OFFICE



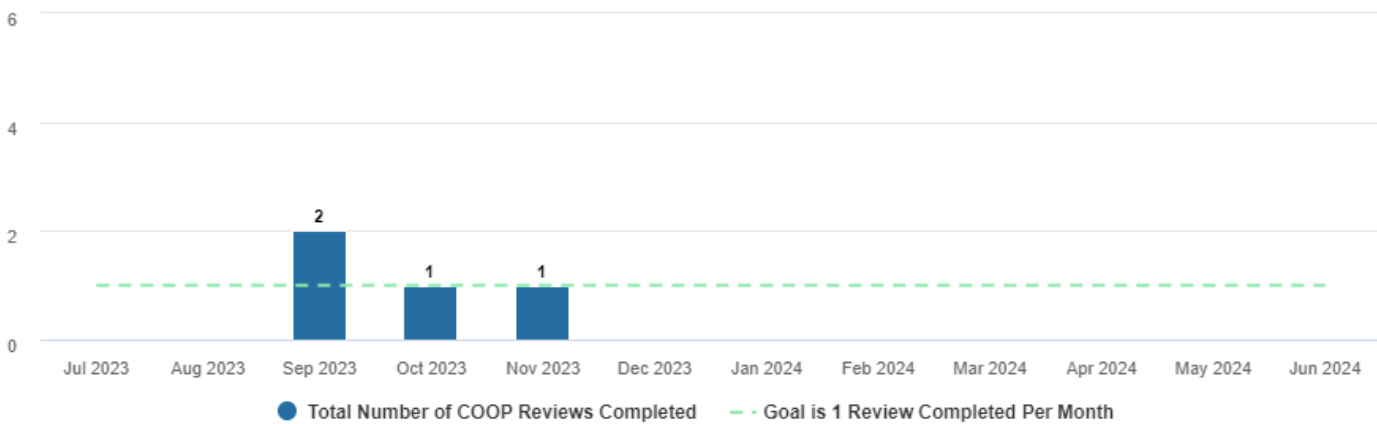
TM Procurement - Number of Requisitions Submitted to Procurement

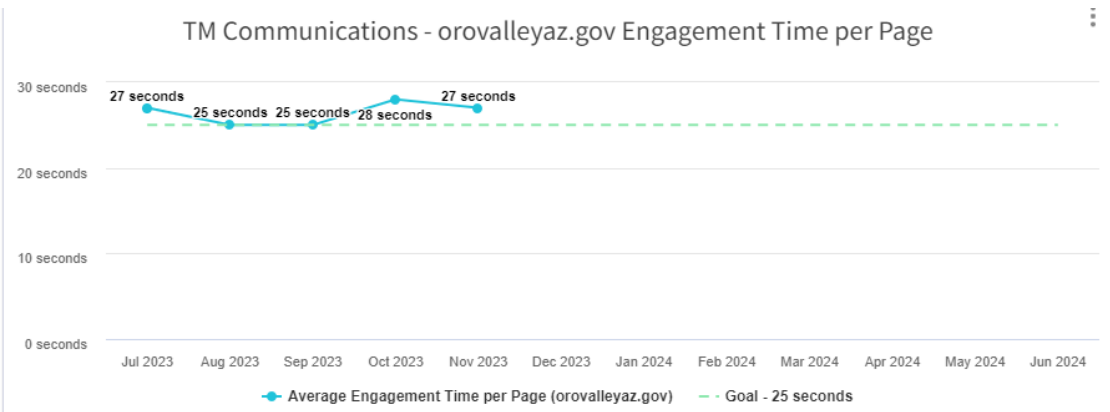
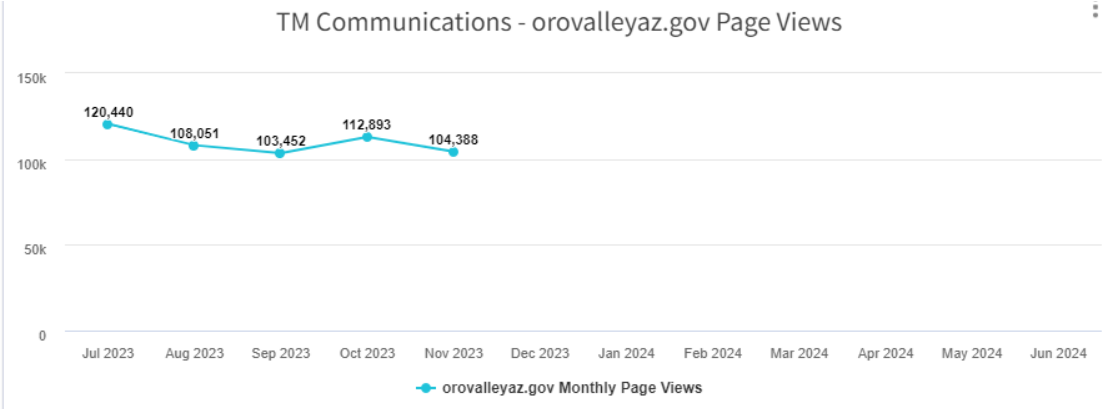
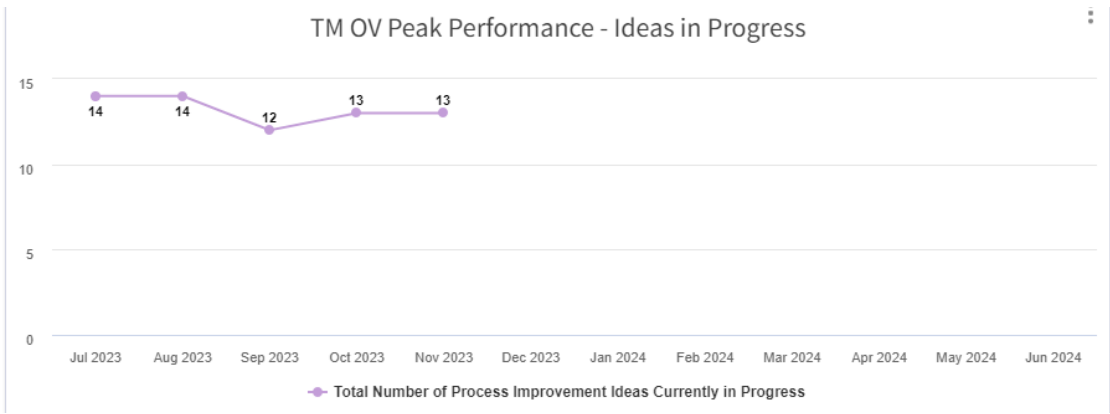
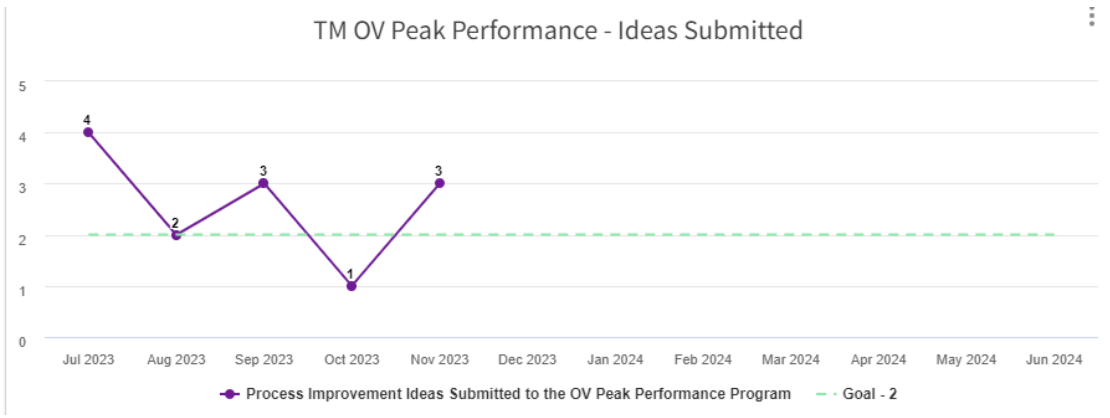


TM Procurement - Source All Requisitions Into Purchase Orders (POs) Within 4 Business Days

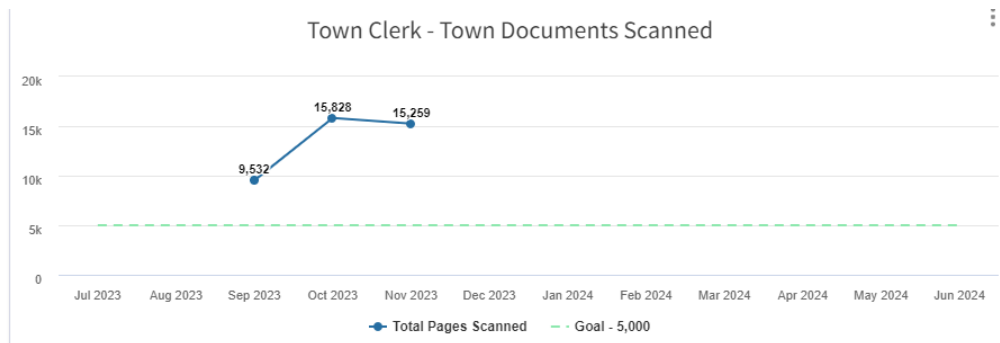
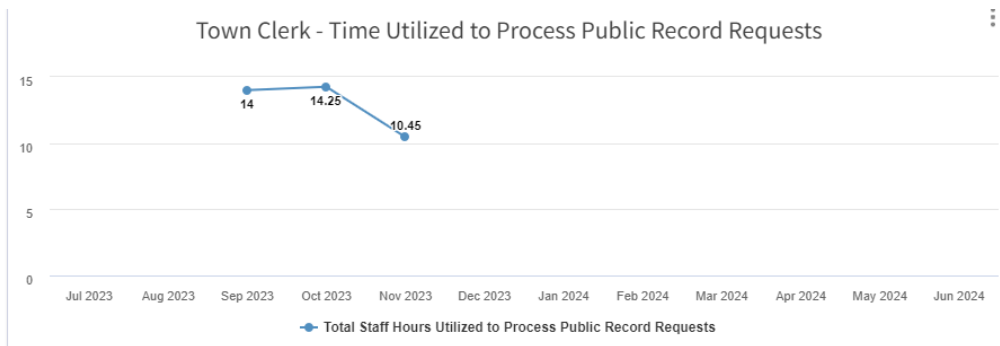
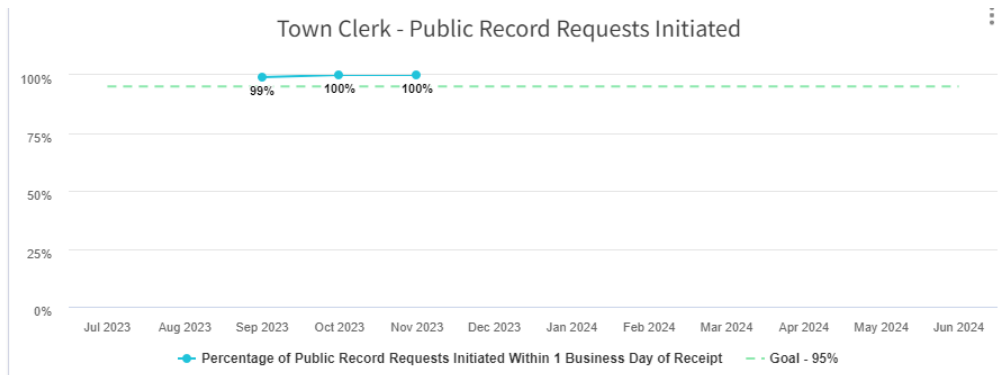
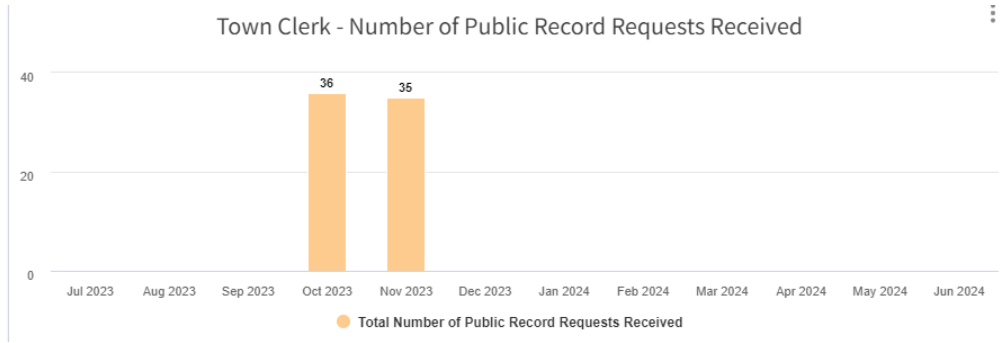


TM Emergency Management - Town Continuity of Operations (COOP) Reviews

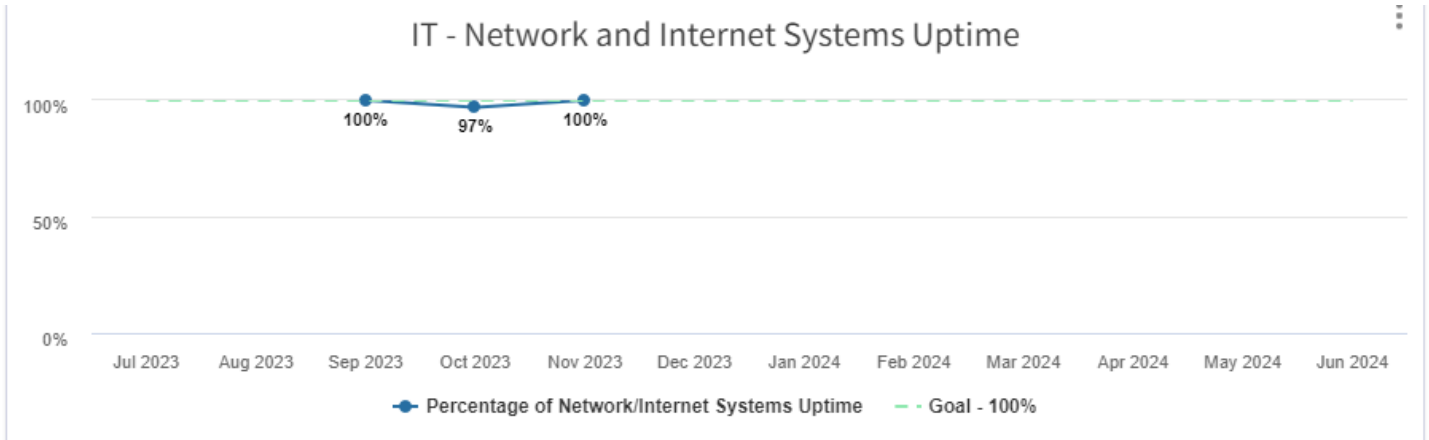




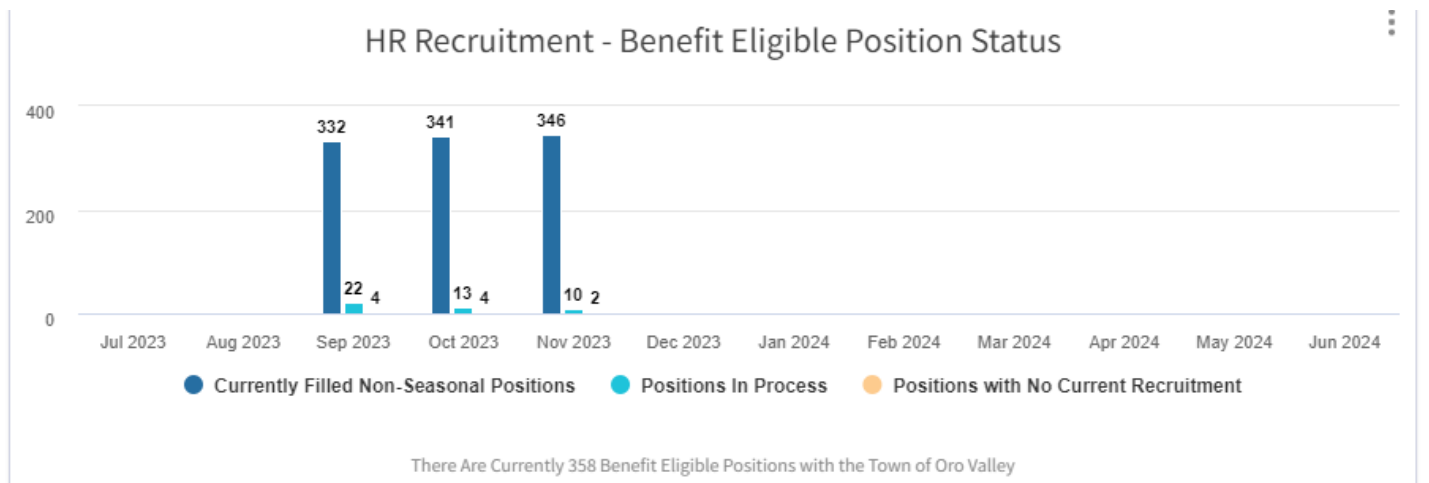
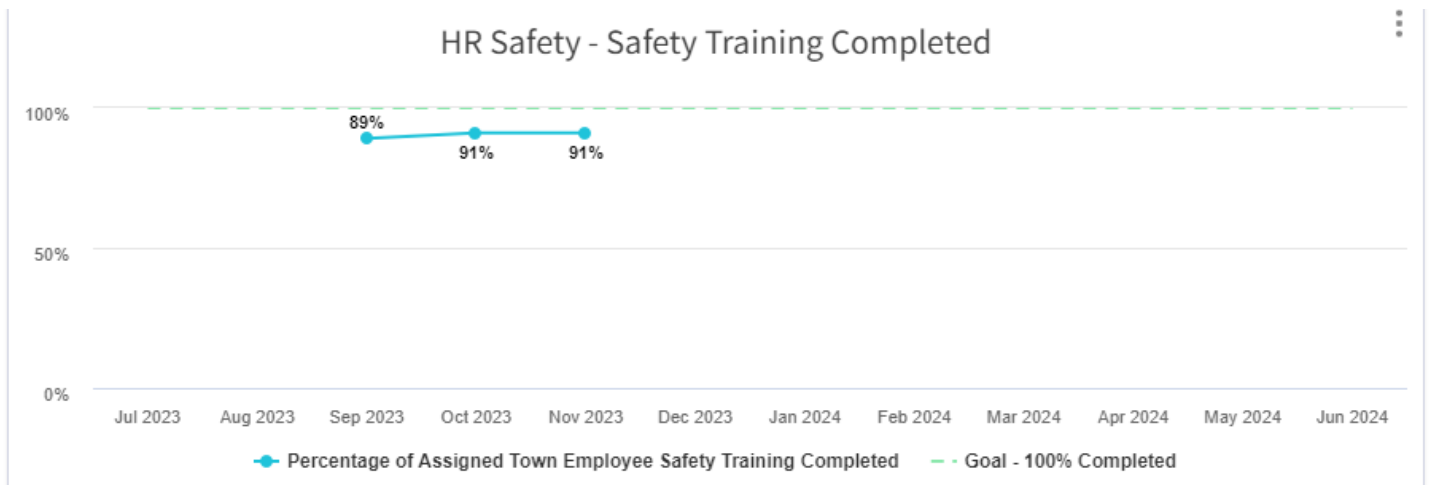
TOWN CLERK



IT DEPARTMENT



HUMAN RESOURCES



POLICE DEPARTMENT

CASES AND STATISTICS

Case 1

OVPD officers located a stolen vehicle at a local business. A coordinated plan was made to effect an arrest on the suspect in a manner that reduced the opportunity for the suspect to flee, and keep officers, the public and the suspect safe. As a result of their planning, the suspect was taken into custody without incident. Further investigation revealed the suspect had felony warrants from Florida and was believed to be involved in numerous other Organized Retail Thefts from the Phoenix area, as well as California and Nevada. He was also in possession of over 100 counterfeit identification cards. He was booked into jail for the felony warrant and 12 local felony charges.

Case 2

A one motorcycle fatality collision occurred on November 12th. The collision scene was reported by a citizen out for a walk. It appears the collision occurred sometime the previous night but was not discovered until daylight. The rider failed to negotiate a curve, and left the roadway, and then crashed through a cement wall.

Statistics/Information



OVPD welcomed 2 new officers to their ranks. Officer Brittney Mendez graduated from the Southern Arizona Law Enforcement Training Academy (SALETC) and will begin her field training.

Officer Marcos Garcia was sworn in on November 2nd. Officer Marcos comes to us a lateral officer from Pima County Sheriff's Department. We welcome both of these new members to the OVPD family.



SPECIAL EVENTS



National Night Out was held on Oct. 27. Although it was in October, it was after the last Monthly report. It was estimated that there were 5,000 attendees this year. This event has become very popular with the community and continues to grow, with many partners from other agencies and local businesses.



COMMUNITY INVOLVEMENT

The Community Resources Unit (CRU) completed another citizen academy. Citizen Academy 23-2 held their graduation ceremony on November 14th after completing 12 weeks of classes on all the different aspects of the department. We are so thankful for the CRU and the members of the community that take time out of their lives to learn about and be a part of the department.



REGIONAL SUPPORT

Officer Salica was selected to join the Pima Regional SWAT Team as a negotiator. She is currently in training and is excited to begin serving her community and Pima County in a broader manner.

COMMUNITY AND ECONOMIC DEVELOPMENT

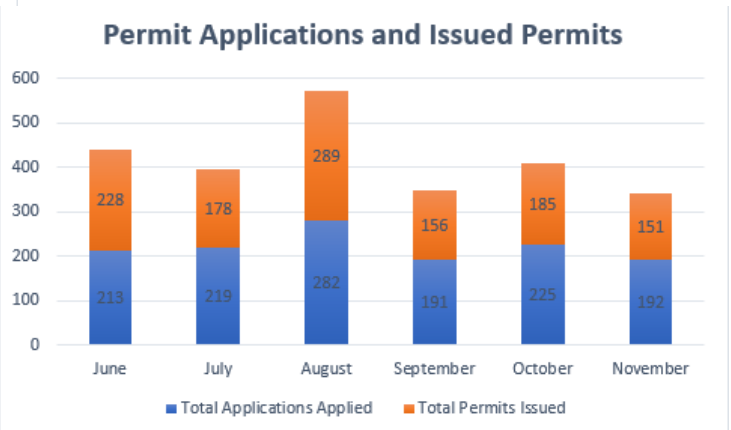
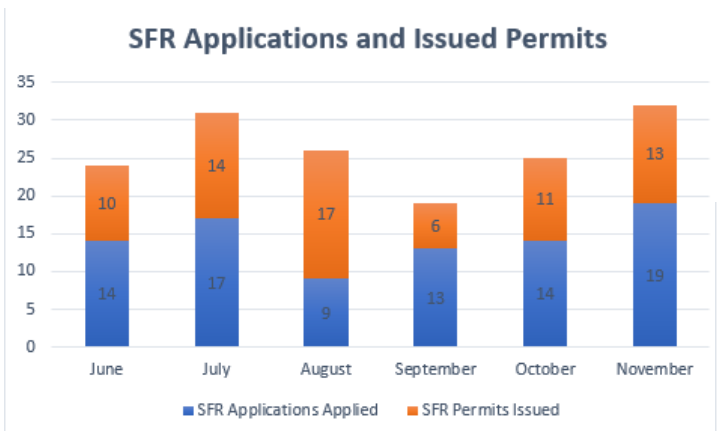
TRENDS

Trends

Single Family Residential Activity – 13 new Single Family Residential Permits were issued for the month of November compared to 11 SFR permits issued in October. Year to date, 115 SFR permits have been issued since the beginning of the year compared to 183 issued during the same period in 2022.

Permitting Activity – 151 total permits were issued during the month of November compared to 185 permits issued in October. Year to date, 2,223 total permits have been issued since the beginning of the year compared to 2,515 issued during the same period in 2022.

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



OTHER NEWS

Tourism

Recent Activity:

- Finalizing the cycle racing events for 2024 with Tucson Bicycle Classic and Project Eschelon Fondo.
- Finalizing the cycle event partnership with the Town of Marana for the course routes to and from Oro Valley and Marana.
- Review of the 2024 sports tournament RFPs for potential bids.
- Continued audit of the FY 2021 – 2023 Visit Tucson sales production.
- Finalized the advertisement for the upcoming Visit Tucson visitor's guide.

Short Term Rentals (STR)

For the month of November, the Granicus tracking software identified 311 short term rental properties listed. Key numbers include the following:

- 16 new listings in the last 30 days
- 70.94% of STRs are SFR units
- 39.26% of listings are for 2 bedroom houses
- 39.1% of listings are for 3 bedroom houses
- 14.06% of listings are for 1 bedroom houses
- Of the 771 advertised listings, 610 are for 1-7 nights for a stay

NEW DEVELOPMENT

Economic Development and New Projects

Oro Valley was included in a state-wide search by one prospective business in November. We were unable to respond because this project required an existing building 100,000 – 150,000 SF.

BUSINESS RETENTION/EXPANSION AND MARKETING

New Businesses

In November, business licenses were issued to one store front business, six home-based businesses, and two businesses in shared office locations.

Completed Projects (Certificate of Occupancy Issued)

- Brian's Bike Shop; 11015 N. Oracle Road #141
- GNC; 10515 N. Oracle Road, #145
- Golder Ranch Fire District Admin Building; 1600 E. Hanley Blvd.
- Oracle and Magee Dental; 7921 N. Oracle Road
- PMG Studios (Proverbs Media Group); 12450 N. Rancho Vistoso Blvd. #120

Ribbon Cutting



Stretch Lab, 10515 N. Oracle Rd. #169

Making Connections

Mayor Winfield; Oro Valley Chamber President, Kristen Sharp; and Kelle Maslyn, Pima County Asst. Director for Strategic Affairs joined Town Staff on many of the ten businesses that were visited in November. Two of them are pictured below.



Saliba's Extended Care Pharmacy



Desert Skies Childcare and Learning Center

PERMITTING MAJOR ACTIVITIY

New Businesses

- **Complete Canine at San Jose Plaza** – 10140 N. Oracle Road (TI Permit Applied)
- **Tropical Smoothie Cafe at Canada Crossroads** – 10335 N. La Canada Drive (Building Permit Applied)

Other Permits

- **Country Financial at Ridgeview Plaza** – 200 W. Magee Road, #140 (TI Permit Issued)
- **QuikTrip at Steam Pump Village** – 11045 N. Oracle Road (TI Permit Issued)
- **State Farm at Ridgeview Plaza** – 200 W. Magee Road, #200 (TI Permit Issued)
- **Tangerine Dental Group at OV Marketplace** – 1880 E. Tangerine Road, #190 (TI Permit Issued)

PLANNING PROJECT HIGHLIGHTS

OV's Path Forward is underway! The process to create the community's next 10-year plan was launched on October 25. Over the past month, the community has participated both online and in-person through:

- 620 visits to www.OVPathForward.com with 157 subscribers and 495 contributions
- 432 social media visits with 58 followers and 40 interactions
- 17 community events or presentations resulting in 748 comments



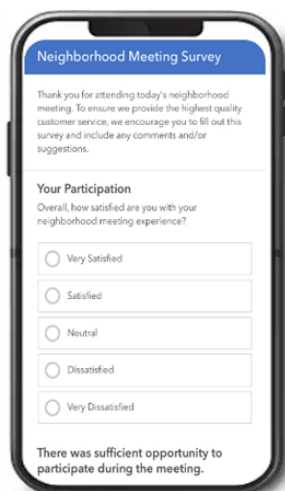
OV's Path Forward is just getting started. There are many more opportunities to participate. Discussions about OV's history, population, housing, economic development, and tourism are available online, now. Opportunities to discuss public safety, roadways, and circulation are coming in December. Please register on www.OVPathForward.com to participate, receive monthly updates, a calendar of events, and more.



Join the conversations and register for updates!

An online survey launched November 9 to collect feedback from neighborhood meeting attendees. The focus of the survey is on improving attendees' overall meeting experience. The survey has been used at three neighborhood meetings in November.

November Neighborhood Meeting Survey Takeaways



“*Staff were exceptional and stayed afterwards to answer questions.*”

81% respondents were neutral or satisfied with their meeting experience

94% reported there was sufficient opportunity to participate

94% responses found OV Staff was fair, natural, and efficient

94% found the information presented by OV Staff understandable

PUBLIC WORKS

BOND PROJECTS

Naranja Town Park Expansion Project

Concrete work continues with the added (98) pole foundations being completed and significant progress on the sidewalks and curbs around the parking lots. Grading work is on-going in the parking areas and along Musette north to Tangerine, which will be paved by the end of December. The photos below show vertical curb being installed with a curb machine. The pickleball courts are near complete, with the exception of the nets and paint installation. Splash pad construction is fully underway with the underground piping being installed for each of the toys or features. Skate Park construction will begin once the drain piping and underground improvements in that area are completed.



La Cañada Multiuse Path: Cañada Hills Drive to Community Center

Project complete.



GENERAL PROJECTS UPDATES

Westward Look Drive Reconstruction

The project is generally complete except for the actual installation of the final monument signage lettering. Contractor waiting on sign subcontractor and TEP. Sign subcontractor and TEP anticipate having the sign installed and power on by early December.



Oro Valley Town Court Expansion

The CDs were submitted for plan review and have been returned with comments from the reviewer. Breckenridge is addressing the comments so that the plans may be resubmitted.

Town Hall, Building A, Back-up Generator Construction

Much progress has been made since the last report; however, problems with the cement subcontractor still frustrate the project's progress. As of this writing, the project is 6 days behind the critical path for the January 5th final completion.

ENGINEERING

Pavement Preservation

- Pavement Preservation Phase II: VSSI contractor finished the project.
- Pavement Preservation Phase III: Holbrooke Asphalt contractor finished the project.



Phase II: VSSI



Phase III: Holbrooke Asphalt

Mill / Overlay Projects

- La Cañada/Tangerine intersection -Mill and Overlay: Project finished.
- First Avenue from CDO bridge to Oracle Road -Mill and Overlay: Project finished.



La Cañada/Tangerine



First Avenue

Pavement Markings and Signs

- Staff finished striping parking lot at JDK Park.



Traffic Signals

- Meeting with our Econolite field service technician to update our firmware across our ZincBlue battery backup systems.
- Deploying our Gridmart Traffic Data collection system at different sites to collect turning movement and pedestrian counts.



Econolite field service



Gridmart Traffic Data collection

Naranja Multi-Use Path: La Cañada Dr. to First Avenue

Design phase is underway, project kick-off meeting was held on 10/5. The topographic survey was collected aerially the week of 10/9. EPS is currently working on the Preliminary Initial Site Assessment (PISA) to be completed by 12/15/23. The PISA will include a preliminary horizontal and vertical alignment of the MUP. EPS is coordinating with sub-consultants and ADOT for environmental, geotechnical, ROW, and Utility clearances. Final plans will tentatively be ready for bid on 9/14/24 with construction starting December 2024 or January 2025.

Adopt-A-Road quarterly update

- 10- Reminder emails were sent to sponsors to schedule a clean-up event.
- 1- Sponsor excused from scheduling clean-up events
- 18- Completed Clean-ups for period 10/16/23 - 11/15/23.
- 1- New application(s)
- 9- Renewing sponsorships
- 0- Cancelled sponsor(s)
- 4- Roadway sections available for adoption

FLEET & FACILITIES

Planned Facility Projects and Tasks

- **680 Fuel Island, Modernization Design:** WSM+ has been awarded the design contract. 100% CDs are expected in February.
- **680 Maintenance Bay Water and Electrical Hose Reels:** Chasse Construction has been selected to perform the installation. Chasse is awaiting delivery of the reels before commencing work.
- **Community and Recreation Center, Fire riser backflow:** Firetrol is awaiting delivery of the valve before scheduling the work.
- **MOC Security Enhancement:** Psomos has been contracted to design the perimeter fence and sidewalk extension.
- **Pusch Ridge Tennis Restroom Remodel:** The wall tile installation will be redone by the contractor as a warranty item.
- **Town Hall, Building A, Lower-Level Remodel Design:** SPS+ has been selected to provide the design for the remodel.
- **Town Hall, Building F, North Lobby Restroom Refresh:** The demolition has been completed.
- **Town Hall, Building A, Fire Riser Backflow:** Firetrol is awaiting delivery of the valve before scheduling the work.
- **Vistoso Trails Nature Preserve, Restroom:** Hark GC has been selected to perform the work; however, the scope may need to be reduced to meet budget.
- **Town Hall, Building F, LED Lighting Upgrade:** The Main Police Station Lighting upgrade is in progress and is 95% complete.
- **Town Hall, Building F, Communications Server Room circuit tracing:** The site-work has been completed. The contractor is drafting the report and diagrams.

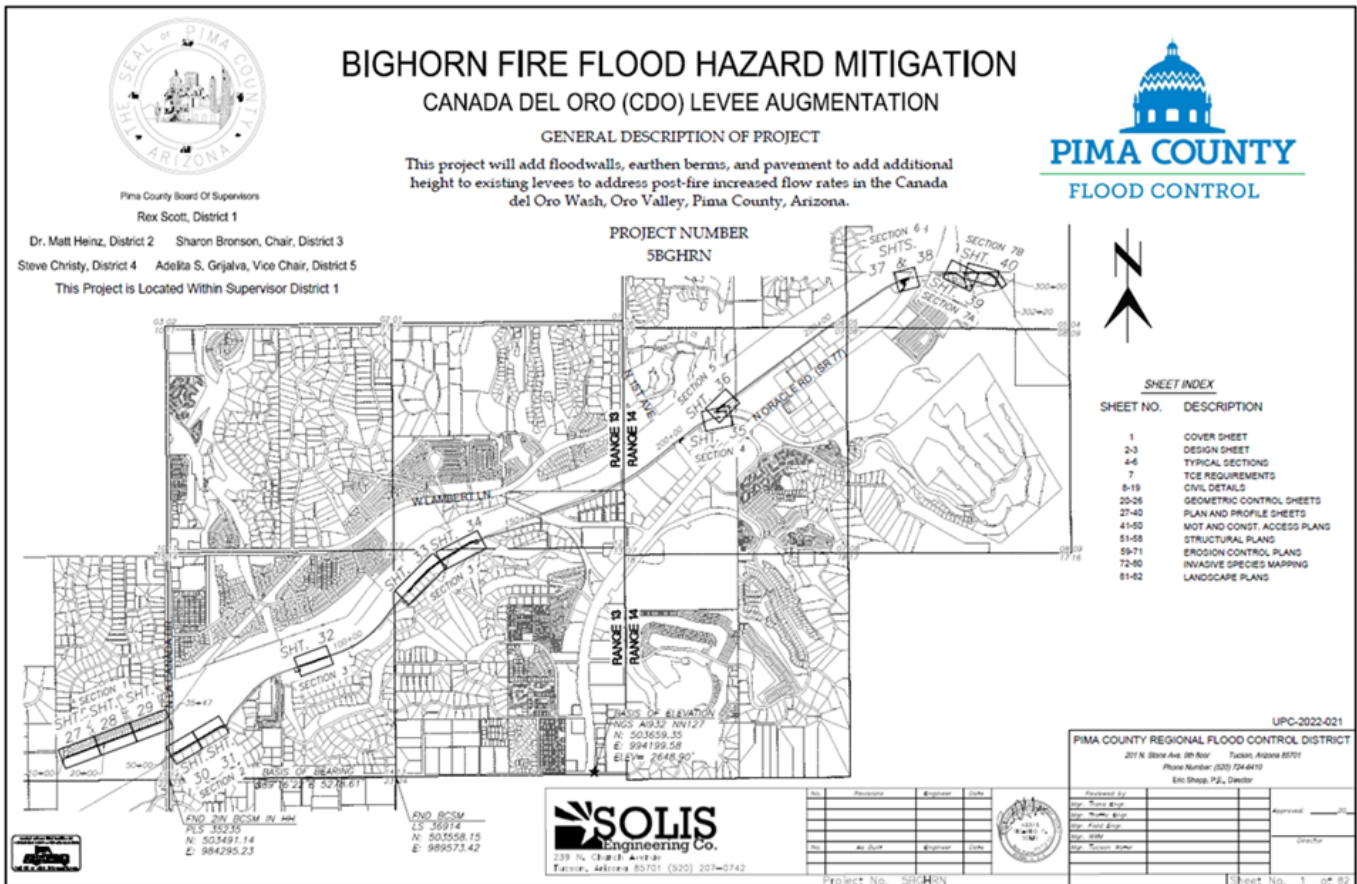
Unplanned Facility Projects and Tasks

- **Community and Recreation Center, Overlook Kitchen, Grease Trap Replacement:** We've received approvals for grease trap permits. This project was published with the elevator RFP as an add alternative.
- **Golf Maintenance Septic Repairs:** A Kittle Design and Construction has been contracted to design the connection to the sanitary sewer and will be providing an estimate for construction with the plans.
- **Town Hall Map Kiosks:** Map replacement pending delivery by the vendor.

STORMWATER & STREET OPERATIONS

Stormwater Utility

The Oro Valley Stormwater Utility hosted a kickoff meeting with our partners at the Pima County Regional Flood Control District for the Canada Del Oro Wash Levee Augmentation Project on November 17, 2023. This project is in response to wildfires that have impacted watersheds in the Santa Catalina Mountains and potentially increasing flow amounts making their way into the Town of Oro Valley and further downstream. The County has applied for and received approval for a Hazard Mitigation Grant Program award through the Arizona Department of Emergency and Military Affairs and is moving into contractor solicitation. The \$2.3 million project is anticipated to begin construction in Spring of 2024 and be completed in the Fall of 2024. Improvements consist of kickwalls, pavement lifts and berms to provide additional freeboard along the CDO Wash Levee from La Cañada Drive to Oracle Road, which will in turn increase capacity of the channel and contain potential flow increases. Oro Valley staff from the Stormwater Utility, Engineering and Right Of Way, and Parks and Recreation were invited to participate.



Street and Drainage Operations

- Street Crews have completed sidewalk repairs in the Rancho Vistoso Neighborhood 7 subdivisions in addition to various other locations around town.
- Crack Sealing continues within the Copper Creek I Subdivision.
- Street Crews will continue to place some small keystone landscape retaining walls at the toe of the slopes of the E Palisades Road MUP in order to limit erosion and sediment from collecting on the MUP.
- Crews have completed misc. erosion repairs along the north and south sides of Naranja Drive between La Cañada and First Avenue.
- Quarterly dirt road grading has been completed on W Limewood Drive and W Linda Vista Blvd.
- Post-Monsoon sweeping of all arterial, collector, and residential streets continues townwide in addition to monthly MUP sweeping.
- Townwide right-of-way landscape maintenance continues at various locations by Town staff, ADC Crew, and Contractor crew.

PARKS & RECREATION

ADMINISTRATION

The new Parks & Recreation Director, Roz Epting, joined the team on November 6th. She is currently being updated on daily operations and ongoing projects.

On November 14th, a meeting was held for the Parks & Recreation Advisory Board. This marked the last meeting for the Board Chair, Matthew Wood, who had served two (2) terms on the Board.

The Historic Preservation Commission has scheduled their next meeting for Monday, December 4th, at 5pm in the Hopi Room.

AQUATICS

On November 30 - December 3, the Oro Valley Aquatic Center will be hosting the Winter Lights Swim Meet presented by the FAST swim team. This annual event attracts over 600 athletes and their families from across the state.

The Oro Valley Aquatic Center currently has over 500 members even as we are now in the winter months. In addition to memberships, the facility serves 200 swim team members daily Monday – Saturday.

On December 25, the Oro Valley Aquatic Center will be closed in observance of the Christmas holiday.

RECREATION AND CULTURE

The Oro Valley Hiking series continues to be popular. Participants will be enjoying the outdoors as they head up into Pima Canyon to the first dam for December's hike.

The Second Saturday Makers Market at Steam Pump Ranch on December 9th will be a great place for people to pick up those hand-crafted gifts for the holidays. The weather is perfect for a morning of shopping and a quick picnic at Steam Pump to start the day.

Continuing programs throughout the month include lifetime learning opportunities with Gadget Guidance and the Single Senior Mingle.



COMMUNITY AND RECREATION CENTER

The Community and Recreation Center will be hosting its annual holiday event, SnOV on Thursday, December 21 from 5-8 p.m. This free community event includes games, crafts, food and drinks for purchase, a showing of the original Dr. Seuss's the Grinch Who Stole Christmas, a visit from Santa, and real snow! Staff anticipate approximately 1,500 community members will be in attendance.

The CRC hosted the Turkey Trot Pickleball Tournament November 17-19. The tournament featured all levels and men's, women's and mixed divisions. The tournament totaled over 260 registrants over three days. While the tournament did provide a competitive opportunity, the main goal was to provide a fun and exciting event for the local Oro Valley players. The next tournament is scheduled for late March and will be done in concert with the Town's 50th anniversary.



In November, the CRC began expanding group fitness classes in the Sunset Room, which is the banquet room located near the Overlook Restaurant. As of now, there are seven classes per week offered in this space and staff will continue to look for additional program opportunities to support the increased membership numbers during the winter months.

The facility will have special hours during the holidays. It will be closed all day on Christmas and New Year's Day and closed at noon on Christmas Eve and New Year's Eve.

PARK MAINTENANCE

Planned activities for the month of December include:

Naranja Park – Fall/Winter field maintenance continues. Mowing, fertilization, and irrigation management. Continued maintenance on existing dog park and newly sodded large dog park. Rolling and compacting the existing soil surrounding the sod to be added to existing maintenance practices. Replacement of play structure viewing windows (bubble panels) to be completed in the first to second week of December. Sports field soil sampled and tested on sports fields to adjust and modify our current fertilization program.



New sod at Large Dog Park at Naranja Park

Riverfront Park – Fall/Winter field maintenance continues. Having soil tested for adjustments to our fertilization program.

James D. Krieh Park – Fall/Winter field maintenance continues. Having soil tested for adjustments to our fertilization program.

Palm tree trimming at Steam Pump Ranch, CRC, and Pusch completed.

Toured with the new Parks Director Rosalyn Epting around all 24 properties and discussed all aspects of Parks Management.

Working on detailed field maintenance schedule for all sports fields. To be completed before the end of December.

INDIGO GOLF

Golf Rounds for December are forecasted at 6,675 rounds at the 36-hole facility and Pusch Ridge is forecasted for 1,800 rounds of golf. All 45-holes of golf are open for play. This is the time of year where we generally start having frost in the morning and potential of some rainy days.

As of November 19th, we have 376 Full Memberships with 14 Corporate Memberships. The marketing focus for December will continue to focus on full time, monthly and corporate memberships.

December events include weekly Ladies, Men's and Couples competitions, WGC Holiday Party December 12th, and an MGA monthly event on December 9th. We will be hosting 12+ social events during the month, many of which are holiday parties. The Knights of Columbus golf tournament will be December 2nd and we expect less than 100 people. No other major outside golf tournaments are planned for December.

December projects include- Rough pre-emergent application, rye fertilization, cut down dead trees, #9 wash clean up, bunker edging, tree pruning, add rock to #9 and #15 Conquistador tee surround.

December maintenance activities include rye fertilization, rough pre-emergent application, irrigation repairs, #9 wash clean up and tree pruning.

WATER UTILITY

CUSTOMER SERVICE

For the month of November, 225 new customers were registered for the online customer service portal. The portal now has a total of 9,345 registered users.

METER OPERATIONS

For the month of November, the Utility added 12 new service connections. The Utility now has a total of 21,375 service connections.

CIP– NORTHWEST RECHARGE, RECOVERY & DELIVERY SYSTEM (NWRDSD)

The construction continues with the Independent NWRDSD 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 NWRDSD project is completed.



Work on the Independent NWRDSD Reservoir and Booster station continues. Work is nearing complete on the 500,000-gallon reservoir and work has started on the 4,000 acre-ft. per year booster station. This infrastructure will further reduce the Town's dependence on groundwater as well as provide system redundancy improving system reliability.

PUBLIC OUTREACH

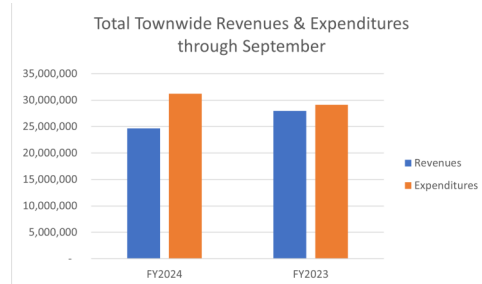
On November 28th, the Water Utility Director met with approximately 30 local realtors and mortgage lenders to discuss Water Resources and Community sustainability. The presentation was well received, and a lot of good questions were asked by those in attendance.

ADMINISTRATION

FINANCE

The Town continues to perform as expected in the new fiscal year given the myriad of ongoing capital projects. Total Town-wide revenues are down \$3,306,220 through September 2023 in comparison to September 2022, primarily due to \$5.4M in ARPA grant revenues recorded in July 2022. Meanwhile, total Town-wide expenditures are outpacing September 2022 by \$2,067,679, with Personnel, O&M and Capital costs all exceeding last year. Total estimated Town-wide Fund Balances through September 2023 are \$82,644,525, which is about \$6.5 million less than the Town carried into the fiscal year.

	FY2024	FY2023	Change
Beginning FB	89,184,796	99,818,247	(10,633,451)
Revenues	24,653,234	27,959,454	(3,306,220)
Expenditures	31,193,505	29,125,826	(2,067,679)
Ending FB	82,644,525	98,651,875	(16,007,350)
	(6,540,271)	(1,166,372)	(16,007,350)



TOWN MANAGER'S OFFICE

Ask OV Top Inquiries: October 21 – November 20, 2023

Non-Municipal	8
Planning	6
Compliance Issue	6
Parks & Recreation Facilities	4
Avilla project	4
Right-of-Way	4
Permits	4

OV Youth Advisory Council

The Youth Advisory Council enjoyed a working meeting with Milini Simms, CED Principle Planner, to learn about the 2026 General Plan and what teens want for the OV community. YAC also participated in the Oro Valley Tree Lighting event, hosting a cookie decorating booth, playing games of bean bag toss with the kids and handing out candy canes.



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, while another new staff member has completed certification and earned their Lean Six Sigma Yellow Belt.

The Town of Oro Valley won the "Celebrating Innovation in the Workplace" (CIW) Award from the Society for Human Resource Management of Greater Tucson (SHRM-GT) in the Technology/Process Improvement category for the OV Peak Performance program. The CIW 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. This is the second year in a row the Town was recognized with this award for the Peak Performance program.



Emergency Management

Town Emergency Management coordinated a test of the Town's CodeRED communication system on November 15. In combination with other communication tools, this system is used to quickly broadcast important notifications or provide emergency alerts to staff in Town facilities. More than 100 staff were successfully reached during this communications test, using various methods including text, email, and voicemail. Further development of CodeRED is underway, with applications to broaden emergency alerts for both staff and public use.

[Register for CodeRED – Oro Valley](#)

Register for CodeRED

CodeRED is a FREE emergency notification service provided to all residents within Oro Valley that will notify you of emergency information through phone calls, text messages, emails and social media. The system will be used to keep you informed of local events that may immediately impact your safety. As a local resident, you are encouraged to take action and register your cell phone for this service and verify your home location during the enrollment process so you will receive notifications that directly impact your home or business.



INFORMATION AND TECHNOLOGY

As part of the strengthening the Town's security posture, IT has fully implemented multi-factor authentication (MFA). It is now mandatory for all Town employees to install the Microsoft Authenticator app on their mobile devices. This implementation aligns with the security prerequisites necessary to maintain our CJIS (Criminal Justice Information Systems) accreditation. In conjunction with MFA authentication, IT also required Town employees to complete the annual cybersecurity training during the month of November.

COMMUNICATIONS AND MARKETING

November Productions

PRESS RELEASES

- [Oro Valley's 2023 State of the Town Address now available](#)
- [Your voice is needed to help shape Oro Valley's future](#)
- [Free shred event returns to Oro Valley Nov. 18](#)

VIDEOS

- [OV Path Forward: Economic Development and Tourism](#)
- [Behind the Scenes: Planning Division](#)
- [Neighborhood Video: East of Sanctuary at Silverhawk Informational Video](#)
- [OV Path Forward: Housing](#)
- [La Cañada and Moore informational video](#)

PUBLICATIONS & GRAPHIC DESIGN

- [Dec/Jan Vista Newsletter](#)
- Advertorial for Visit Tucson annual travel guide
- Shred Event flyer
- TOV Employee Holiday Luncheon flyer
- SnOV Event Map
- Move Across 2024 logo
- Volunteer Reception e-vite

PODCASTS

- [What's Happening in Parks and Recreation: November 2023](#)
- [What goes into the general Plan? Find out with Town Planner Milini Simms](#)

PAID ADVERTISING

- This Month in Parks & Recreation (December) Explorer print ad
- SnOV Explorer print ad
- Veterans Day Explorer print ad
- OV Path Forward Explorer print ad
- Bike Swap Sell Explorer print ad