

Special thanks to the
Queen Creek Chamber of Commerce
for presenting the
2020 State of the Town.



QUEEN CREEK CHAMBER OF COMMERCE

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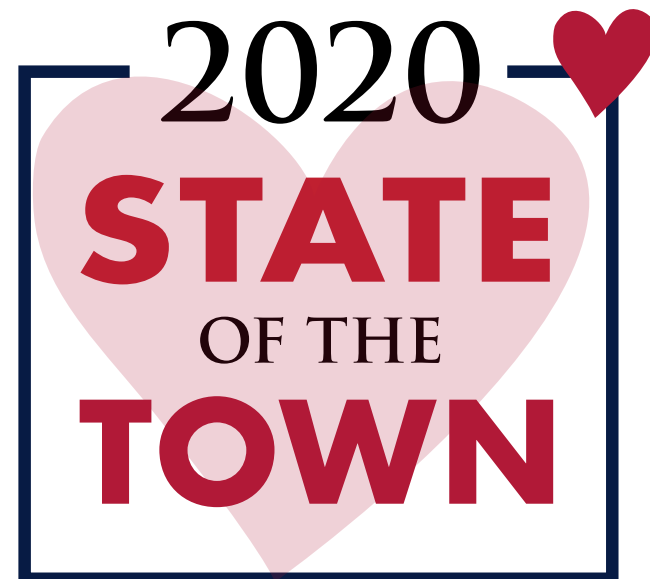
TOWN OF QUEEN CREEK

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TOWN OF
QUEEN CREEK
ARIZONA



February 11, 2020

I ♥ Queen Creek

Dear Residents of Queen Creek,

Queen Creek continues to focus on our strategic objectives to ensure we are making sound financial decisions and quality investments that benefit our community today and into the future.

Last year, the Town's Issuer Credit Rating was upgraded by Standard & Poor's (S&P), a leading provider of credit ratings, from 'AA-' to 'AA' with a stable outlook. This is significant as it affirms the Town's strong financial condition. The Town continues to receive unmodified clean audits and recognition by the Government Finance Officers Association – we received the



Distinguished Budget Presentation Award for the 17th consecutive year and the Certificate of Achievement for Excellence in Financial Reporting for the 14th consecutive year.

In 2019, the Town approved nearly 1,500 new single-family home permits, a 15% increase from the previous year, and the highest number since 2004. As we

grow at a managed pace, we continue to evaluate requests for areas to become part of the Town. Last year, the Town Council approved the annexation of nearly 4,150 acres of State Trust Land in the northeastern area of Town. The annexation meets all five of the Town's goals identified in the Corporate Strategic Plan providing a secure future, superior infrastructure, safe community, quality lifestyle and effective government. The area includes the alignment of the State Route 24 extension, which will attract new investment. The Town Council also approved the annexation request from Encanterra. With approximately 755 acres, it extended our southeastern boundary.

Queen Creek continues to be a wonderful place to live, visit and do business. I am honored to serve as your Town Manger and continue to appreciate the vision of our Town Council, the dedication of our employees and enthusiasm of our residents.

Sincerely,

John Kross, Town Manager

STRATEGIC PRIORITIES

EFFECTIVE GOVERNMENT

An effective local government is aware of citizens' needs and provides the services that residents want. This can be achieved by managing the price of government and introducing innovative business practices, using new technology, hiring quality employees and leveraging Town partnerships to save resources.

SAFE COMMUNITY

Queen Creek has low crime rates and residents continue to rate their interactions with public safety personnel highly in community surveys. As our Town grows, ensuring the safety of the public continues to be among our highest priorities; this means hiring and training quality first responders, and finding innovative ways to improve delivery of emergency services.

SECURE FUTURE

Securing Queen Creek's future involves strengthening the Town's financial condition by implementing strong management strategies within the organization, and by increasing the number of employment opportunities available to residents. This priority also relates to securing our water supply for the benefit of future residents.

SUPERIOR INFRASTRUCTURE

With the growth of residential and commercial development comes the challenge of satisfying public demand for quality streets, lights, utilities and parks. The construction and maintenance of a high-quality public infrastructure is a priority.

QUALITY LIFESTYLE

Queen Creek will leverage its strong image as a tight-knit, family-friendly community to encourage more residents to participate in public events, attract new businesses and further establish our reputation as one of the best destinations in Arizona. We will seek to enhance this unique lifestyle through public art, cultural events and new recreation opportunities.

EFFECTIVE GOVERNMENT

FIELD OPERATIONS

The Field Operations Facility continues to increase operational efficiencies. Fleet services created a parts room that provides better inventory and keeps high-use parts in stock. As a result, mechanics are more productive and vehicles are back in service faster. The 2019 fiscal year **savings from in-house repairs and preventative maintenance is more than \$150,000.**

WATER AND WASTEWATER SYSTEMS

The Town Council took a series of strategic financial actions that **benefit the Town's water and wastewater systems and reduce costs for users**, including paying down debt, lowering sewer rates by 15% and diversifying our water portfolio by diminishing reliance on groundwater.

SAFE COMMUNITY

PUBLIC WORKS

The Town's Public Works Department worked with local schools and the Maricopa County Sheriff's Office District 6 – Queen Creek to use **new technology to improve traffic safety and circulation.**

FIRE AND MEDICAL EXPANSION

The Queen Creek Fire & Medical Department continues to expand, welcoming 12 new firefighters, placing engine 414 into service, breaking ground on Fire Station 4, opening interim Fire Station 5 and purchasing the land for permanent Fire Station 5.

SECURE FUTURE

AGRITAINMENT

The rezoning of the **Queen Creek Olive Mill to Agritainment** was approved. The Agritainment designation is intended to offer flexibility and support farm to table agriculture-oriented activities.

HOTEL

The Town's **first hotel broke ground in Town Center.** The hotel supports the Town's strategic goals and the key initiative of tourism and will help diversify revenues.

SUPERIOR INFRASTRUCTURE

BETTER ROADS AHEAD

Queen Creek continues to be committed to *better roads ahead* with the following major roadway **improvements completed in 2019:**

- **Power Road** from Ocotillo to Brooks Farm
- **Ellsworth and Queen Creek intersection**
- **Riggs Road** from Power to Hawes
- **Riggs Road** from Ellsworth to Meridian

QUALITY WATER & WASTEWATER

Continued investments in water and wastewater infrastructure to provide **safe water, efficient wastewater and exceptional service to our customers.**

QUALITY LIFESTYLE

STATE-OF-THE-ART RECREATION

Mansel Carter Oasis Park received three awards: Natural Resources Award for the lake and the Outstanding Facility Award, both from the Arizona Parks & Recreation Association, and the Award of Merit from the ENR Southwest Regional Best Projects in the Sports/Entertainment Category.

RECOGNITION

The Town ranked in the top 3% nationally for medium-sized companies as a **"Best In Class"** by Gallagher Benefits, which analyzes benefits, employee engagement and wellness. The Employee Wellness Program also received the Gold Award from the Healthy Arizona Worksites Program.

THINGS TO COME

2020 CENSUS

In the upcoming weeks, the Town will be participating in the 2020 Census. **Your participation in the Census is critical** for our community and it is important, safe and easy! Residents can participate online, by phone or mail. Count for today and future generations by participating in the 2020 Census.

STAFFING FIRE & MEDICAL DEPARTMENT

The Queen Creek Fire & Medical Department will welcome its **first ladder truck** that will add operational response capabilities for multi-level structures.

INFRASTRUCTURE

Phase one of the **Meridian Road** extension and the **Rittenhouse Road** improvements will be complete.

