

## 2019 Accomplishments (by department)

Volunteers donated more than 65,200 of hours of service in 2019 through youth sports, wash beautification, special events, CERT and other projects. Volunteer efforts saved taxpayers approximately \$1,658.036 (based on the 2018 national hourly value of a volunteer of \$25.43).

### Development Services Department

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- Successfully completed the annexation and zoning of 4,136 acres of State Trust Land, extending the Town's northeast boundary.
- Approval of the annexation of Encanterra annexation, including 755 acres and extending the Town's southeast boundary.
- Finished and approved the Queen Creek Olive Mill's rezoning to Agritainment. The designation is intended to offer flexibility and support agriculture-oriented activities. The PAD overlay, a requirement of the Zoning Ordinance, is a planning tool to enable flexibility in design and Town development standards, further supporting an agrarian environment.
- Received recognition for the Downtown Core Rezoning and Design Guidelines from the Arizona Chapter of the American Planning Association (APA).
- The Town's first hotel, Hampton Inn, is under construction in Town Center. The hotel supports the Town's strategic goals and the key initiative of tourism.
- More than 1,950 planning applications were reviewed, demonstrating the continued growth in the community.
- 1,485 new single-family homes were approved/permitted in Queen Creek, a 15% increase from 2018 (1,296). The Town's highest total since the 2004 fiscal year.
- Development Services staff permitted approximately \$688 million in construction value, ensuring quality and safe development that provides housing, residential and non-residential options for the community.
- Engineering staff developed a new "Non-Emergency" public right-of-way encroachment blanket permit, significantly reducing paperwork and improving efficiencies.
- Engineering staff represented the Town on the San Tan West Area Drainage Master Plan Update, which will provide important regional drainage flood mitigation solution projects in the future for the southern portions of Queen Creek including the San Tan Mountain area.
- Code Compliance initiated a Graffiti Removal Program and a Shopping Cart Retrieval Program for removal of abandoned carts in neighborhoods, both efforts to continue to maintain the aesthetics of the community.
- A contract with Judge Goodman was approved to hear Code Citation cases on a pro bono basis, providing a more comprehensive method of administering the program without expending taxpayer dollars.

### Economic Development Department

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- Staff hosted the Economic Development Summit providing an update on the Town's economic development activities, residential growth and capital improvement projects. Keynote speaker was Nate Nathan.
- The Town hosted the first entrepreneurial event in conjunction with Phoenix East Valley Entrepreneurial Week. Over 50 business minded and entrepreneurial spirited individuals attended.
- Launched the new economic development website – InvestTheQC.com.
- Banner Ironwood Medical Center continues to expand. 60,000 square feet of medical office space will be available in early 2020. The hospital will also be expanding to accommodate the area's significant growth.

## 2019 Accomplishments (by department)

- Recognized by the American Planning Association Arizona Chapter for the Downtown Core Rezone and Design Guidelines.
- Construction for Queen Creek's first hotel, the Hampton Inn, commenced and is slated for completion in fall 2020.
- Staff finalized a development agreement for a Fry's Marketplace anchored commercial center on the northeast corner of Ellsworth and Riggs.
- Development continues to occur in the Town Center – the area now has more than two million square feet of development.
- Three façade improvement applications were approved in the Downtown Core: RYU Sushi and Teppanyaki (under construction), Barber Contracting (design underway) and Heart to Soul (completed).
- Staff continues to work with Dibble Engineering on the Town Center drainage and infrastructure design for the downtown.
- New industrial activity in both Inverness and Power Marketplace industrial areas bring additional flex industrial space to QC.
- The State Land annexation will bring new areas to plan and to attract new investment along the future State Route 24.
- Sossaman Farms celebrated their 100<sup>th</sup> anniversary.

### Things to look forward to in 2020:

- Staff continues to promote the Downtown Core for new development. The Town received three proposals in response to the Request for Proposals for the owned site adjacent to the Library and Communiversity. Interviews with two of the developers are scheduled for early 2020.
- New retail and dining options slated to open in 2020 include: Fat Cats, Tire Works, Dutch Brothers Coffee, Wienerschnitzel, Palette Collective, Firestone Automotive, Barrio Queen, Whataburger, RYU Sushi and Teppanyaki.
- The Botanical Garden at Queen Creek will celebrate its grand opening in spring 2020.
- Members will be selected for the Placemaking and Arts Task Force for the Downtown Core and a work program will be developed.
- 2020 PHX East Valley Innovates happening this week! Join us on Thursday for an afternoon of collaboration through fast-paced sessions designed to help entrepreneurs take the leap!

### Horseshoe Park and Equestrian Centre

HPEC celebrated its 10th anniversary on January 17. Over the past decade, HPEC has seen a variety of different events and has added several new amenities to the facility to accommodate the needs of customers, including new barn stalls, RV hookups and shade structures.

- Horseshoe Park/Roots N Boots Queen Creek received 2nd place for the 2019 Justin Boots Best Footing Award.
- HPEC hosted more than 320 event days including a variety of non-equestrian events.
- Completed construction of the cover over Arena 3. The building was donated by the Friends of Horseshoe Park and erected by the Town, with an increase in booked days.
- Council approved a Naming Rights program to recognize two of the larger donors of the Arena 3 cover project. This program will evolve over time and hopefully become a significant revenue generator for HPEC in future years. (Chapman Motors Autoplex Arena and Arizona Cutting Horse Arena).
- Added an eight-day barrel race to the event calendar.

## 2019 Accomplishments (by department)

- Improved the drainage around the wash rack.
- Added 140 feet for pipe fence on the east side of the arenas; working with an adjacent property owner to upgrade the fence along the east property line of HPEC.
- Tim Lynch announced his retirement from the facility. Over the past nine years, Tim has significantly raised revenues; secured a number of large, multi-day equestrian events, in addition to several very popular non-equestrian events; and has truly put HPEC on the map.

### Real Estate Activity

- |   |             |
|---|-------------|
| • Annexations (project related)         | 3           |
| • Abandonments                          | 3           |
| • Title Reports Ordered                 | 32          |
| • Appraisals Ordered                    | 20          |
| • CIP Acquisitions                      | 11          |
| • Easements (all departments)           | 38          |
| • Leases/licenses/renewals              | 5 (Verizon) |
| • Water Dept. Acquisitions              | 9           |
| • Other department acquisitions         | 2           |
| • Sales/Transfers (Town owned property) | 3           |

Ongoing projects unrelated to specific departments or projects:

- Creating a procedure manual for real estate
- Creating a reference system for all Town owned property
- Document/template standards and streamlining
- Offering notary services to the citizens of the Town of Queen Creek
- Real estate policy development
- Municipal Campus MOD
- Real estate acquisition of 50 acres of property to add to the Parks Master Plan
- Continued acquisition of property to increase Water Department obligations for potable and non-potable water requirements
- Working with Legal Counsel on Grandfathered Right Assured Water Supply Extinguishment Credits

### Finance

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- S&P upgraded the Town's Issuer Credit Rating (ICR) from 'AA-' to 'AA' with a stable outlook. The rating upgrade affirms the Town's strong financial condition.
- Paid off \$21 million of wastewater debt. As a result, the Town will save \$3.7 million in interest costs over the next nine years; the Town lowered the wastewater capacity fee as the amount of future debt payments could be removed from the fee calculation (wastewater capacity fee was ultimately reduced from \$2,181 or 43% for a single-family home), and expenses of \$2.5 million in the wastewater operating budget will be eliminated, which helps to allow for a monthly rate reduction.
- Wastewater rates were reduced by 15%, primarily because the wastewater debt was paid off.
- Internally Completed the FY 18-19 CAFR. For the first time in history, the Town staff completed the CAFR. Previously, it was completed by the Town's external auditors. This is a significant achievement and reflects our constant growth in financial acumen. We are one of only about half of all local governments in the country that are able to complete the CAFR in-house.
- Paid off \$10.9 million of interfund loans, increasing available cash in the Water and Wastewater Operating funds.

## 2019 Accomplishments (by department)

- Increased investment income \$516,000 or 61% over the prior year. Accomplished by actively managing the Town's available cash through the Town's investment advisor Public Trust Advisors.
- Assumed ownership of streetlights in the Town, reducing the SLID charges on residents' property tax bills in calendar year 2020 (total savings is estimated at \$400,000; individual savings will vary based on the number of streetlights in each SLID).
- Received the Certificate of Achievement for Excellence in Financial Reporting from the GFOA for the 14<sup>th</sup> consecutive year.
- Received the Distinguished Budget Presentation Award from the GFOA for the 17<sup>th</sup> consecutive year.
- CAGR Savings:
  - CAGR policy change saved our customers over \$600,000 this past year
  - Saving our HOAs over \$255,000 (for example, saving Cortina HOA \$102,000 and Sossaman Estates HOA \$40,000)
  - Value of pledged GWECs will save about \$2.3 million to property tax payers in our water service area in calendar year 2020.
- The Town adopted new Development Impact Fees on Nov. 20, 2019 with these fees scheduled to become effective on Feb. 10, 2020. This process considered stakeholder groups throughout the region and involved Town staff and elected officials. There was considerable effort that went into this process resulting in a successful outcome. The end result was impact fees going down for residential development and going up for non-residential development. Residential development represents a large segment of activity in the community with the cost per single-family home decreasing by \$3,242 or 20%.
- After discovering a large balance of unrefunded meter deposits, Finance staff, with the assistance of Information Technology staff, processed over 12,000 refunds totaling \$1.3 million to our current water utility customers.
- Twenty-two sales tax audits were completed in FY 2019 with assessments totaling \$291,210. Of this amount, \$170,718 has been paid to the Town. Year-to-date in FY20 (as of December 2019), four sales tax audits have been completed with assessments totaling \$148,959. Of this amount, \$4,212 has been paid to the Town.
- We continue to have unmodified clean audits every year.
- The rebate check based on 2018 spending was received in October from Bank of America in the amount of \$42,925. In addition, we have enrolled in the rebate program for Home Depot. It is anticipated that check will arrive in February or March and will be over \$5,000. This rebate check is a percent of the amount charged to credit cards.
- The Billing and Compliance Specialist saw an opportunity to enhance the auto-dialer parameters in order to better notify customers of potential disruption of service. The change in parameters yielded a reduction of 43% of the number of non-paying customers compared to the prior six-month period. The average number of non-paying customers was reduced by 42% compared to the same period last year. In addition, the Customer Service Supervisor started the auto-dialer process to alert customers of potential disruption of service four days prior to disconnection versus three days as we've done in the past and that has shown a decrease in the number of scheduled disconnections from an average of 98 to 86.

### Fire & Medical

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- Hired 12 new firefighters to staff future Fire Station #4.
- Construction of Fire Station #4 began in the northeast area of Queen Creek.
- Engine 414 was placed in service to provide additional emergency response coverage in Queen Creek.

## 2019 Accomplishments (by department)

- Opened temporary Fire Station #5 in the southeast part of Queen Creek.
- Increased the total number of points possible in Insurance Services Office (ISO) from 81 to 83 points (out of a possible 100). This increase was the result of opening Fire Station #5.
- Purchased land in the southeast part of Queen Creek for a permanent Fire Station #5.
- Hired a fire inspector/fire investigator in the Fire Prevention Division.
- Volunteer brought on to coordinate future CERT classes and assist in organizing and improving the program.
- Graduated 2019 CERT class consisting of nine community members.
- Initiated free CPR classes for the community in an effort to make Queen Creek a safer place, training 256 people through December 2019.
- Initiated classes in Stop the Bleed as part of the Task Force to prepare Queen Creek for hostile events. The program has been taught to all Town of Queen Creek employees, is outreaching into the school and business community, and offered to community members.
- Staff has researched ways to expand the Queen Creek County Island Fire District and has successfully added areas that will result in enhanced service for members.
- Developed a comprehensive business model for providing ambulance transportation services to Queen Creek, if needed in the future.
- Three firefighters graduated paramedic school and will supplement the pool of existing paramedics serving Queen Creek.
- Acquired Queen Creek's first ladder truck that will add operational response capabilities for multi-level structures to the fire and medical department.
- Started a comprehensive clinician-directed Mental Health and Wellness program that addresses resiliency, PTSD, suicide prevention and peer support training. All these facilitate efforts to allow employees to better deal with traumatic events.

### MCSO

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- Continued to utilize opportunities and involvement in community outreach events and promote non-enforcement law enforcement contacts with community members. These events, both scheduled and impromptu, included contact with over 40,000 community members throughout the course of 2019. Specific community engagement events include the following:
  - The first "Soda with a Sheriff" event to engage and interact with community members in addition to regularly scheduled "Coffee with a cop" events.
  - Canyon State Academy Student Tour and friendly sports competition with students.
- Continued to build and participate in collaborative partnerships with the various community stakeholders throughout the Town of Queen Creek. These partnerships promote public safety, emergency preparedness, and open channels of communication. Examples of these partnerships include but are not limited to:
  - Banner Ironwood participation in active shooter exercise for hospital staff
  - Queen Creek Unified School District:
    - Emergency response tabletop exercise
    - Anti-vaping collaborative participation
  - Town of Queen Creek Emergency Response presentations for all Town Staff
  - Maricopa County Adult Probation collaborative with a remote workstation at the District 6 Substation to promote cooperation and share information.
  - Arizona Department of Corrections Electronic Monitoring Unit collaborative with a remote workstation at the District 6 Substation to promote cooperation and share information.

## 2019 Accomplishments (by department)

- Moved the Town of Queen Creek Park Rangers into the Law Enforcement Building to build stronger relationships between the Park Rangers and MCSO District 6 Deputies/staff.
- Town of Queen Creek, various educational institutions, and MCSO traffic circulation and safety collaborative to identify and respond to traffic concerns.
- Established monthly enhanced traffic enforcement details to target areas of high frequency collision areas and/or areas of concern for community members.
- Introduced and launched the new Deputy Services Aide position to further support District 6 Patrol Deputies in matters not requiring a sworn law enforcement officer.
- Realigned the patrol beats to include the addition of the sixth patrol beat along with deputy responsibilities to address the increase in demand for service as a result of annexations and growth within the Town of Queen Creek.
- Participated and prevailed at winning the Battle of the Badges this year at Founders' Day from the QC Fire & Medical Department.
- Participation in all Town of Queen Creek Community Events.
- Developed, filmed, and recorded various Why Wednesday Videos and other short videos in collaboration with the Queen Creek communications team for various topics/issues/concerns in the community.
- Continued to implement the Five-Year Law Enforcement Strategic Plan.
- Participated in bi-annual RX Take Back events.
- Continue to update/implement the Corporate Strategic Plan.
- Participated in the annexation committee community forums and meetings with the Encanterra Community.

### Workforce & Technology

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#### Human Resources

- Silver Telly Award for the Town's new recruitment videos.
- Town was recognized this year as a "Best in Class" by Gallagher Benefits, which conducted a survey focused on benefits, employee engagement, and wellness. Over 4,000 agencies nationwide took the survey and our responses resulted in being in the top 3% for medium size companies.
- Gold level Healthy Worksites Award in recognition of our Employee Wellness Program.
- Major strides in going paperless by 2020 (almost paperless for HR forms to process payroll related changes).
- Launched Munis' electronic onboarding system to facilitate a smooth transition for new hires. This system provides new hires easy access to important documents such as Town Policies and Procedures, benefits and other important information that they can read and complete in their work area. It also facilitates some employment documentation compliance while reducing the administrative burden on Human Resources.
- Completed a compensation study on several positions to determine appropriate salary ranges based on market conditions.
- Graduated the Town's 4<sup>th</sup> Mentoring class. Since implementation, over 75 employees have participated in the program.

#### Information Technology

##### Business Systems

##### Utilities:

- Mass meter change out project (more than 15,000 meters) – Flexnet

## 2019 Accomplishments (by department)

- Advanced Metering Infrastructure (AMI) Implementation to help utilities manage costs more effectively and improve customer service. In addition, VGB routes split to allow for faster output files for billing.
- Chase lockbox implementation and reconfiguration of RemitPlus to provide fast, accurate and cost effective payment processing.
- AutoFTP manager implemented to allow for automation of file transfers for improved business process efficiency.

### Development Services:

- Received the 2019 Accela Trendsetter Award for Ultimate Citizen Experience (2019).
- Successfully completed the upgrade to Eplan Review (2019).
- Successfully integrated Accela with EPR using a new partnership with Velosimo, to improve service delivery for permitting and plan review, reduce staff processing time and duplicate data entries (2019).
- Developed Accela reports for Development Services managers to track current reviews, late reviews, and overall "turnaround times."

### Finance:

- Successfully completed annual upgrade to MUNIS Financial Software including the implementation of new form designs for Accounts Payable/Payroll checks, Purchase Orders and Business Licenses. Form designs include new functionality of auto email of business licenses, liquor licenses and renewals. Added feature provides cost savings to the Town by reducing paper, postage and staff time.

### Other:

- Rebranded and modernized the Town's Intranet site providing a more user-friendly style, relevant and organized content and helpful links to most commonly used sites/resources. By using internal resources, the Town achieved cost savings.
- Introduced Adobe Sign as an electronic signature service to streamline business processes and reduce dependency on paper documents across a variety of Town processes.
- Provided training to staff, assisted with identifying current processes to leverage this tool including business license approval process, contract management and other internal processes.

### Technology

- Conference room refresh for several conference rooms, which include virtual meeting capabilities to save time on travel for meetings.
- Completed new fiber projects, including connectivity to Desert Mountain Park.
- Replaced firewall system to new and approved systems for additional security protection.
- Replaced routers and increased ISP bandwidth to increase speed and access to electronic information.
- Assisted in Utility and Public Works Field Operations Facility improvements and construction.
- Redesigned the Parks and Recreation annex network for more efficiency and accessibility.
- Assisted in building interim Fire Station #5.
- Moved the Traffic Center to the Field Operations Facility.
- Replaced all printers with more efficient printers
- Built a new 1<sup>st</sup> Floor Intermediate Distribution Frame (IDF) rack for increased connectivity and to assist in business continuity efforts.
- Developed additional managed services for higher-level security and network operations center monitoring 24/7.
- Upgraded the ViewCenter system for more efficient retrieval of Town mapping system.

## 2019 Accomplishments (by department)

- Upgraded the Town's phone system to new software that has extended the life of existing equipment.
- Participated in the Town's police services study to identify appropriate information technology hardware and software costs for standing its own municipal police services.
- Implemented Dig Once policy with Public Works for fiber and conduit installation with transportation and street projects. This has led to better customer experience, less downtime and safer operating conditions.

### Other

#### Smart Initiatives:

The Town continues to work with technology providers to provide improved services Town-wide (Cell, Internet, Fiber, etc). This past year, we worked with Verizon to place a new cell tower at Desert Mountain Park for a spring 2020 completion. Additionally, the Town's first small cell site has been planned in Town center by Verizon. As street projects on arterial roads are built, Public Works is ensuring that conduit is put in place for any future fiber needs, both for public and possible private use, if necessary. Worked with "dark fiber" providers that have resources in the community to identify their current and future lines in the community. In conjunction with Public Works, developed an informal "dig once" procedure for our Streets program. Worked with the Town's Intergov on facilitating a change on cable license conformity effective July 1<sup>st</sup> as per new legislation. Also continue to meet with Cox and CenturyLink representatives on improvements and connectivity opportunities throughout the year. Since its implementation last year, Accela and Electronic Plan Review continues to drastically reduce the amount of paper received by development processes. Since implementation, the Town receives approximately 6,000+ electronic pages monthly, and the number of customers in person has drastically dropped (about 80%), allowing our customers to access information 24/7 anytime, any day.

#### Higher Education Collaboration:

The Town continues to work with Rio Salado and Chandler-Gilbert Community Colleges and the Communiversy in their education offerings. Since last year, the Town was able to assist the Communiversy in offering Benedictine University master level program to the Town and community, with several employees working toward completion of their MBA in 2020. Staff also continues to work with representatives from Arizona State University at the Polytech campus for outreach to our local school districts. For the Fall 2019 semester, there were over 195 Queen Creek resident students attending the ASU Polytech campus, enjoying a major university experience less than two miles from the Town's limits.

#### Queen Creek Cares Initiatives:

- The 2019 Charity Campaign raised over \$21,500 for United Way, Community Health and Relay for Life Charities.
- The Town completed an "Infants at Work" piloted program, allowing new mothers and fathers additional bonding for their infant's development and the employee's well-being.
- The Town continues to encourage volunteerism of employees by allowing 2 hours of volunteer leave each month for an employee to volunteer at a school or a charity of their choice.
- Two weekend charity events were held at *Feed My Starving Children* where our employees and their families helped prepare approximately 42,000 meals.
- At its annual Thanksgiving luncheon, employees gathered and delivered three hundred pounds of canned goods to the Queen Creek Family Resource Center.

## 2019 Accomplishments (by department)

### Communications, Marketing & Recreation

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- Planned and executed a ribbon cutting event for the Riggs Road extension.
- Planned and executed a ribbon cutting event for the Ellsworth and Queen Creek intersection improvements.
- Planned and executed a groundbreaking event for the Rittenhouse Road improvements.
- Planned and executed a groundbreaking event for the Meridian Road extension in conjunction with Pinal County.
- Assisted with the organization and implementation of the public works open house, Popcorn with Public Works, highlighting the various capital roadway improvement projects. The event was attended by more than 100 people.
- Planned and executed a groundbreaking for Fire Station #4.
- Coordinated the QCFMD Open House. With nearly 1,000 attendees, residents were able to experience a day in the life of a firefighter.
- Conducted First Amendment Auditor trainings for all Town staff and at the League of Cities conference. Communications staff also presented for all Chino Valley employees.
- Created a comprehensive outreach plan for the Complete Count Census committee and assisted with implementation.
- 25% average open rate of news releases.
- Assisted with information coordination of the Encanterra annexation.
- Assisted with strategic communications related to the Town's long-term water strategy (CAGR and water rights)
- Assisted with communication related to the Parks & Recreation designation as a Certified Autism Center.
- Secured multiple media stories covering the Town's use of technology to improve safety and circulation.
- Constance Halonen-Wilson was elected to the Public Relations Society of America (PRSA) Phoenix Chapter Board of Directors.
- Marnie Schubert was elected President Elect for the national City-County Communications and Marketing Association.
- Conducted various Facebook Live videos updating residents on projects and activities.
- The Town's General Plan Update received two awards from 3CMA - a Silver Circle in the Government Service Delivery/Community Issue category and an Award of Excellence in the Resident Participation category.
- The recycling center redesign also received two awards from 3CMA - an Award of Excellence in the Go Green Communications category and a Savvy, the highest award, in the graphic design category.
- The [Better Roads Ahead](#) video received two awards - a Silver Circle in the one-time special programming category from 3CMA and an award of merit in the reputation management category from PRSA.
- The CIP brochure also received an award of merit from PRSA in the brochure category.
- PRSA, Phoenix Chapter's Communication's Team of the Year Award was presented to the Town's Communications and Marketing team for innovate and comprehensive communications strategies.
- Launched QC Neighborly Week, an opportunity to highlight how people in Queen Creek look out for one another and truly make it a community.

### Recreation

## 2019 Accomplishments (by department)

- During the annual Arizona Parks and Recreation Association (APRA) awards ceremony, the Town of Queen Creek received two awards, the Natural Resources Award for the lake at Mansel Carter Oasis Park and the Outstanding Facility Award (population 10,001 to 100,000) for Mansel Carter Oasis Park. The Outstanding Facility award honors a facility that positively impacts leisure opportunities, includes innovative features, energy conservation and is environmentally sensitive while being functional and aesthetically appealing. The Natural Resource award honors a resource that was efficiently developed and utilized, includes problem solving and focuses on conservation.
- Mansel Carter Oasis Park was awarded the Award of Merit of the ENR Southwest Regional Best Projects in the Sports/Entertainment Category.
- AZ Big Media featured Mansel Carter Oasis Park in the November Lifestyle section ([link to article](#)).
- Adam Robinson and Erica Perez obtained their Certified Park and Recreation Professional (CPRP) certification. The Certified Park and Recreation Professional (CPRP) certification is the national standard for all parks and recreation professionals who want to be at the forefront of their profession. Attaining the CPRP designation shows that you have met education and experience qualifications, and illustrates professional commitment to the profession as well as knowledge and understanding of key concepts within parks and recreation.
- Erica Perez served as the Treasurer for the Arizona Park and Recreation Association Board of Directors.

### Customer Service

- 1,568 permits were completed for field, ramada, and room reservations
- 15,826 hours of facility usage
- 10,692 registrations for recreation programs or activities processed (9,168 residents and 1,524 non-residents)
- Increases year over year facility rental revenues by 104%.

### Special Interest Classes

- Several new Special Interest Classes started this year. Barre Fitness, ballet inspired fitness classes; Tai Chi Easy, fitness class with defense training, health benefits and meditation; Etiquette and Leadership Camps, teaching charm, manners, value and social graces; Snapology STEAM themed classes taught with hands-on learning through the use of Lego bricks, K'Nex and technology; Crafting with Kim, seasonal do-it-yourself crafting classes led by an instructor; Tots of Fun, an interactive parent and tot classes with weekly themes incorporating song, dance, games and playing.
- Free family drumming classes were offered once a month during the spring season at Mansel Park by our drumming instructor, Susy Jeanne Manning, Health RHYTHMS facilitator.
- It was a great year of participation from our special interest instructors in our Town Events. ABC/123 Preschool, 8\*Count Dance, Stroller Strides, Zumba and Barre all participated in Trunk or Treat. ABC/123 Preschool, Miri Weible, 8\*Count Dance, Zumba, Tai Chi, Stroller Strides, Tots of Fun, Music Room, Creating with Kim, Momtography were all showcased at the Ice Cream Social held at the Recreation Annex. Sportsball, Paladin Sports, Stretch-N-Grow, Lim Karate, Ballet Folklorico, 8\*Count Dance, ABC/123 Preschool and Tots of Fun were all participants in Spring Into QC.
- Multiple Special Interest Classes held programs in the Town's parks, from Paladin Sports, East Valley Kickball, Sportsball, Soccer Shots and Mighty Kicks Soccer.
- Partnered with Friends of Horseshoe Park and Roots N' Boots to host an Adaptive Special Interest program designed specifically for individuals with physical, mental, emotional or social challenges. Participants had the opportunity to take part in themed activities that were presented in a safe and supportive environment.

## 2019 Accomplishments (by department)

- Lim Family Karate had 539 youth and adult participants in their third year partnering with the Town. A participation increase of 13.5% from last year.
- 8\*Count Dance and ABC/123 Preschool Classes celebrated their 11th year of partnership with the Town recreation classes. 8\*Count Dance had 951 participants with a participation increase of 10% over the entire year and 649 students were enrolled in ABC 123 preschool classes.
- Throughout the year over 740 Special Interest Classes were offered to the community ranging from categories of Arts & Hobbies; Dance, Tumbling, Cheer, & Music; Equestrian; Fitness; Preschool; Sports; Martial Arts; and Specialty Programs taught by over 40 instructors.

### Partnerships

- 2,886 youth participated in official youth sports partnered seasons.
- Official youth sports partners reported 62,520 hours of volunteer service hours by board members, coaches and parents.
- The Boys and Girls Club - Queen Creek Branch had 851 participants registered through 2019.
- Arizona Soccer Club held its partnered winter 2019 recreation soccer season at Mansel Park; 791 youth participated in the season with 1,910 hours of community service by coaches and league volunteers.
- The 2019 Queen Creek Little League Baseball season had 623 participants for its partnered spring season held at Mansel Park. Over 20,000 hours of service were provided by volunteer coaches, team parents and board members.
- The 2019 Queen Creek Heat Softball Little League had 579 participants playing in their partnered spring season at Desert Mountain Park. Volunteers contributed 10,610 hours of community service to the league.
- The San Tan Youth Football League held its 2019 partnered fall season at both Mansel and Desert Mountain parks. 896 participants played flag or tackle football as part of the league. Volunteers contributed over 30,000 hours of service as coaches, team parents and board members.
- Queen Creek B&G Club member Cami Hartman was selected as the East Valley Youth of the Year and represented the region at the state competition.
- Triple Crown Baseball held portion of its Spring Championships at Mansel Park in March. Teams from all over the west came out for this three-day high level club tournament.
- Arizona Soccer Club held its annual Heritage Cup at Mansel Park in November. Teams from all over the state and southwest competed at this three-day club level tournament.
- Southeast Valley Pony Baseball played their fall season at Mansel Park.
- Queen Creek Heat Softball played their fall season at Desert Mountain Park.
- San Tan Youth Football League played their spring season at Desert Mountain Park.
- Several other non-partnered youth sports groups utilized long term rentals at Town parks. These included baseball, softball and soccer organizations.
- Southeast Valley Pony Baseball held its 2019 Season Kickoff Tournament at Mansel Park.
- Punisher Softball Club hosted a club softball tournament at Desert Mountain Park.

### Special Events/Festivals

- The Town continued to enhance community events, providing a positive experience and exposure for Queen Creek:
  - The 2019 Valentine's Day Love Bug Dance had a total of 118 participants. The event included craft activities, dancing, family pictures and a light dinner. We had many volunteers and sponsors helping this year.
  - Spring Into QC was once again a success with lots of active participation and involvement from the community. There was an estimated 3,500 in attendance. The event included egg hunts, kids

## 2019 Accomplishments (by department)

- zone and tot spot with inflatable attractions, color splash, vendors, live local entertainment and more. New additions in 2019 included the Fast & Furriest Animal Races and Animal Encounters area organized and hosted by QCHS FFA.
- We celebrated our 5<sup>th</sup> annual National Park and Recreation Day at the Splash Pad with a Luau Party. The Luau Party included a DJ, vendors, carnival games, group competitions and a hula performance by Ku'ulei Siva Productions. There was a total of 1,400 in attendance, which is a 32% increase from 2018. The event included four food vendors and eight Luau themed booths: SRP, QC Library, Bethesda Pediatrics of QC, American Leadership Academy, Garn and Mason Orthodontics, Kids 1st Dentistry, Queen Creek Unified School District and Earnhardt Rodeo.
  - The annual Ice Cream Social was held at the Recreation Annex in July and welcomed over 1,000 area residents. The event brought Town staff, class instructors and partners together and of course the ice cream was a big hit!
  - The Town celebrated the 6<sup>th</sup> Annual Founders' Day event. Founders' Day had an estimated 5,500 people in attendance. Battle of the Badge continues to be a major highlight of the event, with Team MCSO defending their title this year. We also celebrated the Town's 30th Birthday, which included a cupcake eating contest (30 cupcakes for each team) between Team Fire and Team MCSO (VIDEO).
  - Trunk or Treat continues to grow with an estimated 16,500 in attendance and 70 trunk hosts. This was the 4th year the event was held in Town Center on Ellsworth Rd. New elements added to this year's event included:
    - Haunting on Heritage - (in partnership with Queen Creek High School FFA) patrons faced their fears encountering terrifying circus clowns, walking through a ghostly graveyard of haunted spirits and tested their survival skills through a zombie outbreak.
    - Nightmare on Ellsworth - a photo pop-up experience that nightmares are made of, inviting patrons to take photos in some recreated scenes of popular scary movies and share on social media using the hashtag #QCTrunkorTreat.
    - Candy Fundraising - in an effort to keep up with the growing demand of trunk-or-treaters, fundraisers (restaurant take-overs) were held at local businesses who offered a percentage of their total sales for the day. Participating restaurants included: Nando's Mexican Cafe, Bahama Bucks, Someburros, Schmear Bagelry & Cafe, Old Ellsworth Brewing Company, Culvers, Geno's Giant Slice and Coldstone Creamery - who held two fundraisers!
  - Staff provided community outreach and fun at the Town's annual Pancake Breakfast in an effort to promote quality of life programming in QC and ensure participants had lots to do. One activity - decorating hands in promotion of the 2020 Census - was used on the QC Council float in the holiday parade.
  - Sponsored the 36th Annual Kiwanis Holiday Festival and Parade.
  - Volunteer hours for Town special events totaled 1,079 hours.
  - Expanded partnerships with community organizations:
    - Created a partnership with Rock Point Church for Spring Into QC and Trunk or Treat. For Spring Into QC, Rock Point Church came on board as a new sponsor and took over complete coordination of the egg hunts which included volunteers for the egg hunt area, providing additional eggs and Easter baskets for our Golden Ticket winners. For Trunk or Treat, Rock Point provided volunteers to assist with each of our Trunk Lines and sponsored \$1,200 worth of candy for the event.
    - Continued partnership with Event Team, local event production company to provide additional activities and entertainment at Town community events. Event Team currently sponsors Spring Into QC, Founders' Day and Trunk or Treat.

## 2019 Accomplishments (by department)

- Continued partnership with Central Christian Church to provide additional volunteers, activities, entertainment and support at the annual Founders' Day event.
- Continued partnership with Queen Creek 4-H and Friends of Horseshoe Park to provide and run the 4H Zone at Founders' Day and the Pet Costume Contest at Trunk or Treat. Volunteers oversee the area on the night of and handle all of the logistics in coordination with Recreation staff.
- Continued partnership with QCHS FFA to provide an event element at each of the Town's signature events. The areas created were Animal Races and Animal Encounter at Spring Into QC, FFA Zone at Founders' Day and Haunting on Heritage (Haunted House) at Trunk or Treat. Volunteers oversee the area on the day of and handle all of the logistics in coordination with Recreation staff.
- Rodeo Chrysler, Dodge, Jeep, and Ram, an Earnhardt Dealership, Pediatrics of Queen Creek, ABC123 Pre-School, SRP, Kids First Pediatric Dentistry, Haydon Construction, Garn & Mason Orthodontics, Rock Point Church, Central Christian Church, American Leadership Academy, Event Team, Morris Pools, The Rustic Wrench, Halloween City and Steven Vogt were community special event sponsors totaling \$45,000 (cash and in-kind) for special events in 2019.

### Senior Program

- In Celebration of Parks and Recreation month, the Senior Program held a Luau. Participants were given a "passport" to fill out by visiting various game booths like bowling, ring toss, and much more, operated by Rockpoint church volunteers.
- In honor of Black History Month, Senior participants held an African-American History Art Gallery in February. Participants brought in art, memoirs and music by various African-American artists and displayed it during the program.
- In honor of Breast Cancer Awareness, we partnered with Rockpoint Church to do a cause walk for Breast Cancer Awareness.
- This year we have promoted active and healthy lifestyles by providing activities including chair volleyball, tai chi, pickleball and more.
- The Senior Program had a total of 324 volunteer hours.

### Special Projects/Capital Improvements Projects

- Began design of East Park to prepare for flood retention/detention.
- Additional sound panels were added in the multipurpose rooms of the Recreation Annex to improve the environment and increase potential uses / revenues.

### Policy/Procedure

- PRAC's recommended policies and rates for the rental of the splash pad and splash pad shade structures at Founders' Park were approved by Town Council in April. The policies and rates went into effect on April 4.
- PRAC discussed and reviewed tobacco use in the parks and asked staff to bring the topic back in 2020 if any major issues arise.
- PRAC's recommended changes to the sport field rental fees were approved by Town Council in April. The new rental fees went into effect on July 1.
- PRAC met with a Citizen Leadership Academy volunteer group for a discussion and suggestions for a location of a future Veteran's Memorial in the Town.

### Utilities Department

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## 2019 Accomplishments (by department)

### CIP Project Management

- 19.3 miles of new water line designed or in design
- Other Water Projects designed or in design in 2019: 3 Flow Control Stations, 7 wells, 5 water storage tanks, the Utilities Administration Building, the Utilities Covered Equipment Storage Structure.
- 6.8 miles of new water line constructed or in construction
- Other Water Projects constructed or in construction in 2019: 11 well sites, 1 water storage tank, The Utilities Field Building, the Utilities Administration Building, the Utilities Covered Equipment Storage Structure.
- 16.3 miles of new sewer line designed or in design
- Other Sewer Projects designed or in design: 2 reclaimed recharge facilities, a reclaimed water discharge facility, and a reclaimed water transmission main
- 13.9 miles of new sewer line constructed or in construction
- Other Sewer Projects constructed or in construction: Treatment Plan Expansion, and a Reclaimed Water discharge facility.
- 2 Water Related Master Plans and 1 Sewer Related Master Plan were in development in 2019.
- 1 Water Related Master Plan and 1 Regional Plan was completed in 2019

### Water Repair & In-House Construction

- Completed 1,186 Tasks Including:
  - 273 Installations – includes hydrants, valves, main line and well parts
  - 188 Repairs – includes hydrants, valves, main line and well parts
  - 141 Site Construction – includes well site new/old rehab and maintenance yard
  - 85 Replacements – includes hydrant, valve, services and angle valves
  - 31 Service Bids
  - 21 Water Service Installs
  - 442 Valve and Hydrant Maintenance Tasks

### Water Production

- New Wells Brought Online: Gary, Jorde Signal Butte, Jorde Empire, Villages, Sossaman/Brooks
- Completed Drilling of Barney Lake and Barney Tank Wells
- Completed the Acquisition of Links North and Links South Well Sites
- Upgrades & Improvements
  - Began construction of 3-million-gallon reservoir at Church Farms East Well Site (VIDEO)
  - Upgrade Castlegate Well switch gear from antiquated auto-transformer to state of the art soft start
  - Replaced booster impellers at Villages, Cortina and Terra Ranch from bronze to stainless steel
  - Installed Upper Tank Booster Station
  - Completed rehabilitation of Pecan North Well including upgraded transformer and starter, reinstalled pump and reworked manifold
- Upgrades and Changes to Supervisory Control and Data Acquisition and Instrumentation
  - Upgraded alt fill valve at Pecan North Well Site
  - Installed automated valve at Hilltop Well Site
  - Installed 5 new nitrate analyzers
  - Completed high pressure relief logic programmed for Cortina and Brooks Well Sites
  - Installed Pressure Reducing Valve at Riggs and Rittenhouse to facilitate the movement of water within the system
  - Installed 3,000 feet (dual lines) from Pecan North Well to Links South Well

## 2019 Accomplishments (by department)

### Inspections

- Inspected 33.1 miles of new water line in commercial and residential developments
- Inspected 23.1 miles of new sewer line in commercial and residential developments
- Inspected 2,151 new water service lines.

### GIS/ Blue Stake

- Completed an estimated 17,500 Blue Stake tickets
- Completed the GPS of 5,688 assets

### Wastewater (include general information about wastewater improvements)

- Installed 3,000 feet of 12" water line on Meridian Road along with 3 valves and a fire hydrant.
- Installed 4" irrigation line for the Olive Mill
- Connected sewer service for Fire Station 4
- Repaired 4 residential sewer services
- Upgraded the wash pad for Horseshoe Park
- Installed 100' of 6" PVC for storm water retention
- Installed 100' of 6" storm water drain at Fire Station 3
- Hook up 4" sewer for the Fleet Building
- Cleaned 377,860 feet of sewer pipe
- Repaired over 30 holes
- Completed Inspection project for all trunk line sewer manholes
- Cleaned and maintained the water and sand in the sand separators at well sites
- Connected 4" sewer to the new Utilities Administration Building
- Completed liner on 3,000 feet of sewer line on Power Road

### Metering

- Installation and integration of Sensus FlexNet (AMI) meter reading system and InHance billing system are complete. We currently have 29,414 accounts enrolled in AMI.
- Phase 1 & 2 of our "Meter and MXU Change Out Program" with Utiliuse Inc. contract for the one-year is on schedule to be completed by the end of February 2020. This would put all of our 31,000+ meters in our system on AMI.
- Started integration and discovery on new (AUS) billing system Service Order Program development for Enterprise Mobile to replace our old InHance Work Order Program.
- Created a new Metering Division with personnel to open and close work orders not being done by Finance Departments (Customer Service Representatives).
- Hired on new Irrigation (UST position) to allow for back-up and redundancy to existing irrigation personnel.
- Completed 15,756 daily work orders that included installing 2,174 new customer meters, and changed out 1539 failed existing meters along with the following daily work orders.

TOTALS	
New Meter	2,274
Meter Change Out	1,539
Transfer	5,958
Repair	1,109

## 2019 Accomplishments (by department)

MXU Change out/Repair	2,163
Lock/Unlock	1,535
TEST	154
New Work Order	0
Temp	88
Re-Read	125
Register Malfunction	0
Zero Use W/O's	455
Hydrant Meters	356
FlexNet Meter	0
FlexNet MXU	0
	<b>15,756</b>

### Water Conservation

- Held 8 free water saving workshops for its utilities customers throughout 2019; All classes were well received by attendees.
- Hosted SRP's Shade Tree program at the Queen Creek Library. This event educated over 500 attendees about how to plant, water and prune their new trees and approximately 800 trees were given out to SRP customers in our area.
- The Water Conservation Division sent out approximately 3,700 New Customers Welcome letters. These letters introduce new customers to low water-use plants, Xeriscape techniques, proper watering habits as well as education on how to determine if they have a water leak. We are able to include links to Recycling, Bulk pick and Sewer pages, and this enables us to reduce our carbon footprint.
- Hosted the Water Use It Wisely Water Tower, which was staged at the Queen Creek Library for the month of July. The library supported water conservation through their activities at the library including a rock cactus painting day, water conservation reading materials and of course, a photo op with our Wayne Drop cutout.
- Environmental Educational Exchange delivered 46 classroom presentations in 2019 to schools in the Town's water service area of Queen Creek and San Tan Valley reaching approximately 1,181 4<sup>th</sup> and 5<sup>th</sup> grade students with lessons about the water cycle, local water sources and water management with a focus on water conservation.
- The Water Conservation Specialist worked with SRP, the City of Avondale, City of Surprise, City of Tempe, City of Chandler and Abracadabra Productions to create an activities booklet and magic show themed "The Gary the Hiker Celebrates Arizona Water" which was offered to Town of Queen Creek and San Tan Valley Schools. This 30-minute program is presented in an assembly style and is offered to students 2<sup>nd</sup> through 5<sup>th</sup> grade. Our magician, Gary Lazok, uses magical illusions, comedy and audience participation to teach students and teachers about the importance of water conservation, the water cycle and local water sources. They presented 20 assemblies and reached over 1,900 students. Teacher reviews have been nothing but positive.
- Continued to promote AMWUA's monthly watering reminders. Just text WHENTOWATER to 33222 to receive a text message on the first of each month with a link to that month's unique watering guide. This guide reminds you to change the settings on your controller as the weather changes and gives your precise watering instructions for all of your plants.

## 2019 Accomplishments (by department)

- Held a “Reduce the Use” presentation at the Queen Creek Library. Approximately 26 Seniors attended the presentation and learned about landscape watering, new emerging metering technologies and more. It was very well received.
- WaterFluence has been brought on to help our top ten HOA water users reduce their water use through a water budgeting program. They send monthly reports to the HOA Board members, landscaping company and the management company. Landscaping companies will be ranked according to their abilities to keep their community within the suggested budget parameters.

### Public Works

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#### CIP

##### Completed & substantially completed Capital Improvement Projects

Implementing the 10-year Transportation Improvement Plan, the Town completed or substantially completed six capital improvement roadway projects in 2019 and one interim improvement.

- **Ellsworth and Queen Creek Road Intersection – Phase 2**
  - Full street grading, storm drain, paving, curb and gutter, driveways, sidewalk, median, traffic signal, ITS conduit, signing, pavement marking and street light improvements along Queen Creek Road from Ellsworth Road eastward 600 feet.
  - In cooperation and partnership agreement with the adjacent Shops at Terravella development, adjacent half street grading, storm drain, paving, curb and gutter, driveway, turn lane, sidewalk, ITS conduit, signing, pavement marking and street light improvements along Queen Creek Road from 300 feet east to 900 feet east of Ellsworth Road.
  - Full landscaping improvements at the southeast corner of the intersection.
  - Full street grading, storm drain, drainage, paving, curb and gutter, sidewalk, median, traffic signal, Q-streets and ITS conduits, signing, pavement marking and street light improvements along Ellsworth Loop and Ellsworth Road from Walnut Road to Fulton Parkway.
  - In cooperation with the adjacent Terravella development, half street grading, storm drain, paving, curb and gutter, sidewalk, median, traffic signal, Q-streets and ITS conduits, signing, pavement marking and street light improvements along Ellsworth Road from Fulton Parkway to Ryan Road completing the full Ellsworth Road improvements.
  - Provided cooperative logistical, task and traffic control scheduling support in cooperation with the Gateway Quarter development to complete half-street grading, storm drain, paving, curb and gutter, sidewalk, median, traffic signal, Q-streets and ITS conduits, signing, pavement marking and street light improvements along Ellsworth Road from Ryan Road to Germann Road.
  - In cooperation with the adjacent Gateway Quarter, Terravella and Shops at Terravella developments, completed the conversion from overhead to underground facilities of the SRP three phase electric distribution power lines along Ellsworth Road from Queen Creek Road to Germann Road.
- **Riggs Road – Ellsworth Road to Crismon Road**
  - Warranty work was completed for curb and gutter, sidewalks and pavements on this joint project with Maricopa County Department of Transportation.
- **Riggs Road – Crismon Road to Meridian Road**
  - Half-street grading, drainage, irrigation ditch, paving, curb and gutter, driveway, railroad crossing, signing, and pavement marking improvements providing one lane in each direction in a joint project with Maricopa County Department of Transportation extending Riggs Road from Ellsworth Road to Meridian Road.
  - Intersection realignment of Riggs and Combs Roads with Rittenhouse and Gary Roads including grading, drainage, irrigation, paving, curb and gutter, driveway, median, traffic signal, pavement

## 2019 Accomplishments (by department)

marking and signing improvements in a joint project with Maricopa County Department of Transportation.

- **Power Road – Ocotillo Road to Brooks Farm Road**
  - Full street grading, drainage, two-barrel concrete arch culvert, paving, curb and gutter, driveway, street light, signing, and pavement marking improvements providing three lanes in each direction for Power Road from Ocotillo Road to Brooks Farm Road. These improvements will prevent future road closure needs due to storm events on Sonoqui Wash improving public safety response.
- **Riggs Road – Power Road to Hawes Road**
  - Full street grading, drainage, irrigation pipeline, paving, curb and gutter, driveway, signing, and pavement marking improvements providing two lanes in each direction in a joint project with Maricopa County Department of Transportation.
- **Hawes Road @ Via De Arboles**
  - Half-street grading, drainage, paving, curb and gutter, signing, and pavement marking improvements completing a gap between improved sections. In conjunction with adjacent school offsite improvements, the improvements allowed provision for two lanes in each direction and restriping to add a Hawes Road southbound lane from Chandler Heights Road north for one quarter mile.
- **Meridian Road - Interim improvements – Ocotillo Road to Ironwood Crossing**
  - An interim two lane paved roadway providing a new travel route between Ocotillo Road and Queen Creek Road.

Implementing the Town's designated capital drainage improvement projects, the Town completed or substantially completed two drainage projects in 2019:

- **Sonoqui Wash at Sossaman Road - Storm Erosion Repairs**
  - Grading, rock riprap placement, trail repair and gabion basket installation improvements repairing storm damage immediately downstream of Sossaman Road.
- **Sonoqui Wash Phase IIB – Supplemental Landscaping**
  - Additional supplemental landscaping trees were installed along the Sonoqui Wash Phase IIB channelization project completed the previous year.

### Under Construction Transportation and Design Projects

The Town began construction on the following three capital improvement roadway projects:

- **Meridian Road – Combs Road to Queen Creek Wash**
  - Grading, paving, utility relocation, waterline improvements, multi-barrel box culvert, erosion protection, signing and pavement marking improvements for a permanent crossing of Queen Creek Wash and a temporary two lane roadway to extend Meridian Road from Combs Road north to Cherrywood Street creating a new two lane interim roadway in a joint project with Pinal County. Town staff worked with our engineering and environmental consultant team to formulate a design fitting within the Clean Water Act Section 404 Nationwide Permit standards that allowed accelerated construction opening a temporary roadway to reduce traffic impacts from the construction of nearby Rittenhouse Road.
- **Rittenhouse Road – 213<sup>th</sup> Street Alignment to Riggs Road**
  - Both full and half street grading, drainage, paving, curb and gutter, driveway, street light, railroad crossing, waterline, signing, street light and pavement marking improvements providing two lanes in each direction.
- **Rittenhouse Road – Bridge Over Queen Creek Wash**

## 2019 Accomplishments (by department)

- Removal of the existing bridge structure and replacement with a new multi-barrel concrete box culvert structure including full street grading, drainage, paving, curb and gutter, retaining wall, street light, signing, and pavement marking improvements providing two lanes in each direction.

### Under Construction Projects Supporting Other Town Goals

The Town began construction on the following capital building improvement projects:

- **Fire Station No. 4**
  - Site grading, parking and access, drainage, security fencing, gates, utility service, landscaping, and building construction for a new fire station. The station includes a public safety use component.

### Under Design Transportation and Design Projects (Highlight upcoming projects)

The Town began or continued engineering design for the following capital improvement roadway projects:

- **Queen Creek Road Improvements – Phase 1 - Signal Butte Road Intersection:** Construction will start early 2020
  - Improvements will include a five-lane roadway, new relocated irrigation pipelines, drainage improvements, two box culverts, curb and gutter, underground utility conversion, and traffic signal improvements. The project runs along Queen Creek Road for about 1/4 mile and north along Signal Butte Road for about one half mile. Construction work is being coordinated with adjacent private development work to reduce scheduling and improvement conflicts
- **Queen Creek Road Improvements – Phase 2-Ellsworth Road to Crismon Road:** Construction will start late 2020
  - Stage 1 improvements will include south side half-street grading, paving, drainage, irrigation, bike lane, sidewalk, street light, and utility relocation from Ellsworth Road east one half mile. Coordinated with adjacent private development half street improvements under construction in fall 2019, the resultant roadway will provide four through lanes and a dual use middle turn lane,
  - Stage 2 will include Crismon Road intersection improvements. Stage 2 improvements include completing the drainage culvert under Queen Creek and Crismon Roads as well as roadway, irrigation and utility relocations along the approaching roadway legs.
- **Ocotillo Road - Signal Butte Road to Ironwood Road:** Construction started mid 2020
  - Improvements will include half and full street paving, curb and gutter, drainage, bike lane, sidewalk, utility relocation and traffic signal improvements. The project includes the approach legs of Meridian Road north and south of Ocotillo Road. The project is being coordinated with adjacent private development improvements to Ocotillo Road.
- **Ocotillo Road - Sossaman Road to Hawes Road:** Construction will start mid 2020
  - Improvements will provide a five-lane roadway, curb and gutter, sidewalk, bike lane, drainage, waterline, signing and marking, and traffic signal improvements.
- **Power Road - Brooks Farm Road to Chandler Heights Road:** Construction will start mid 2020
  - Improvements will provide a five-lane roadway with curb and gutter, sidewalk, multi-use path, bike lanes, drainage and utility conversion and relocation improvements.
- **Chandler Heights Road - Power Road to Via Del Arroyo Road:** Construction starts early 2020
  - Improvements will provide a five-lane roadway with curb and gutter, sidewalk, multi-use path, bike lane, drainage, waterline, and utility conversion and relocation improvements.
- **Meridian Road - Germann Road to Combs Road:** Construction starts mid 2020

## 2019 Accomplishments (by department)

- Phase 1 - Half street improvements including sidewalks, bike lanes, utility relocations and traffic signal improvements along the west side of Meridian Road from Combs Road north to Cherrywood Street (Queen Creek Wash).
- Phase 2 – West side half street grading, paving, curb and gutter, drainage, street light, signing and marking improvements from Queen Creek Road to Germann Road including Queen Creek Road intersection improvements.
- **Meridian Road – Germann Road to State Route 24:** Construction starts in 2021
  - Eastern half-roadway grading, paving, and drainage improvements to be built to coincide with the construction and opening of State Route 24. The project is in partnership with Pinal County.
- **Signal Butte Road – Germann Road to State Route 24:** Construction starts in 2021
  - Half-street grading, paving, and drainage improvements to be built to coincide with the construction and opening of State Route 24. The project is in partnership with City of Mesa.
- **Town Center Infrastructure – Aldecoa Drive and Munoz Street:** Construction starts late 2020
  - Full street grading, paving, curb and gutter, drainage, storm drain, bike path, sidewalk, street parking, streetscape, landscape, and utility relocation / undergrounding conversion improvements from Ellsworth Loop Road to Ellsworth Road.
- **Ellsworth Road – Rittenhouse Road to UPRR Grade Crossing:** Construction start indefinite (Grant Dependent)
  - Full street grading, paving, curb and gutter, sidewalk, bike lane, grade crossing, signal, signing and marking improvements completing the Ellsworth Road rebuild north of Ocotillo Road. The design effort includes safety grant application preparation.
- **East Park Sports and Regional Drainage Management Complex**

Park program master planning and regional drainage analysis and design for a large multi-program complex between 220<sup>th</sup> Street, Ryan Road and Signal Butte Road. The drainage management features are jointly funded by Flood Control District of Maricopa County and include outfall channel improvements along Queen Creek Road west of 220<sup>th</sup> Street.

### Intergovernmental Agreements (IGA) with regional partners

- Mesa/QC IGA for Signal Butte Road to the SR24
- Mesa/QC/ADOT for Ellsworth Road Bridge at SR24 – widening.
- Pinal County – Meridian from Ocotillo to SR24?
- IGA with the Flood Control District for the design Right-of-Way Acquisition, Utility Relocations, Construction, Construction Management, and Operation and Maintenance of the Detention Basin at the Town of Queen Creek East Park Sports Complex
- First Amendment to the Intergovernmental Agreement between Pinal County and the Town of Queen Creek to define responsibilities for design and construction of Meridian (Moer) Road from Combs Road to Germann Road (CIP Project A1505).
- Intergovernmental Agreement (IGA) with Maricopa County and the Town of Gilbert in the amount of \$5,694,124 for improvements to Chandler Heights Road from 600' west of Power Road to Recker Road (Project A0604). This project is solely funded by Maricopa County and the Town of Gilbert.

### **Environmental**

#### Trash & Recycling

- The curbside Trash and Recycling Program expanded by 1,143 household accounts, for a total of 14,069 household accounts in 2019.
- Nine Queen Creek area elementary/middle schools participated in our Environmental Education in the Classroom Presentation, *Preserve the QC* and *Too Good to Throw Away*. The Environmental

## 2019 Accomplishments (by department)

Education Exchange, a non-profit group based in Tucson, AZ, facilitated 99 presentations to a total of 2,591 students.

- The Household Hazardous Waste IGA with the Town of Gilbert diverted over 4.5 tons of hazardous material from households and the landfill, issuing 248 vouchers.
- The Environmental Program Special Events, which includes QC Recycles for Earth Day, America Recycles Day and Holiday Recycling, and E-Waste collections, resulted in an additional 52.04 tons of materials diverted from the landfill.
- The Neighborhood Recycling Drop-off Center helped divert over 151 tons of materials from the landfill.
- The Town Cooking Oil Program helped divert over 745 gallons of oil that was diverted from the landfill and/or the Town's sewer system in 2019.

### Stormwater

- Queen Creek's Stormwater Management Program was awarded a Gold in Program Management and a Silver in Innovation from by WEFTEC, (Water Environment Federation) in the National Municipal Stormwater and Green Infrastructure Awards Program for 2019.
- The Town's (MS4 Municipal Separate Storm Sewer System) Permit received a no deficiencies report from ADEQ, (Arizona Department of Environmental Quality). An audit was completed on April 23rd, 2019. The program was evaluated on:
  - General Permit Requirements
  - Public Education and Outreach
  - Public Involvement and Participation
  - Illicit Discharge Detection and Elimination (IDDE) Program
  - Construction Activity Stormwater Runoff Control
  - Post-Construction Management in New Development and Redevelopment
  - Pollution Prevention & Good Housekeeping for Municipal Operations
- The Town staff worked with regional and state stormwater programs to research and develop educational videos on stormwater pollution prevention. Additional outreach was provided at local Queen Creek events including: the Ice Cream Social, Founders' Day, and Pancake Breakfast. Pet waste bags were distributed reminding residents the importance of P.U.P. (picking up poop).
- The Stormwater website page was updated to include a "report a stormwater issue", link. A total of 107 reports were received from employees and residents of possible discharges that were inspected and resolved with no illicit discharges to receiving waters.
- Town staff implemented a visual observation program to identify sources of non-stormwater discharge during dry and wet weather to eliminate the sources where possible. An IDDE standard operating procedure (SOP) digital form was developed in Cartegraph software and weather screenings were conducted at five outfalls as required by the MS4 Permit. No illicit discharges were observed.

### **Fleet Division**

- Fleet Services moved to the Field Operations Facility (FOF) at the end of October. The building offers 1400 sq. footage more than the former location. Fleet has 4 light/medium vehicle bays and 4 heavy vehicle bays and an awning that can fit 4 vehicles. We have a total of 3 light/medium vehicle lifts and 1 heavy vehicle lift. We have a room dedicated for all oils, lubricates, air compressors, and coolant. This allows Fleet a better management of any spills, inventory of supplies and securing the oil room in case of fire or thief. With the increase in size of the Fleet shop we have been able to better

## 2019 Accomplishments (by department)

maintain the 263 units in the Town of Queen Creek. We perform all repairs (bumper to bumper) and assist each department with their equipment needs.

- With the increase size of the shop, Fleet Services was able to create a parts room that can show great benefits. Accurate count for parts on hand, better inventory, stocking high usage parts, no more waiting for parts from vendors. Mechanics no longer have to stop and go get the part they need to complete a job which really saves productivity time. By creating a real parts room the vehicle will be repaired in a timely manner and the department will get there vehicle back much sooner.
- The new Fleet Services facility has been undergoing many improvements since moving in late October, particularly in finding reasonably priced lubricates of high quality for use in Town vehicles. An overhead reel system that feeds motor oil, diesel oil, transmission fluid, hydraulic fluid, and compressed air is now operational. The overhead reels give each mechanic the proper amount of oil needed to refill the vehicle during preventative maintenance jobs.

The 2019 fiscal year savings from in-house repairs and preventative maintenance is \$151,256.31.

### Facilities Services

Utilizing a staff of **six (6)** full time employees, the **Facilities Services** Division serves the Town in the capacity of preventative maintenance; custodial; HVAC water chemistry; elevator maintenance and pest control; monitoring the generator chiller and CRAC units; security management building access; badge system; lighting maintenance in the ball fields and pathways; safety inspections including fire sprinkler systems, fire alarms and extinguishers; emergency lighting; elevators and generators and key management. Services also included are electrical and plumbing repairs and replacement, carpentry; masonry and painting; installation of modular offices and workspaces and internal supply management.

The preventative maintenance program encompasses approximately **375,000 square feet** and **40 buildings**. Those buildings include the Historic Town Hall complex, Law Enforcement, Community Chambers Buildings, Fire Stations (4+), Public Works/Utilities and the Corporate Yard, the Municipal Services building, the Library and Recreation Annex, Chamber of Commerce Park Buildings, the Field Operation Facilities (FOF), Water Department sites and 25 well sites.

The team also maintains the facilities at the Queen Creek Parks. Those parks are Founders' Park, Mansel Carter Oasis Park, Desert Mountain Park, Pocket Park for Pups, Horseshoe Park, Equestrian Centre Park, and the Splash Pad.

The Facilities Services group successfully managed over **2,000 work orders** in the year 2019.

Besides the rigorous maintenance program, the department was proud to report one Sr. Specialist graduated from the *AGT Supervisors Academy*, while another Sr. Specialist completed an *SRP provided HVAC and Electric Motor Frequency Drive* training program. One Specialist completed a course related to electrical troubleshooting and maintenance while another Specialist graduated from the *Queen Creek Citizens Leadership Academy*. Lastly, the Supervisor received the *International Facility Managers Association's Facility Management Professional* credential.

The Facilities division accomplished several special projects. Below are some of those highlighted projects.

Special Projects for 2019 include the following:

## 2019 Accomplishments (by department)

- Staff designed the layout and installed *Occupancy Sensing Devices* at Fire Station #5. Occupancy sensors are used to save energy and provide automatic control. The lighting system also provides a layer of increased security and prevents the attraction of flying insects inside the bay.
- Staff relocated, rewired and replaced the thermostats in the Historic Town Hall to provide a more comfortable cooling environment throughout that facility.
- Staff fabricated and installed antenna masts at the Field Operations Facility (FOF) yard, which provide data services at the Fleet building.
- Facilities Services worked jointly with Friends of the Queen Creek Library, the Maricopa County Library District and contractor, Resource Arizona, to remove the 11-year-old carpet and they installed new flooring in the *Library Kids Story Time* room.
- Testing of water used in chillers to cool buildings is done monthly by Facility staff to ensure the water is environmentally safe.
- Due to the recent furniture modifications at Historic Town Hall, staff relocated and rewired Door Release system components to provide enhanced accessibility for staff.
- Staff assisted with Historic Town Hall renovations to accommodate the Public Works departments relocation and growth.
- Assisted with technical upgrades Town wide by installing LCD monitors and speakers for the Information and Technology Department.
- Assisted in the renovations of the DMP concession stands to better accommodate park renters.
- Facility staff helped the Utility Service department create a seamless move into their new facility by supplying and installing:
  - Fire extinguishers
  - Signage
  - Card reader access
  - Emergency lighting
  - Flags
  - Janitorial consumable dispensers and stock
  - LCD Monitors
  - Ice Machines
- Staff began replacing outdated ice machines at the Historic Town Hall and the FOF yard.
- At the Library, staff added additional lighting for security and additional power for holiday lights.
- Staff assisted with the construction of temporary Fire Station #5, making additions to the facility as needed for better QCFD operations.
- Facility staff added small air conditioning units to the electric closets at the Municipal Services Building to cool the rooms after hours without the use of the building's main chiller.
- Staff assisted with the renovations of the east staircase in the Municipal Service Building.
- Whenever warranted, staff replaced old technology power consuming light fixtures with new LED luminaires.
- Staff prepared multiple buildings in the Town Center and the FOF for exterior painting.
- Facility services designed and had rain gutters installed at Fire Station #3 to prevent ground erosion during rainstorms.
- Staff added workstations for new employees and modified existing stations for relocated employees.
- Facility staff worked together with the Utility department to diagnose and repair major underground water supply failures at HPEC.
- Staff replaced the fire alarm system at both the Municipal Services and HPEC facilities.

## 2019 Accomplishments (by department)

- Facility staff coordinated the sealcoating of the floors at the new Streets department warehouse and the Fleet facility.
- Facilities assisted with the electrical design of the Fleet and Street warehouse facility.
- At the Library, the chiller tower was renovated and repaired for efficiency and added life cycle.

### Municipal Grounds

- Grounds maintenance staff repaired 141 incidents of graffiti/vandalism this last year in Town properties, parks, and trails. All of which were repaired within 24 hours or less.
- 3.9 miles of wash bottom equestrian trails were re-graded and re-groomed in 2019.
- 1,095 documented playground safety inspections were completed at Town-owned playgrounds in 2019.
- Municipal Grounds crews cleaned the equivalent of 108 miles of Town multi-use paths in 2019.
- 1400 lbs of seed and 980 plants, including trees, shrubs, groundcovers, and annual flowers, were planted at various locations within the Town including the Municipal Center, Library, parks, trails, and roadside landscaped areas during 2019.
- 530 -tons of landscape materials such as granite, top soil, fill soil, sand, playground surfacing, and ball field infield mix was installed by grounds crews in 2019.
- 941 cubic yards of trash/debris and over-vegetation within the town's washes and undeveloped properties was cleared and removed by grounds crews during 2019.
- Municipal Grounds division installed 124 new signs within the Town's parks and trails this last year.
- The Municipal Grounds Division completed their first year of 7/days/week maintenance operations for Mansel Carter Oasis Park, which opened last year.
- Grounds staff installed new trash and recyclable containers throughout Founders Park this last year as part of a new park recycling pilot program. The project involved the delivery and placement of 15 new trash cans and 15 new recycle cans. As part of the program, Grounds staff monitor the levels and place the recyclables in a separate large recycle container at the site.
- As of 2019, the Municipal Ground Division is currently responsible for maintaining 748 acres of Town-owned properties. These include parks, wash systems, trails, roadside landscaping, future parks sites, and all of the Town's various building grounds.

### Streets

- Constructed Hawes Rd 1/2 -street in front of Creek View Ranches (1999) to complete the roadway and allow a new striping layout which gives two lanes in each direction and improves traffic flow.
- Applied preventive maintenance products to 127 lane-miles of asphalt roadway, representing about 20% of the overall roadway network. Repaired, overlaid, or replaced around 4 lane-miles of asphalt pavement.

### Traffic Division

#### New Intersections Constructed

- Meridian and Cherrywood
  - This is a complete new intersection including lane by lane detection for each approach, CCTV for intersection observation, pedestrian push buttons, pedestrian count down indicators, 15 year warranted LED signal lamp indicators, controller capabilities including network level detection capable of providing travel time type data installed.
- Meridian and Via De Jardin
  - This is a complete new intersection including lane-by-lane detection for each approach, CCTV for intersection observation, pedestrian push buttons, pedestrian count down indicators, 15 year

## 2019 Accomplishments (by department)

warranted LED signal lamp indicators, controller capabilities including network level detection capable of providing travel time type data installed.

### Intersection Major Modifications

- Ironwood and Ocotillo
  - The detection system has been replaced with state of the art lane by lane non-intrusive video detection for each approach, CCTV has been added, pedestrian push buttons, pedestrian count down indicators, reflective tape has been placed on the signal head shields and 15 year warranted LED signal lamp indicators have been installed
- Hawes and Ocotillo
  - The detection system has been replaced with state of the art lane-by-lane non-intrusive video detection for each approach.

### School Signal Improvements

- Queen Creek High School
  - Collaborated with School and District officials to improve school circulation and decrease ingress/egress times from 50 minutes to under 15 minutes. Implemented an egress flush plan. Signal infrastructure and operation improvements doubled the exiting capacity for the end of day egress. Added blank out signs to run contra flow for the afternoon end of day egress allowing for dual lefts during this limited period. Installed new CCTV to observe operation from TMC. Upgraded the controller allowing for greater flexibility in signal operations.
- American Leadership Academy High School/Elementary School
  - Installed a left turn arrow for Painted Desert Rd/Warrior Way to alleviate bottleneaking conditions within the campus.

### Street Lighting

- Street Lighting operation and maintenance was transferred from the utility company (SRP) to the town at the beginning of August. The traffic group created and has implemented an operation and maintenance program with Fluoresco under contract to perform the functions previously provided by the utility company. The traffic group is managing the contract and performance of the contractor.

### Illuminated Street Signs

- The traffic group established and has implemented a maintenance program with Fluoresco to remove and replace end of service life illuminated street name signs at selected locations throughout the town as budget allows. The traffic group is managing the contract and performance of the contractor.

### Preventive Maintenance

- Over 360 PM's were preformed this year town wide.
- PM's include, but are not limited to:
  - Measure voltage level at the service entrance, test AC and DC power in cabinet and record.
  - Vacuum and clean controller cabinet and contents.
  - Test Battery Backup System charge and replace as needed.
  - Replace cabinet air filter.
  - Lubricate hinges and lock.

## 2019 Accomplishments (by department)

- Move the thermostat settings and determine if the fan is operable, return the thermostat to proper settings.
- Visually inspect signal controller and controller cabinet components for proper operation and make repairs/replacements as necessary.
- Visually inspect all vehicular and pedestrian signals for proper operation and replace outages, replace all burn out or flickering indications with new LED indications.
- Actuate each button for proper operation, visually inspect and note conditions, replace or repair any broken or defective pedestrian push button or count down indications.
- Completed the Signing and Striping Standards revisions and published for use these revised standards.

### **Volunteers**

In 2019, Public Works staff coordinated approximately 279 hours of volunteer service utilizing volunteers who dedicate their time, talents, and energy to making a difference in our community. The dedication of these volunteers help provide vital services to our community.

Volunteers assisted with trail, wash system, and park clean-up projects. Lend a hand with several projects such as construction of sidewalks, landscape improvements, painting of fences, fire hydrants and playground equipment, and assisted with special events such as recycling events.