

2022 Town of Queen Creek Accomplishments (by department)

Community Services Department

Communications & Marketing

Social Media

- 528 Twitter followers net gained (gained 162 in 2021), follower count up 9.2%
- 7.5% FB page fan increase, 1,486 net likes gained
- 1,903 net followers gained IG (15.5% increase)

Events & Outreach

- Assisted with the coordination and marketing of 12 blood drives. The Town partnered with Vitalant to host monthly drives, with all drives meeting or exceeding the blood drive goal. The Town received the Impact Award from Vitalant for the partnership.
- Launched a new outreach event, What's Poppin' in QC. This community engagement event strategically highlighted key areas, addressed common questions and featured a number of departments/divisions. The event was successful with an estimated 300 attendees.
- Coordinated the annual Pancake Breakfast at a new location, Horseshoe Park & Equestrian Centre! This new venue offered ample parking spaces and much more room for all the activities. This outreach event garnered an estimated record number of participants, not only that came out for Pancake Breakfast, but barrel racing and a trail ride on the Trails at HPEC. Estimated attendance was 1,200 people.
- Produced the Corporate Strategic Plan for 22/23, both printed version and digital. Updated the website page for the most recent version online.
- Launched a "Celebrate QC" campaign to coincide with the Town's birthday month to highlight resources, activities and information about the Town's history.
- Highlighted QC and what's popping at the League of Arizona Cities and Town's Conference. The booth highlighted historic photos of Queen Creek's past alongside recent photos to illustrate the growth and progress throughout the town. Infographics showcasing the infrastructure investments were also on display to tie in with the overall theme which was "QC is Popping!" not only in size, but with so many exciting projects, businesses and amenities.
- QC Neighborly week - From Sept. 6 - Sept. 11, highlighted QC Neighborly week with different outreach on how QC residents can be neighborly. Outreach included tips on how to be neighborly and getting voices from different community members on its importance.
- Coordinated the ribbon cuttings for Fire Station 2, Fire Station 5, and the Sonoqui Wash Trail extension.
- Coordinated the groundbreaking for Frontier Family Park, Mansel Carter Oasis Park Phase II and the Meridian Road extension.
- See Click Fix, the Town's digital reporting system, saw an increase of 37% in requests received in 2022 from 2021, showing that our residents are utilizing this system.
- The 2022 class of Citizen Leadership Institute graduated 38 participants! Over the course of seven months, participants heard from directors and staff across the organization with 10 presentation sessions, two volunteer projects, a Code Enforcement residential clean up, countless volunteer hours, and Town Council/Committee/Commission meetings attended.
- To highlight all the sparkling decor in the downtown core in QC, a subpage with a friendly URL was created (QueenCreekAZ.gov/Holiday). This page includes an [interactive map](#) - courtesy of the Chamber of Commerce- spotlighting social media-friendly destinations.
- Coordinated a successful education campaign related to the Town's permanent base adjustment effort, which replaced the home rule option.

- Received a variety of media coverage beyond the local papers. Coverage included QCPD's sensory kits, Sextortion event held in partnership with Pinal County, the launch of QCPD, groundbreaking of Frontier Family Park and MCOP Phase II, and the Town's water transfer.
- Assisted with outreach related to the passing of late Mayor Gail Barney.
- Assisted with outreach related to the retirement announcement of Town Manager John Kross, and appointment of Bruce Gardner as incoming Town Manager.

Volunteer Program

- The Town hired a Volunteer Coordinator to launch a new volunteer program aimed to access all the unique talents, skills and knowledge in the community; involve the community as a partner in accomplishing the Town's mission; and, be a model for meaningful civic engagement with integration of volunteers across all Town departments.
- In 2022, nearly 83,000 hours of service were donated through volunteerism. Volunteers assisted with events, the senior program, youth sports and the Community Emergency Response Team known as CERT. - In 2022, the National Value of Each Volunteer Hour was \$29.95.

Awards

- The Town's postcard, an economic development and marketing tool, received an Award of Excellence from 3CMA in the Best Use of a Promotional Item category. The outreach plan for the launch of the Queen Creek Police Department (QCPD) received the Silver Circle in the Government Service Delivery category. The SAVVY Awards recognize outstanding government achievements in communications, public-sector marketing, and citizen-government relationships throughout the nation.
- The Town received three Awards of Merit related to QCPD from PRSA Phoenix: the outreach plan related to the launch in the integrated communications category, women in law enforcement in the multicultural communications category and the QCPD cruiser video in the digital / social media category. The 30x30 initiative for QCPD received the highest honor, a Copper Anvil, for Diversity. The Copper Anvil Awards recognize outstanding public relations tactics and campaigns that reflect the highest standards of performance in public relations throughout the region.
- QCPD's 30x30 initiative also received honorable mention from Ragan Communications in the DE&I campaigns related to hiring practices. Ragan's 2022 Diversity Awards highlighted the best teams, communicators and campaigns across industries, honoring winners nationally who built allyship with their communities internally and externally, made equity strides in their hiring practices and initiated innovative partnerships and alliances with other organizations.

Recreation

- Broke ground on Frontier Family and Mansel Carter Oasis Park Phase II.
- CPR training provided by QCFMD was completed by the majority of recreation staff.
- Park Rangers completed Stop the Bleed training provided by QCMFD and vehicles are equipped with tactical tourniquets.
- A trail counter was installed along both of the Town's wash trails. The trail counters collect data as pedestrians pass by, which will be used to help guide future decisions related to trails.
- Five automatic external defibrillators (AEDs) were installed at various locations within the Town's community parks.
- Five Parks and Recreation Advisory Committee (PRAC) members elected to continue their service on the committee for an additional two years. PRAC also welcomed two new members.

- The Town's recreation software transitioned from ActiveNet to CivicRec. The transition brought new and enhanced features, including the ability to reserve and pay for ramada rentals online – and 89% of SIC registrations were online!
- Facility Rentals
 - 2,294 permits completed for field, ramada and room reservations
 - Facility revenues were \$422,498 with 14,663 hours of facility usage

Special Interest Classes & Programs

- Nine new instructors were added, expanding the Town's recreation offerings (college finder, line dancing, coding, yoga, mountain biking, etc.).
- Class Registrations
 - Processed 5,581 registration transactions for recreation programs or activities
 - SIC revenue was \$380,847
- The annual Love Bug Dance was held in February. This is a resident favorite with 129 participants who signed up (capacity was 130).
- The monthly attendance for the Senior Program averaged 282 attendees each month with a total of 239 volunteer hours.

Partnerships

- Arizona Soccer Club had 931 youth participants and 2,328 volunteer hours provided during their partnered soccer season.
- Queen Creek Little League Baseball held their Opening Night at Mansel Park. They had 668 youth participants and 23,000 volunteer hours provided during their partnered baseball season.
- QC Heat Softball held their Opening Night at Desert Mountain Park. They had 524 youth participants and 25,648 volunteer hours provided during their partnered softball season.
- QC Heat Softball and Queen Creek Little League Baseball hosted district tournaments, bringing increased exposure to the Town and revenues through shopping and dining.
- Youth sports partners posted signage on game days provided by the Town encouraging sportsmanship and reminders for parents/coaches about behavior during youth sports.
- San Tan Youth Football League held their Opening Night at Desert Mountain Park. They had 151 youth participants and 1,200 volunteer hours provided during their partnered flag football season. They had 1,000 youth participants and 30,000 volunteer hours provided during their partnered tackle football season.

Special Events / Festivals

- Spring Into QC had an estimated attendance of 4,500, 40 vendor/sponsor booths, 11 food trucks, 13 live performances or demos, and 14 sponsors. There were 315 volunteer hours for the event.
- Founders' Day brought an estimated 5,500 attendees, 36 vendor/sponsor booths, 15 food trucks, and 11 sponsors. There were 523 volunteer hours for the event.
- The Splash Pad Party celebrating National Parks & Recreation month had an estimated attendance of 600 people.
- Staff processed 28 Special Event Permit applications and 9 Block Party applications.
- Sadly, Trunk or Treat was canceled this year due to inclement weather. It was a disappointing decision, but safety continues to be the Town top priority. During the event timeframe, there were various power outages with emergency personnel responding to a variety of calls for service related to the storms.

Promotion / Marketing

- The Recreation Facebook page reached 90,676 people
- Mikey Myers and friends Fred and Jay returned during the month of October. The trio traveled around town bringing the Halloween Spirit to the Recreation Facebook page.
- Elfworth and Rabbi Rittenhouse also returned this year, making their way around town and enjoying all the festive sights, which were shared on the Recreation Facebook page.

Aquatics

- The Town hired its first Aquatics Supervisor, Joey LaNeve. Joey brings 10 years of aquatics programming and operations experience. He also serves on the volunteer board of directors for the Association of Aquatics Professionals.
- The team has been working on design and program planning for the Aquatic Center, which will be located at Frontier Family Park and is slated to break ground in 2023.
- The division is working on building community partnerships by beginning conversations with local schools/districts that will aid with staff recruitment and retention.
- Staff attended trainings and received certifications related to aquatics operations and pool management.

Grounds

- Pocket Park for Pups was renovated with new sod, sanitization of the seating areas and installation of new benches.
- Turf renovation was completed at four baseball infields at MCOP - 8,000 sq ft of turf was removed and replaced.
- Staff performed annual turf management on all parks and common areas. This includes, but is not limited to core aerations, fertilization, etc.
- 250 tons of landscape material (granite, topsoil, sand, playground surfacing and ball field infield mix) were installed in 2022.
- 140 new or replacement signs/mile markers were installed within the Town's parks and trails.
- 1,095 documented playground safety inspections were completed at Town playgrounds.
- Grounds staff repaired 150 incidents of graffiti/vandalism on Town properties, parks and trails - 98% of these incidents were repaired within 24 hours or less.
- 950 new plants/trees were planted in 2022, including trees, shrubs, groundcover, and annual flowers.
- Grounds crews cleared and removed 815 cubic yards of trash, debris and excess vegetation.
- Over 28,000 sq ft of storm damaged landscape areas were repaired, with eroded areas filled, compacted and relevelled. A total of 450 trees were removed and over 80 major tree branches were removed for safety.
- Crews used over 150 tons of dirt for erosion control and horse ramp repairs on the Sonoqui and Queen Creek wash trails.

Development Services

- Permitted an estimated \$808 million in construction value, ensuring quality and safe development that provides housing, residential and nonresidential options for the community.
- Issued 1,300 Single Family Permits.
- Reviewed 217 business licenses.
- Processed over 5,833 permits and applications, while maintaining current staffing levels and importantly, expected customer turnaround times for permit issuance.

- Staff worked closely with the Economic Development Department in preparing detailed fee cost estimates for projects interested in developing in Town.
- Staff worked closely with the Arizona State Land Department, other outside agencies, and other Town Departments to manage and facilitate development interest in the 4,150-acre ASLD project area located in the northeast area of Town.

ACCELA Improvements

- Along with Finance and IT, successfully completed a credit card service fee program to recoup the costs of accepting credit card and debit card transactions. In addition, a trust account payment process was created for large developers to use as an option when making payments for permits. We currently have seven developers using this option for payment.
- To improve service delivery and enhance the development process, Development Services staff worked with Finance, IT and Utilities staff to create a centralized fee collection for new permits. This will centralize fees and allow customers to make one make payment in the Development Nexus portal.

Engineering

- Engineering led the effort in coordinating with Town Management, Town Attorney, and Zona Wyyerd on an agreement to install new fiber communications infrastructure to offer the residents additional options when it comes to choosing their communication providers.
- Engineering and Planning worked closely with multiple departments and divisions on approving the site plan and site civil engineering plans for a new LG Battery facility located on the State Lands in the northeast corner of Queen Creek (more details in Econ Dev section)
- Engineering had 901 applications submitted, a slight increase from last year.

Code

- Worked closely with the IT Department to launch the Accela Code Module.
- Code staff completed 27 citations and administered 8 civil hearings.
- Code staff and a team of 15 volunteers successfully completed a community outreach project. The residence is owned by an individual who was in need of assistance due to health concerns.
- Staff and volunteers filled two dumpsters with 3 tons of weeds, tree limbs and other vegetation.

Planning

- Processed several text amendments to the Town code (Median Signage, Median Landscaping, Data Center, Entertainment Activities, PZ Minimum Residency, Neighborhood Meeting, Public Notification, and Short-Term Rental).
- Welcomed Leah Gumm to the Planning Commission, and Danielle McGinn, Richard Blaiser, and Bill Neville to the Board of Adjustment.
- Planning had a total of 228 applications submitted.
- Completed the plan review and inspections for Torchy's Tacos.
- Facilitated the development of a number of new restaurants and retail uses including:
 - Gracie Barra Jiu-Jitsu Martial Arts and Self Defense,
 - Arise Veterinary Hospital
 - Chipotle at Ironwood Crossing
 - Dave and Busters (under construction)
 - Einstein Bagels

- F45 Training
- Great Clips
- Jersey Mike's
- Ike's Love and Sandwiches
- Kaizen Collision Center
- Knotty Barn Venue
- Lapbel's Dry Cleaning
- Men's Ultimate Grooming
- Mici Handcrafted Italian
- Nationwide Vision
- Next Level
- Optimum Home Solutions
- Over Easy
- Pacific Dental
- Pinky's Nails and Spay
- Playa Bowls
- Pizza Hut
- Prive IV hydration and wellness
- Rare Tea
- Team Afterburn
- Torchy's Tacos
- UPS Store
- Processed a significant number of rezoning applications, including three industrial rezoning cases and site plans
- Completed a major rezoning case in the ASLD area, rezoning 1,600 acres to Urban Employment, providing for employment uses with ancillary commercial opportunities, in response to the increased interest in the employment sector on the ASLD property.
- Completed the rezoning and site plan of a number of commercial developments including the Vineyard Town Center Site Plan (under construction), Meridian Rezone, QC Crossing Phase 2 Site Plan (under construction), Marketplace at Hudson Station, and the Barn at Pecan Lakes (under construction).
- Completed two annexations: Mayberry on Rittenhouse (1.42 acres) and Hudson Station (95 acres).
- Completed the Olive Mill Phase 2 Agritainment Rezoning, zoning 32 acres to Agritainment to expand the Olive Mill Agritainment area to include residential and nonresidential use.

Building Safety

- With the assistance of the development community, the 2021 International Building Codes, 2020 National Electrical Code, and 2021 International Fire Code were adopted. Commenced the training of building code enforcement personnel in the newly adopted building codes.
- Successfully developed, tested, and implemented the Selectron Inspection Program. It includes IVR and SelectTXT building inspection requests.
- Completed the plan review, permitting, and inspection of Costco, Acero Apartments, and several other commercial construction projects.
- Continued to represent the Town as a guest speaker for the ASU Del Webb School of Construction.
- Performed over 67,484 building inspections.

- Facilitated the construction of a number of new commercial centers including Pecan Plaza, QC Commons, QC Crossing, and Vineyard Town Center.

Economic Development

- Received reaccreditation as an Accredited Economic Development Organization (AEDO) through the International Council for Economic Development through 2025.
- Staff hosted the 2022 Economic Development Summit that included an overview of economic development activities and a bus tour of the community and key development projects.
- Launched new tourism website – <https://visitqueencreek.com/>
- The Town was recognized with a Golden Prospector Award of Merit by the Arizona Association for Economic Development for Multimedia Promotion Website.
- LG Energy Solution selected Queen Creek for their safe and sustainable clean energy facility. The Town and the Pinal County will continue to work on this exciting project and continue to promote the site adjacent to the SR24 as an advanced manufacturing corridor for high tech companies looking to expand domestically, and globally.
- Staff responded to numerous requests from ACA and GPEC for large employment projects interested in the 4,150-acre State Land site. The Town worked further with several major projects as they evaluated and/or conducted due diligence on the State Land site.
- The Town's first large-scale speculative industrial development was approved, to provide 12 light industrial buildings with over 1 million total square feet. Footprints for each building range from 61,300 to 109,500 square feet. The groundbreaking for this project will occur in early 2023.
- The Town sold the parcel of land that will house QC's second hotel. Homewood Suites will be located just north of the Hampton Inn and will begin construction in early 2023.
- Costco, the anchor for the new QC Crossing commercial site, will open on the northwest corner of Ellsworth and Queen Creek roads opened in early 2023. QC Crossing will also be home to a future Hobby Lobby.
- Exciting projects in the Downtown Core are underway. Two new east-west connector roadways commenced construction in 2023 to help further the vision of a walkable downtown.
- The Facade Improvement Program, which encourages improvements to the street-facing exteriors of commercial buildings in Downtown Core, provided \$50,000 to several businesses in 2022.
- Vineyard Towne Center (Phase I) at the northwest corner of Gantzel and Combs roads is under construction and will be anchored by Sprouts.
- New Businesses – Torchy's Tacos, Ike's Sandwiches, Playa Bowls, Fry's Marketplace, Arise Veterinary Hospital opened.
- Jennifer Lindley, Downtown Development Manager, was an honoree of the Phoenix Business Journal's 40 under 40.

Looking ahead to 2023

- Dave and Busters, Ashley Furniture, Costco, Macayo's, EOS, second Fry's Marketplace, second Sprouts.
- An update to the Town Center Plan that was completed in 2017 will start in 2023.

HPEC

- Horseshoe Park & Equestrian Centre/Roots N Boots Queen Creek introduced the inaugural Roots N Boots Queen Creek Cowboy Christmas Trade Show & National Finals Rodeo Watch Party from Las Vegas. The event drew vendors, food trucks and attendees!

- New events for 2022 include BR Diamond Barrel Racing, Queen Creek Bash Rodeo, Queen Creek Draft Horse Classic, Arizona Goat Breeders Association Show, and Superstition Kennel Club Scent Trials.
- HPEC finished out the 21-22 fiscal year with a 43% increase in revenue, the first year for HPEC to exceed the \$1 Million Dollar mark in revenues.
- HPEC hosted over 125,000 people this last year and over 12,000 horses.
- HPEC hosted the Town's Pancake Breakfast in November, and it was a well-attended event.
- Sponsorship revenues at HPEC was over \$163,000 for the calendar year.
- Event days for 2022 = 246 (Equestrian – 217 and Non-Equestrian – 29)
- Monster Truck Wars is coming in 2023.

Finance

Property Tax Policies

- The Town Council adopted a new property tax policy whereby the existing property owners will not see a tax increase every year due to their assessed values increasing. Instead, as their property values go up their tax rate will go down so that they pay the same amount of property tax to the Town as they did in the prior year. The median home in QC will save \$353 over the next five years.
- The Town will absorb the costs of streetlights that have previously been paid by property owners via a separate assessment on their property tax bills, saving \$93,000 across 16,100 parcels.
- The Town will reduce CAGR assessments by an additional \$0.6M on 20,000 post-2004 properties, average reduction of \$30 per year per account. This policy change brings the total CAGR reductions to \$8.6M since implementing this water resources strategy.

Infrastructure, Water Resources, and Long-Term Debt

- Received upgraded bond ratings from both Fitch Ratings and S&P Global, both ratings went from "AA" to "AA+", a one-step increase and only one notch away from the highest rating possible of "AAA."
- Secured \$138M in financing for parks & recreation facilities to provide resources for building out Phase I of the Parks Master Plan (Frontier Family Park, Aquatic/Rec Center, Mansel Carter Oasis Phase II) and to acquire 77 acres of land for a future park in the southeast area of the Town.
- Secured \$56M in financing from WIFA for water & wastewater infrastructure projects, obtained favorable interest rate of 2.889% and a forgivable principal amount of \$1,012,500 that does not have to be paid back.
- Refinanced a 2008 WIFA loan for a lower interest rate through Bank of America, rate reduced from 4.038% to 2.85%, resulting in \$2.1M cash flow savings over the next 16 years. The original loan was secured in 2008 for the purchase of the Queen Creek Water Company.
- Secured \$27M in financing from WIFA for acquisition of 2,033 acre-feet of perpetual water rights (Cibola).
- In conjunction with the Utilities Department, completed a comprehensive update to the Master Plan. Serves as a roadmap for future capital infrastructure needs.
- Eliminated the impact fee for Town Facilities because we have collected enough revenue to pay off the debt associated with this fee. The fee was \$76 per single-family permit. The library impact fee will likely be eliminated in 2023.

Other

- Fully funded pensions plans and pension reserves
 - Fire Pension Plan has been fully funded since 2015. PSPRS corrected an error that resulted in a lower Tier 2 contribution rate for the Town and Tier 2 QC firefighters, from 11.65% to 7.65%. Reduced contributions for 23 employees saving on average \$3,778 per year per employee. Fire Tier 2 employees also received refunds for overpayments into the plan that were caused by the incorrect contribution rate.
 - Police Pension Plan is still developing. Town made a \$7M payment to the Police Pension Plan at PSPRS to fully fund the plan. Doing so reduced the Town's contribution rate for Tier 2 employees from 11.65% to 7.65%, saving the Town about \$450,000 per year. Also reduced contribution rate for 23 employees saving \$3,463 per year per employee.
 - ASRS Pension Reserve remains funded at \$22.2M (\$15.9M in the Operating Budget, the rest in the utility funds), which amount equals the Town's estimated share of the ASRS net pension liability as of June 30, 2022.
- The Town's Permanent Base Adjustment election was successful. This means beginning in FY24, the Town's annual budgetary expenditure limitation will be governed by the state's expenditure limit formula which adjusts each year based on inflation and the Town's population growth. This change eliminates the need to have an election every four years under the old Home Rule requirements.
- In an effort to improve service delivery and enhance the development process, Development Services, IT and Finance worked together to develop a centralized fee assessment for new construction related fees. Staff worked together to incorporate the assessment of water capacity and water meter fees into Development Services existing business processes, fee automation, and financial reconciliation to support a single solution to assess new construction related fees in an effort to eliminate redundancies for our customers, enhance customer service, and improve the permit issuance and payment process.
- Implemented in December 2021, the Town added a 2.4% service fee, paid by customers, on all credit and debit card transactions in Development Services. FY22 credit card fees were \$290K lower than the prior year (six months of savings). Annualized the Town expects to save \$435K per year by not having to pay the credit card fees for these high-dollar high-volume transactions.
- Added an option for high-volume high-dollar customers of Development Services (e.g., home builders) to deposit a lump sum with the Town and then draw down those funds as permits are issued. This option allows these customers to avoid the 2.4% credit card service fee that was implemented last year or having to pay for each permit one at a time by using a bank account.

Looking Ahead

- The Barney Sports Complex was purchased for a future Public Safety Complex to serve the needs of Police and Fire

Fire & Medical

Community Events & Outreach

- Hosted a successful Public Safety Day event for the community with QCPD
- Opened Fire Station 2 (streamed live) and Fire Station 5 (community event)
- Child safety seat installation event
- Conducted a number of outreach and education campaigns including smoke alarm safety, prevent heat related illness, firework safety, cooking safety, etc.

- Participated in a number of community activities including visiting schools, blood pressure checks at the senior program, etc.

Operations

- Began the delivery of training sessions via a podcast format allowing fire stations to attend live virtual sessions and create a library of recorded sessions.
- Graduated ten community members as part of the Community Emergency Response Team.
- Town Council approved pursuing the expansion of the current Emergency Transportation Services Program and approving the purchase of five new ambulances as part of the expansion.
- Placed replacement fire apparatus Engine 412 in service as part of the vehicle replacement program and augmenting the pool of reserve fire apparatus.
- Held the 2022 promotional recognition ceremony for all members promoted in 2022 including adding a third Deputy Fire Chief position.
- Graduated four paramedics from a regional program.
- Started a firefighter recruitment process in preparation of a fire academy beginning in early 2023.
- Ordered a replacement fire apparatus for Engine 413. This unit was ordered early due to timelines being extended as part of supply chain issues.
- Renewed Autism Certification
- Implemented the Heal the Hero Foundation. The program has the goal of improving the brain function of first responders by reducing stress and anxiety
- The Barney Sports Complex and the Barney family has entered into a purchase agreement with the Town of Queen Creek for a future Support Services Building.

Capital Improvement Projects Department

- The newly created Capital Improvement Projects (CIP) Department became fully staffed this year. This department consolidates all of the Town's construction activities under one Department. CIP manages all public infrastructure and building construction projects for the Town including roads, utilities, parks, public safety facilities, and other Town buildings.
- A new system for financial reporting for all CIP projects was created and implemented. The new reports are more efficient, alleviating hours of project manager time while delivering more accurate numbers.

Construction projects completed or substantially completed

- Fire Station No. 2 at 24787 S. Sossaman Road.
- Fire Station No. 5 at 245 W. Combs Road.
- Chandler Heights Road improvements from Power Road to Recker Road.
- Power Road improvements from Brooks Farm Road to Chandler Heights Road.
- Ocotillo Road improvements from Signal Butte Road to Ironwood Road.
- Meridian Road improvements 600 feet north and south of Ocotillo Road. (In conjunction with Pinal County.)
- Meridian Road drainage and street improvements from Germann Road to State Route 24. (In conjunction with Pinal County.)
- Signal Butte Road improvements from Germann Road to Pecos Road. (In conjunction with City of Mesa.)
- Queen Creek Road improvements from Ellsworth Road to 206th Place.
- Sonoqui Wash Trail from Hawes Road to Crismon Road.

- 16 inch and 12-inch waterline improvements within Meridian Road from Queen Creek Road to Barney Farms Reservoir.
- 24-inch sewer trunk line improvements within Meridian Road from Germann Road north to State Route 24.
- 24-inch and 12-inch waterline improvements within Meridian Road from Germann Road to State Route 24.
- Ellsworth Road intersection and turn lane improvements from Queen Creek Road to Fulton Parkway.
- Horseshoe Park and Equestrian Centre Paseo improvements
- Permanent traffic signals at the following intersections:
 - Ellsworth Road and San Tan Boulevard
 - Queen Creek Road and 188th Street
- Interim traffic signals at the following intersections:
 - Gary Road and Grange Parkway
 - Germann Road and 196th Street
- Fuel island at the Municipal Services Building

Projects that progressed under construction

- Queen Creek Road improvements from Ellsworth Road to Crismon Road.
- Meridian Road improvements from Combs Road to Cherrywood Drive. (In conjunction with Pinal County.)
- Meridian Road improvements from Queen Creek Road to Germann Road. (In conjunction with Pinal County. Opened to traffic.)
- Frontier Family Park
- Permanent traffic signals at Gary Road and Grange Parkway
- HAWK trail crossing signal at Sonoqui Wash and Hawes Road

Projects that commenced, progressed or completed design

- Chandler Heights Road improvements from Via del Arroyo to Hawes Road
- Power Road improvements from Chandler Heights Road to Riggs Road
- Hawes Road improvements from Rittenhouse Road to Jude Drive
- Signal Butte Road improvements from Appleby Road to one-quarter mile north (connecting to development provided improvements)
- Sossaman Road and Germann Road intersection improvements (In conjunction with City of Mesa and Maricopa County)
- Queen Creek Wash Trail from Crismon Road alignment to Rittenhouse Road
- Queen Creek Wash Trail from Rittenhouse Road to Meridian Road
- Rittenhouse Road and the Union Pacific Railroad sewer rehabilitation
- Crismon Road improvements from Cloud Road to Riggs Road
- Cloud Road south half improvements from Ellsworth Road eastward a quarter mile
- Bell Road water pump station
- Schnepf Road waterline improvements
- Combs Road waterline improvements
- State Lands roadway and utility improvements
- Town Center Streets - Munoz Drive and Aldecoa Drive improvements
- Heavy equipment decant station
- Grounds Division relocation
- Mansel Carter Oasis Park Phase 2

- Frontier Family Park regional drainage improvements
- Queen Creek Aquatics and Multi-Generational Recreation Center
- 220th Street and Ryan Road improvements
- Public Works administration building
- Sonoqui Wash and Via del Jardin crossing improvements
- Flagpoles for Desert Mountain, Mansel Carter and Frontier Family Park

Real Estate Activity at a Glance

• Annexations	2
• Abandonments	1
• Surveys/Legal Descriptions (non-project related)	0
• Title Reports Ordered	43
• Appraisals Ordered	22
• CIP Acquisitions (fee and easement)	66
• Water Dept. Acquisitions	9
• Other Department Acquisitions	1
• Leases/Licenses/Renewals	4
• Sales/Transfers (Town owned property)	2
• Property Tax Ownership Reviews	183
• Property Research (all departments)	88
• Properties Managed land, buildings and cell towers)	12

Real Estate Activity of Note

- WAPA 230 kV Powerline relocation
- Acquisition of Barney Family Sports Complex for Fire Resource Center and Police Impound Evidence storage
- Lease with Hughes Equipment for a portion of the Fire Resource Building – Provides priority service for large fire apparatus' **85% complete**
- 77 Acre acquisition of Jorde Parkland Property for future park site
- Eight Cell Tower leases and renewals underway
- Meridian Pit recharge lake site cleanup
- Lease renewals underway for all three-town owned rental properties

Police Department

Successful launch of the police department on Jan. 11, 2022! Extensive outreach was conducted leading up to and following the launch to inform the community about the new Queen Creek Police Department.

Traffic & Patrol

Number of Traffic stops

- Creation of a Traffic unit comprising two motor officers with two others currently in training
- Eight Drug Recognition Experts
- Four accident reconstruction specialists
- Radar/Lidar training
- DUI detection training

Top citation types

- Speeding
- Expired Registration
- Holding a wireless device while driving
- Red light violations
- Unsafe lane changes
- No current registration (or out of state registration)
- Failure to yield

Traffic Stop Statistics

- Traffic stops: 5,283 (combined total with motors [1,607] and patrol [3,676])
- See Click Fix:
 - 92 Requests for traffic enforcement and parking complaints
 - 74 Abandoned vehicle complaints
 - 64 Traffic concerns (in collaboration with Public Works)

Patrol Statistics – 26,018 total

- Number of calls: 12,066 to date
- Officer initiated 13,952

Arrest Statistics – 542 total

- Arrested and booked into jail: 154 people
- Cited and released or had charges submitted to the county attorney: 388 people

Top 10 Investigations

- Shoplifting
- Other thefts
- Criminal Damage (under a thousand)
- DUI
- Hit and Run accidents
- Missing Juveniles
- Simple assault
- Info others- investigations we conduct that don't result in a crime that has taken place in QC
- DV assaults
- Criminal Damage (over \$1000)

Top 10 Call for Service types

- Traffic stops
- Crime Prevention (neighborhood patrols, business checks, vacation watches)
- Follow up
- Accidents
- Burglary alarm
- Welfare check
- Traffic incident (disabled vehicle, debris in roadway)
- Agency assist (helping fire, or other agencies)
- Off duty (traffic control, HPEC, special events)
- Family fight

Criminal Investigations Unit

Detectives have handled 650 investigations to date (average of 54 cases a month)

- Establishment of a Special Victims Unit and Specialty Assignments Unit
- Establishment of a Forensic Examination Unit
- Launch of a K-9 program
- Creation of a collateral SWAT consisting of tactical operators and crisis negotiators
- Recovering multiple sex trafficking victims from the sex trafficking industry

Specialized Training

- Advanced forensic interviewing of children
- Property crimes
- Entomology
- CSI and forensic processes- this helped our CSI team identify multiple suspects by utilizing DNA and fingerprint analysis
- Autism certification through IBCCES
- Certification through the AZ Commission for the Deaf and Hard of Hearing (AZDHH)

Operational/Organizational

- Creation of CIT (Crisis intervention Team) Unit - 19 officers which is 25% of our police staff
- Set up an sUAS program with officers certified through the Federal Aviation Administration (FAA) to operate drones
- Built a records division from scratch. To date, the records division has fulfilled over 2,000 records requests with a team of 2
- The Department has reviewed over 4,000 reports before they are entered into the Records management system
- Implementation of Versaterm that includes RMS, and CAD. This is the system that houses all QCPD reports electronically. It also includes technology that allows officers to submit their reports into the system remotely
- Worked with the Pinal County Attorney's office to test an online portal to submit charges electronically. We are the 2nd agency they are working with to test this portal
- Built Tableau- a platform with interactive dashboards showcasing QCPD crime stats and QCPD activities within the Town
- Launched the Community Crime Map- an interactive platform for residents to view incidents taking place within the community
- Creation of a Police Support Specialist program - all PSSs have attended traffic school and accident training at the academy. QCPD will have 3 PSSs by early 2023.
- Participated in extensive training in various topics to ensure responding officers are current on trends and can provide the best service to residents.

Collaborations

- Participated in QCFMD podcasts for fire to learn more about police operations and vice versa
- Collaboration with fire on responses to mental health and crisis calls
- Participation in the Pinal County Regional Vehicular Crimes Task Force
- Participation in Regional DUI task forces
- Work with the Governor's Office of Highway Safety on traffic campaigns

- Training with schools collaborated and coordinated crisis response training with school administrators and security directors to provide real time communication before during and after crisis events

Grants

- 2022- awarded 132,377 for car and supplies
- 100 Club grant to cover ballistic protection of equipment for officers
- Blue Courage Training- Grant for officers to participate in officer resiliency training with mental and physical health aspects to it

Things to come

- 2023- awarded 75,500 for overtime and a few supplies
- Pending 2023 grant requests- \$50,000 overtime DUI abatement council and \$28,886 Drone AZ State

Partnerships

- QCPD continues to focus on building community partnerships with schools, businesses, faith-based groups, and neighborhood groups.
- QCPD also worked to build relationships with cultural groups within the community and hosted a panel with black, Latino, and Muslim leaders to discuss their concerns, get their feedback, and create a foundation for good communication, engagement, and dialogue between Police and diverse members of our community.
- Participate in various community events with local partners including a 9/11 ceremony, Homes for Heroes, Juneteenth Festival, education summit, etc.
- Launched Adopt-A-School Program as a pilot. An officer is plugged into 10 local public schools (elementary and middle). These officers are responsible for fostering positive relationships with students and staff. Officers aim to visit their schools at least once a week and become a familiar face on campus.
- QCPD has 2 active SROs at two high schools (QCHS and Casteel). SRO's primarily work on school campuses to foster positive working relationships with our school partners. SRO's teach law related educational classes in these schools.
- QCPD officers work hard to build relationships with some of the more vulnerable residents of our community- those children in foster care/ living in group-homes. Officers participate in various activities such as flag football games, corn hole and bowling. Officers also adopted a cottage and bought gifts for children in the cottage.
- Working with Queen Creek's Family Resource Center and in partnership with Target, officers shopped for children in need, wrapped and delivered the gifts.
- Participated in monthly read with a cop activities at the QC Library.

Campaigns / Outreach / Events

- With traffic stops being the number one call for service, QCPD has conducted a number of outreach campaigns related to traffic, including speeding / red light running, back to school safety, school bus safety and DUIs.
- Additional safety campaigns include fireworks, proper use of ATVs, moving over for safety vehicles and crime prevention tips.
- Launched QCPD Cares, an effort highlighting acts of service by police officers.
- Launched several programs to help the community including vacation watch and my safety call.

- Co-hosted public safety day with QCFMD to celebrate the launch of QCPD. The event was so well received, it will be an annual event.
- Hosted several coffee with a cop style events to encourage community conversations.
- Participated in National Faith & Blue initiative bringing faith-based communities and police together to foster stronger relationships in the community -the first event was in partnership with Central Christian Church.
- Launched Power Engage, feedback tool that contacts callers to the non-emergency and 911 lines to gauge satisfaction with service they received – received a 94.3% positive rating. And launched Know Your Force, a resident feedback tool.

Public Works

In partnership with Pinal County and our state delegation, the Town was able to secure a \$15M Legislative Budget appropriation to be utilized by Pinal County to purchase the necessary right-of-way for the State Route 24 extension east of Ironwood Road.

Traffic / Pavement Preservation / Streets

- The Pavement Preservation Division applied 7,880,706 square feet of seal coating material to roadway pavements, equivalent to about 57 miles of road. The treatment adds 10-yrs to the life of the asphalt.
- A record number of 15 new or temporary traffic signals were installed this year, compared to six last year.
- As part of a Smart City initiative, 72 signals were incorporated into the Centrac's Advanced Traffic Management System (ATMS). The ATMS allows staff to manage signal performance and operations from a central traffic command center.
- The Streets Division performed 8,488 total work orders and met a 97% completion rate performance measure for work orders completed within a 24-hour period.
- Street crews used approximately 1,150 gallons of seal coat material to seal asphalt pavement in residential neighborhoods and Town parking lots.
- Street crews removed and replaced approximately 1,100 square feet of sidewalk panels and repaired 2,136 linear feet of uneven sidewalk panels.
- Street crews managed 3,890 storm drainage systems, compared to 3,683 last year. Of these systems, crews managed 911 segments of storm pipe, 684 storm basins, 1,828 storm inlets, 77 storm outlets and 390 storm culverts.
- Street crews responded to 27 tasks for roadway spills, including oil, concrete, transmission fluid, and hydraulic fluid spills.
- Streets crews conducted 2,465 inspections on equipment and vehicles.
- Streets crews responded to 193 debris obstruction removal tasks in the roadway or right of way. The top tasks included vegetation management, graffiti removal and pothole repairs.
- Streets crews inspected and repaired 9,754 signs and 5,270 supports. This is in comparison to 9,432 signs and 5,094 supports from last year.
- Streets crews completed 1,828 work orders for special events, including traffic control, grading, concrete work, soil stabilization, creation of parking lots and assisting with events. Facilities staff assisted with the pre- and post-event tasks for 22 special events.
- Streets crews completed 1,050 work orders in regards to street sweeping.
- Streets crews performed 88 tasks for emergency call outs after hours.

Environmental

- The curbside Trash and Recycling Program expanded by 3,578 household accounts, for a total of 22,474 accounts, which included the addition of Ironwood Crossing
- The Ironwood Crossing neighborhood's trash and recycling services transitioned from Waste Connections to Town services. Nearly 4,500 total trash and recycling carts were transitioned.
- As a SMART City initiative, scanner technology was integrated into the trash and recycling cart inventory process. Town staff spearheaded the integration of this innovative technology as the first of its kind to aid in the mobilization of cart delivery. The technology was successful in efficiently transitioning trash and recycling services for the Ironwood Crossing neighborhood. They saved staff hours and helped the Town to be more effective in its stewardship of trash and recycling carts.
- The Household Hazardous Waste IGA with the Town of Gilbert diverted over 3.4 tons of hazardous material from households and the landfill, compared to 3.8 tons last year.
- The Neighborhood Recycling Drop-off Center helped divert over 320 tons of materials from the landfill, compared to 313 tons last year.
- The Town Cooking Oil Program helped divert over 950 gallons of oil that was diverted from the landfill and/or the Town's sewer system, compared to 1,096 gallons last year.
- The Environmental Education Exchange (EEE) returned to in-person classroom presentations. EEE presented a fun and engaging environmental curriculum to over 2,221 students in 15 different schools.
- The Environmental Division's recycling events resulted in a total of 5,288.33 tons of materials diverted from the landfill, compared to 4,160.02 tons last year.
- As a continued SMART City initiative, Town staff integrated handheld scanners in the QC Recycles Drop-off events. With these scanners, Town staff was able to track attendance, in-person registration, and the categories of materials brought to the event. Additionally, a fast pass was implemented as a registration option for residents. This year, 1,197 residents registered for a fast pass to the QC Recycles events. The scanners and fast passes continue to allow for efficient and effective contactless events.

Fleet

- The Fleet Division currently maintains 431 vehicles/equipment, compared to 323 vehicles last year:
 - 340 vehicles/equipment
 - 91 trailers
- Of these vehicles and equipment, 114 are for the Queen Creek Police Department, including but not limited to two K-9 units, three motorcycles and six ATV/UTVs, as part of their specialty equipment.
- The Fleet Division completed a total of 1,637 work orders, compared to 1,329 work orders last year.
- The total savings from in-house fleet repairs and preventative maintenance was \$174,213.

Facilities

- Facilities performed preventative maintenance of 57 structures, encompassing approximately 513,000 square feet.
- The Facilities Division successfully managed over 1,990 internal work orders and accrued upward of 2,665 hours of preventative maintenance tasks, including but not limited to:
 - Facilities performed modifications to the PSB for the transition of PD into the facility, including designing proprietary keys and cores for secure PD facility use and commissioning PD data equipment.

- Facilities coordinated multiple renovations to accommodate increased staffing at the FOF.
- Facilities assisted with the construction and commissioning of Fire Stations #2 and #5.
- Facilities coordinated renovations to accommodate the relocation of the Fire Department at Historic Town Hall.
- Facilities coordinated the LED retrofit of the covered arena and barns at HPEC.
- Facilities evaluated the benefits of electricity production with Solar Voltaic options at the Library.
- Multiple renovations took place at the MSB:
 - Completed generator capacity and load study.
 - Replaced all carpet.
 - Performed thermal imaging electrical testing.
 - Completed MSB Fuel Island.
 - Replaced office cubicles on the first floor.
 - Performed multiple work space renovations.
 - Coordinated the construction of a new conference room utilizing 90% recycled Town products.
- One Facility Services Specialist staff member was re-certified for COVID-19 Positive Environment Disinfection.

Utilities Department

Administration

- The Town of Queen Creek (TOQC) entered into an agreement with EPCOR regarding an exchange of current and future service territories. Among other things mutually beneficial to both the Town and EPCOR, this agreement will consolidate all of the water and wastewater utility services for all Town residents and businesses.
- The Town secured funding from Pinal County for \$35M of utility projects within Queen Creek's utility service area and within Pinal County. The funding will allow for the projects to be constructed sooner than otherwise anticipated and will allow the Town to continue to provide utility and CAGR savings to Pinal County residents through more efficient water distribution and the recharge and recovery of treated effluent which will reduce overall reliance on groundwater. Reduction in groundwater use will ultimately result in savings to customers in lower CAGR assessments and also facilitate the Town's ability to become an assured (renewable) water provider.
- February 1, 2022 the Arizona Department of Water Resources (ADWR) issued a finding approving on latest Physical Availability Determination of an additional 10,760 acre feet of water available to be withdrawn on an annual basis for the next 100 years which brought the Town's total volume allowed to withdraw groundwater to 51,000 plus acre feet over every year for next 100 years for a grand total of 5,100,000 acre feet of water. This took nearly 5 years of work to complete.

CIP Project Management

Studies/Documents/Agreements

- Completed the Town's first Comprehensive Utility Master Plan
- In process of securing Assured Water Supply Physical Availability Determination with ADWR
- Flow Meter Evaluation/Study
- GWRP Reclaim Study

- Utility On-call Selection for Distribution Lines, Wells & Tanks, and Treatment

System Items Constructed

- Greenfield Water Reclamation Plant Expansion Complete and Closed Out
- Meridian Road: Queen Creek to Barney Tank water (1/3 Mile)
- Meridian Road: Queen Creek to Barney Tank transmission line (1/4 Mile)
- Meridian Road: Germann to SR 24 water (1 Mile)
- Meridian Road: Germann to SR 24 sewer (1 Mile)
- Germann Road: Meridian to Mckenzie water (1/2 Mile)
- Germann Road: Meridian to Mckenzie sewer (1/6 Mile)
- Laredo Ranch Well
- Combs Ranch Well
- Archer Meadows Well and Tank Site

System Items in Construction

- Barney Farms 3 MGD Water Storage Tank and Booster Station
- Harvest 2 MGD Water Storage Tank and Booster Station
- Quail Run Well
- Home Place Irrigation Well
- Home Place Potable Well 1
- Home Place Potable Well 2
- Bell Road Pump Station
- Town Center Water and Wastewater Infrastructure

System Items in Design or Waiting Construction

- 24 Miles of Water Lines are in Design or To Be Designed
- 8 Miles of Sewer Lines are in Design or To Be Designed

Other

- Kenworthy Road Utility Coordination with Pinal County
- Combs Road & Intersections Utility Coordination
- Quail Run Water 1 MG Tank and Booster Station
- Ware Farms Well 1 Agreement
- Ware Farms Well 2 Agreements
- 4 Recharge Projects On-going
 - Frisbee Park
 - RWCD Pond
 - Meridian Gravel Pit
 - Kenworthy Gravel Pit
- Reclaim Alignment/Corridor Study Kickoff
- Working on Securing City of Mesa Effluent Agreement
- Pretreatment Study Kickoff

Well Site Construction

- Villages Well tank and appurtenances painted.
- Well 1 electrical and plumbing upgrades.

- Homeplace Well South liner installed.
- Homeplace Well East liner installed.
- Main Well site Liner installed.
- Ellsworth Well exploration brush and bail.
- Combs Ranch Well completed waiting on registration to be completed.
- Terra Ranch Well rehabilitation completed and qualified as potable.
- Empire Jorde Well rehabilitation complete and qualified as potable.

Water Repair & In-House Construction

- 19 Service Installs
- 47 Water Service Repairs
- 35 Hydrant Repairs
- 9 Water Main Repairs
- 490 Valves Operated
- 1 Water Valve and Hydrant Valves shot in
- 7 Water Shut Downs for Inspections & Repairs
- 2 arterial street valve lid replacements
- 12 well site major construction and repairs

Water Production

- Electrical & Booster Control Room full enclosures completed for Castlegate, Ironwood South well sites.
- Pecan South Well motor replacement
- Shea South Well Site – construction of chlorine storage shed with air conditioning
- Laredo Ranch Well & Booster Site – completed installation of new Ignition Supervisory Control and Data Acquisition (SCADA) software
- Booster Pump Impellers replaced: 8
- Booster Pumps converted from analog to ethernet connectivity for SCADA control: 5
- SCADA Ignition – Designed and developed
- Order, deliver, schedule, and bill approximately 600 active customers, over 30 subdivisions plus contractors

Inspections

- 880 Utility Plan Reviews
- Inspected 24 miles of new water line in commercial and residential developments
- Inspected 17 miles of new sewer line in commercial and residential developments
- Inspected 1,842 new water services
- Inspected 1,617 new wastewater services

GIS / Blue Stake

- Completed estimated 27,000 Blue Stake Tickets
- Completed 265 Public Records Requests

Wastewater

- The entire Town's sewer trunk line was jetted and vacuumed in a calendar year

- The sewer crew completed 534,834 feet of cleaning sewer combined between subdivisions and trunk line and commercial areas.
- The sewer division has completed 3,209 work tasks
- Managed the sampling and flow of wastewater Epcor sends into our system.
- Maintain and manage S.C.A.D.A at lift stations throughout the Town
- The Wastewater Division had no spills/backups for the year
- Monitor flows the Town sends into the G.R.W.P and assure reclaimed water going into the R.W.C.D is accurate
- Installed 3 flow lasers for data at different locations throughout the Town.

Metering

- Completed the installation and upgrade of our Regional Network Interface (RNI) software version from 4.9 to 4.11 for Sensus FlexNet (AMI) meter reading system. With this year's new meter install it brings or active meter count to over 39,438+ meters.
- Completed the upgrade of Sensus Analytics from Essential to Enhanced version giving us more ability to monitor and repair failures throughout the system.
- Completed the implementation of the "Large Meter Monitoring Program" which consist of checking the daily usage reading for 1,047 meters that are 1.5" & larger for inconsistencies.
- Completed the installation and configuration of 2 additional Recovered Effluent Lake meters for a total of 6: Mansel, Lagado, Barney Farms, Villages Lake, Harvest, Pecan
- Completed 16,928 estimated daily work orders that included installing 1,512 new customer meters and changed out 1,045 failed existing meters along with the following daily work orders.

TOTALS 2022	
New Meter	1512
Meter Change Out	1045
Transfer	5671
Repair	1449
MXU Change out/Repair	4112
Lock/Unlock	1666
TEST	388
Temp	358
Re-Read	14
Zero Use W/O's	307
Hydrant Meters	406
	16,928

Water Conservation

- The Town of Queen Creek's water conservation division, via Council's approval, moved forward to add all of the HOA's that are serviced by the town of Queen Creek and all schools to the Waterfluence program. Waterfluence provides a water budget based on turf and granite areas and provides hourly water use data and leak notifications based on real-time information we provide them nightly from our Sensus AMI metering system.

- Water Conservation is working with an irrigation auditor via a grant provided by ADWR that funds 50% of the cost to do each water audit. Our division is focusing on our top 5 largest water users (HOA's) to help them locate any source of water loss.
- Water conservation workshops returned to in-person presentations. Classes have been well received and outreach has been larger than it was during our virtual presentations.
- Water Conservation worked with Abracadabra again in 2022 to provide a virtual water conservation magic show to our 2nd through 5th graders. These classes are offered to schools in the Town's water service area.
- Virtual classroom presentations were offered through our EEE water conservation program again for the 2022 school year for the presentation of Our Water Our Future. This innovative presentation teaches our 4th and 5th graders about the water cycle based on State Standards. We continue to use the environmental activity booklet that was created by EEE which covers important aspects of water conservation, storm water, solid waste and recycling.
- The water conservation division was able to have its interactive water conservation floor graphic design installed again. This has been hugely successful and positive program. This design encourages our young residents to jump, skip and hop their way to learning about water conservation. The Water Use It Wisely water tower graphics were displayed for all families to see and learn from as they entered the Library doors.
- In conjunction with the interactive conservation floor graphic, we hid WUIW Wayne Drop beanies throughout the books in the library. We called it "Finders/Keepers." A sign that was attached to the Wayne Drops had a QR Code that, when scanned, took them to the water conservation Kids Activity page on the WUIW web site.
- The residential Water Calculator was completed and is now accessible at www.QueenCreekAZ.gov/WaterCalculator. This allows residents to enter the square footage of their turf and granite areas and answer a few simple questions about their daily water use habits. When they have answered the questions, a monthly water budget is created for them based on their answers. It reflects how much water should be used indoors and outdoors monthly. This allows the customer to see if they need to make improvements to their daily water use habits.
- The Town's water conservation division was required to file a new Provider Profile which outlines the Town's BMP's (Best Management Practices) for the 4th Management Plan. This was completed and approved by ADWR on June 30, 2022.

Water Resources

- Entered into an agreement with Central Arizona Project (CAP) to receive an allocation of 4,162 acre feet of Non-Indian Ag (NIA) phase two water allocations. These agreements have not been finalized but will be in January and at that time the TOQC will have over 20% of sustainable water available for their citizens. This is a big step toward the Town continuing to move away from groundwater pumping and to provide a sustainable source of water for Town residents.
- The Town of Queen Creek entered into an agreement with Harquahala Acres to purchase land that has groundwater rights. The purchase agreement is 500,000 acre feet over 100 years. This will provide 5,000 acre feet of sustainable water for the next 100 years. This is another step in the process for Queen Creek to move off of CAGRd groundwater and provide Town of Queen Creek residents with a sustainable water resources future.
- The Town is overseeing an environmental analysis (EA) to determine the environmental feasibility of receiving 2,033 acre feet of water from Cibola Valley. When the EA is completed it is anticipated the Bureau of Reclamation will find environment impact insignificant and transfer

the Cibola Valley water rights to the Town. The water rights transfer could occur in mid-2023. This will add another 10% of production of sustainable water for the TOQC residents.

- The TOQC entered into an agreement with SRP to be part of a feasibility study to analyze modifying Bartlett Dam on the Verde River. SRP expects the Bartlett Dam modifications to be completed in 2035. When completed, the Bartlett Dam modifications could yield an additional 36,000 to 91,000 af/year of new water supply in central Arizona. By actively participating and funding the Bartlett Dam modifications studies, design, and construction, the Town anticipates acquiring up to 25% of the new water supply. The Town is in the first step in a process that could lead to a large amount of affordable, sustainable water for TOQC residents.

Water Quality

- The Town's water continues to meet or exceed regulations.
- The Town participate in ongoing water quality testing, with an annual report issued each year.
- Drought management plan concept and rough draft.

Human Resources Department

- Received the "2022 Agency of Excellence Award" from the Western Region International Public Management Association for Human Resources for our efforts in the hiring process for the Police Department. In conjunction with this unprecedented lateral-based transition to a municipal run police department, Queen Creek also met "The 30x30 Initiative" gender diversity goal by the first day Queen Creek officially took over policing on January 11, 2022. Females in sworn positions represent 31% of staff on day 1 of the department going live.
- For the third consecutive year we received a Platinum level "Healthy Worksites Award" in recognition of our Employee Wellness Program. The Healthy Arizona Worksite Program is a statewide public health initiative designed to support employers who are making evidence-based efforts to improve the health and well-being of their employees and families.
- Launched an in-house Supervisor's Academy with 26 total attendees for the year. Attendee participation represented 9 different departments.
- Revamped the Performance Management Program this year with a launch date of 1/1/23 with the goals of streamlining the process for supervisors, employees and HR staff. This included numerous training sessions for employees & supervisors, the creation of comprehensive and updated training materials in multiple formats.
- Hired and onboarded a total of 85 new employees in 2022. Seventy-two were full-time and 13 were part-time staff.
- For another consecutive year, there was no insurance premium increase for employees for medical, dental insurance and vision insurance.

Information Technology Department

- Implemented 5-year IT Strategic Plan
- Provided Town-wide training to employees: 27 classes of various topics/software completed.
- Enhanced customer access to Development Services inspection requests by implementing texting and expanded the Development Nexus online web portal.
- Implemented a Digital Asset Management software to store the Town's digital assets with improved accessibility and reduced the digital footprint on the Town's network.
- Implemented a direct integration for the Arizona Registrar of contractors database with Accela to allow Development Services staff to confirm license status without manual searching, allowing permit records to have the most up to date information for licensed contractors.

- Implemented a new process to record and track development services fees related to Town/development projects
- Completed a project to configure Accela and adapt department processes to assess and collect water meter and capacity fees at the time of permit issuance to simplify the payment process for new construction customers.
- Implemented the Maps and Open Data portal to provide access to interactive maps and allow the public to download non-sensitive GIS data without having to make a public records request.
- Worked with Community Services and Public Works staff to create a new interactive Traffic Alert map that is available on the Town's website and replaces the static PDF that was emailed out every week.
- Created a map tool that allows residents to estimate the amount of landscape areas they have so they can enter that information into a Town website where they can get information about their water use.
- Added 5,308 new addresses to the town's GIS system.
- Created a local area network for the new HPEC show trailer
- Installed new Cholla conference room equipment increasing usability.
- Updated Community Chambers software programming and hardware for Council meetings
- Fire Station 2 and 5 network/technology installation related to new construction.
- Implemented Accela Code Enforcement module to modernize the process and streamline all development service's processes within one enterprise system.
- Completed the Granicus PEAK installation for Council meetings, which also included replacing aging iOS devices with new Windows based devices for Council use
- Installed security cameras (license plate readers and security) for the MSB fuel island
- Installed and configured flat panels and Fleet ticketing system in the Fleet shop
- Completed an RFP for network cabling, identifying four cabling contractors for all cabling project over the next three years
- Installed RedSky E911 which provides a dynamic cloud-based E911 solution to protect our mobile workforce by providing their work location during an emergency call per FCC regulations.
- Completed the reorganization of the MSB Intermediate Distribution Frame (IDF); this included recabling and new network routing
- Completed deployment of 48 new Verkada security cameras across 5 different Town locations (Mansel Carter Park, Queen Creek Community Center, Queen Creek Grounds building, Queen Creek Public Safety Building, and Horseshoe Park & Equestrian Center).
- Completed WiFi coverage improvement project at HPEC
- Migrated authentication of network devices from legacy Terminal Access Controller Access-Control System (TACACS) system to Cisco's Identity Services Engine (ISE)
- Established connectivity with various law enforcement agencies (Mesa PD, DPS, AZ courts, MCSO) required by QCPD to be used for law enforcement related activities as part of the implementation of Queen Creek Police Department at the beginning of 2022
- Migrated all QCPD infrastructure to clustered server and storage environment which added redundancy and resiliency for QCPD technical workloads
- Deployed new, CJIS compliant, remote support (BeyondTrust) to allow Queen Creek IT staff to support officers in the field remotely
- Implemented a new disaster recovery solution (Vmware Cloud Disaster Recovery) for municipal server infrastructure
- Replaced aging Cisco DMZ server with newer Dell infrastructure to improve reliability of Queen Creek IT outward facing connection points including Software Defined Wide Area Network (SD-WAN), and telepresence server

- Upgraded the Town's VOIP service
- Upgraded the Town's virtual server infrastructure