

## **2023 Town of Queen Creek Accomplishments (by department)**

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- Queen Creek Mayor Receives Champion of the Year Award from the Arizona Manufacturers Council
- Queen Creek's Paul Gardner Recognized by the American Planning Association, Arizona Chapter
- Passage of House 2809 increasing the public infrastructure reimbursement cap for communities building roads, water and wastewater for advanced manufacturers. This will allow the Town to recoup partial costs for our expenditures from the State's portion of construction sales tax in direct connection with the location of LG Energy Solutions.
- Passage by the Arizona Legislature and referral to the ballot of Proposition 479, the extension of a 1/2 cent sales tax dedicated for transportation purposes in Maricopa County. If passed by the voters, the tax will fund the regional transportation plan known as Momentum, which includes \$120 million for State Route 24 (Ellsworth-Ironwood with full interchanges at Signal Butte and Meridian) and a \$126 million regional investment in Queen Creek's arterial network.
- The securing of \$87.5 million in funding from the Arizona State Legislature for the construction of an interchange at Ironwood and the further extension of the SR-24 east into Pinal County.
- The award of \$2.9 million in various transportation grants offered through the Maricopa Association of Governments.
- Results from the recent Queen Creek citizen survey indicate that residents in Queen Creek are pleased with the community, with 93% reporting that QC is a good or excellent place to live, and 90% rating the quality of life as excellent or good. 79% plan to live in Queen Creek in five years and 95% would recommend Queen Creek as a place to live.

### **Capital Improvement Projects Department**

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The CIP 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.

The Capital Improvement team completed new and on-going construction projects, progressed through design and commenced construction on several projects, and initiated design on several new projects.

#### **Construction projects completed or substantially completed in 2023 include:**

- Horseshoe Park and Equestrian Centre RV Dump Stations.
- 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.)
- HAWK trail crossing signal at Sonoqui Wash and Hawes Road
- Permanent traffic signals at the following intersections:
  - Gary Road and Grange Parkway
  - Walnut Road and Ellsworth Loop (added fourth leg)
- State Land Improvements Phase 1 Utilities including:
  - 18" sewer and 16" water within Pecos Road from Meridian Road to Ironwood Road
  - 18" sewer and 24" water within Germann Road from Meridian Road to Ironwood Road
  - 12" sewer and 24" water within Ironwood Road from Germann Road to Pecos Road
- Hawes Road and Queen Creek Road temporary traffic signal
- Bell Road water pump station

**Projects that progressed under construction in 2023 include:**

- Ocotillo Road: Sossaman Road to Hawes Road
- Signal Butte Road improvements from Appleby Road to one-quarter mile north (connecting to development provided improvements)
- Town Center Streets - Munoz Drive and Aldecoa Drive improvements
- Frontier Family Park
- Mansel Carter Oasis Park Phase 2
- Queen Creek Aquatics and Multi-Generational Recreation Center
- Frontier Family Park regional drainage improvements
- Grounds Division Staging Yard relocation
- State Lands Improvements, Phase 2 Utilities
- Horseshoe Park and Equestrian Centre Concessions AC Replacement
- Permanent traffic signals at Germann Road and 196th Street
- Schnepf Road Waterline Improvements North of Combs Road

**Projects that commenced, progressed or completed design in 2023 include:**

- 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
- 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 under 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
- Combs Road waterline improvements
- Schnepf Road waterline Improvements south of Combs Road
- State Land roadway improvements
- Heavy equipment and Street Sweeper decant station
- 220<sup>th</sup> Street and Ryan Road improvements
- Sonoqui Wash and Via del Jardin crossing improvements
- Flagpoles for Desert Mountain, Mansel Carter and Frontier Family Park
- Town staffing analysis, building identification and fleet building design.
- Town-wide Fiber Network Assessment
- Existing fleet building HVAC assessment
- Wales Ranch Ridge Tank Site and Booster Project
- Public Safety Complex #1 Police/Fire
- Kenworthy Road Water Transmission Line Chandler Heights to Germann

**Real Estate Activity at a Glance**

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|--|----|
| • Annexations                                      | 3  |
| • Abandonments                                     | 0  |
| • Surveys/Legal Descriptions (non-project related) | 0  |
| • Title Reports Ordered                            | 16 |
| • Appraisals Ordered                               | 11 |
| • CIP Acquisitions (fee and easement)              | 14 |
| • Water Dept. Acquisitions                         | 7  |

• Other Department Acquisitions	2
• Leases/Licenses/Renewals	3 (2 leases, 1 Cell Towers.)
• Sales/Transfers (Town owned property)	1
• Property Tax Ownership Reviews	195
• Property Research (all departments)	135
• Properties Managed (includes land buildings & cell towers)	13
• Public Presentations	2

### Ongoing Real Estate Projects

- Creating a Procedure Manual for Real Estate Division **65% Complete**
- Creating a reference system for all of the Town owned property **30% Complete**
- Document/Template standards and streamlining **90% Complete**
- Offering Notary Services to the citizens of the Town of Queen Creek
- Real Estate Policy development **65% Complete**

### Real Estate Activity of Note

- Radio Tower Acquisition – research into new site in Queen Creek
- Management of Barney Family Sports Complex – in preparation for renovation for Fire Resource Center and Police Impound Evidence storage
- Relocation of cell tower from Barney Sports Complex to Frontier Family Park
- Five Cell Tower leases and renewals underway
- Lease renewals underway for all three-town owned rental properties

### Community Services Department

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#### Communications & Marketing

##### *Social Media*

- Instagram audience increase of 18% (over 2,500 net new followers), with engagement up 25% with over 61,000.
- X (Twitter) increase of 10% (nearly 600 net new followers)
- More than 1,800 net new followers on the Town’s Facebook with post link clicks up 21% (nearly 8,000 clicks), driving engagement to the Town’s website.
- More than 940,000 total video views across platforms (Facebook, Instagram, X, YouTube and LinkedIn)
- More than 4,000,000 total impressions and 11% growth across the Town’s Facebook, X, Instagram and LinkedIn Channels combined.

##### *Events & Outreach*

- Assisted with the coordination and marketing of 12 blood drives. The Town partnered with Vitalant to host monthly drives, exceeding the annual blood drive goal.
- The fall QC Recycles drew the largest attendance to date with 566 vehicles and 32.792 tons of materials collected/diverted from the landfill (also established a new partnership with Stardust Building Supplies to offer a new service to residents at this event).
- Organized and hosted the second annual “What’s Poppin’ in QC” - an event to engage residents and inform them about Town programs and services.
- Coordinated the annual Pancake Breakfast - the event was held at Horseshoe Park & Equestrian Centre, highlighting the Town’s equestrian heritage. The event was well received by residents with 800 pancakes served and an estimated 1,600 people in attendance.
- Coordinated a groundbreaking ceremony for the downtown core connector roadways.

- Coordinated a groundbreaking for the Ocotillo widening project.
- The team continued to work with CIP staff to provide regular short video updates in an effort to keep residents informed about transportation improvements.
- Coordinated and hosted the 2023 Citizen Leadership Institute - 53 individuals graduated from the program. The class conducted two group projects benefiting the Friends of the Queen Creek Library and Hoofbeats with Heart, two organizations that support the Queen Creek community.
- Organized a groundbreaking ceremony for the Town's first recreation and aquatic facility. The groundbreaking was featured by various media outlets and residents shared their enthusiasm for the projects on social media.
- The Star Students program returned with the three ceremonials during quarter four, honoring 17 students from Queen Creek schools. Students were presented with a Star Students certificate from Mayor Wheatley and given gift cards to celebrate with their families, thanks to five frozen dessert businesses that have partnered with the Town for the Star Students program.
- The Town's inaugural Constitution Week was held in partnership with local schools. Local youth were invited to participate in an art and essay contest with six individuals recognized at a Council meeting. The winning entries were displayed during the Constitution Week Community Concert, which brought together youth from schools throughout Queen Creek who celebrated the Constitution through song. The winning entries were also displayed at the Constitution Week booth at Founders' Day.
- The growth of QC's recreation opportunities was highlighted with the opening of the youth center time capsule from 1998. At the ceremony, Mayor, Town Council members and past council members, Town staff and youth gathered to open the time capsule. Staff coordinated this event with remarks from Mayor Wheatley, former Mayor Schnepf and Town Manager Bruce Gardner.
- During the month of September, QC Neighborly Week and Celebrate QC campaigns were implemented to spread kindness among neighbors and share the history of Queen Creek. Rusty and Lara were recognized during a Council meeting for their contributions as a Great Neighbor and the QC Neighborly webpage was updated to showcase some evergreen videos to promote helping your neighbors.
- Assisted utilities and finance with the new utility billing system launch including direct mail, website content, social media posts, signage and informational videos.
- Assisted finance with the Utility Billing and Autopay & Paperless Billing Campaign. The Town partnered with Paymentus, our online and IVR payment processor to run a campaign incentive to encourage customers to sign up for autopay and paperless billing. Through outreach efforts, the number of customers increased by just over 1,200 for ebills and nearly 800 for autopay. The Town will save \$818.07 per month in printing/mailing costs.
- Produced a new mini brochure for Economic Development targeting advanced manufacturing.

#### *Awards*

- 2023 Recycling Municipality of the Year from Circular Arizona (formerly the Arizona Recycling Coalition)
- The documentary "QCPD – the Creation of a Police Department" received a SAVVY award from the City-County Communications & Marketing Association (3CMA)
- The documentary, "QCPD - the Creation of a Police Department" was a nominee for the Rocky Mountain Emmys
- The Public Relations Society of America (PRSA) Phoenix chapter presented the Town with four awards:
  - an award of merit for the 2023 State of the Town
  - a Copper Anvil Award for the VisitQC website;

- two Copper Anvils for the Permanent Base Adjustment Education Plan (in the public affairs and integrated communications categories).

### *Public Safety*

- Organized Public Safety Day, an opportunity for residents to engage with their local police and fire. Target and Starbucks provided refreshments and the ALA high school band performed during the event.
- QCFMD continued hosting car seat safety events, partnering with QCPD and DPS.
- QCFMD hosted two Coffee with your Crew events, at Starbucks and the Bistro, providing an opportunity for people to see the engine and learn more about the fire department.
- QCPD hosted a series of outreach events providing an opportunity for residents to engage with their local law enforcement (Chillin’ with a Cop at Cold Stone Creamery and Dairy Queen, Coffee with a Cop at Starbucks, Target and Panera, and Chips & Salsa with a Cop at Someburros).
- QCPD participated in Read with a Cop events at the Queen Creek Library and local schools.
- QCPD launched the bicycle registration program. By registering their bicycles, residents have a better chance of recovery, if their bike is stolen.
- QCPD Celebrated its one-year anniversary– and introduced the department’s K9 program to the community, along with K9’s Obi and Jack.
- QCFMD partnered with Hospice of the Valley and hosted a Dementia moments training for all firefighters. The training helps firefighters understand how a person with dementia may view situations and enhances their cooperation during these calls.

### *Volunteers*

1,410 volunteers served the Town in 2023. They contributed approximately 91,100 hours dedicating their time, talents and knowledge. Volunteers provided vital support for Town programs, events and services, and attended valuable training sessions. In 2023, the National Value of Each Volunteer Hour was \$31.80. A total benefit to taxpayers of \$2.9 million (91,100 hours x \$31.80).

Highlights of the 2023 volunteer program include:

- Luke Ochoa, an 11-year-old Eagle Scout, who installed two “Little Free Library” kiosks at the Town’s Recreation Annex and MSB. Luke achieved his Eagle Scout Project and badge.
- 10 new volunteers joined the Town’s Community Emergency Response Team (CERT). The Town is now supported by 32 exceptional CERT volunteers led by volunteer Donna Johnson. Donna won the Chamber of Commerce’s Volunteer of the Year award.
- QCPD welcomed the department’s first volunteer, Van Brumbach. Van is assisting in the fleet division, providing basic maintenance on vehicles and monitoring cone and flare inventory.
- The Town is now offering community service projects to help residents fulfill their court-mandated community service hours. The Town’s partnership with Maricopa County has been reinstated.
- Code originated a for overgrown weeds at a residence. The owner contacted Code to explain she was dealing with some medical issues that prevented her from addressing the weeds. Four volunteers were eager to help. In addition to removing the weeds, the family was provided with a list of support resources.
- Boy Scout Troops #325 and #738 built fish habitats at the site of the new Frontier Family Park.
- Rock Point Church expanded their support of the Town’s Senior Program.
- The Town hosted its first-ever Citizen Leadership Institute alumni mixer for the 2023 class. This inaugural event truly highlighted the connections made by participants to both the

Town and each other. An impressive 65% of CLI 2023 alumni continue to be actively engaged in Town operations.

- In August, 20 volunteers spent 50 hours cleaning up the fence surrounding the Pocket Park for Pups and getting it ready for the park's reopening on September 1.
- New to the offerings, a group of volunteers or the Recycling Center Care Crew, help clean up the Town's Recycling Center for a couple hours on the first Wednesday of every month.
- A total of 392 volunteers committed time and hard work to support the Town's Founders' Day event!
- As a portion of the 9/11 National Day of Service, volunteers lent a hand to help deconstruct plastic materials to prepare them for a recycling project offered in collaboration with ASU.
- "For Our Town - Queen Creek" officially launched on September 19, 2023. This is a pivotal partnership for the Town and for all the nonprofits, churches, businesses, and schools involved. A grant writing workshop was held that helped support a number of non-profits. The workshop was developed by a Citizen Leadership Institute 2023 graduate who also volunteers.
- A total of 475 volunteers committed time and hard work to support the Town's Trunk or Treat event!

### **Recreation**

- Park Rangers led efforts for the 2023 Point in Time Homeless count for the Town in January 2023.
- The Special Events Team attended the Queen Creek High School Future Farmers of America (FFA) Banquet to celebrate the accomplishments of the students and recognize the highlights of the year. The staff is extremely grateful to the Queen Creek High School FFA students who make our special events possible.
- A groundbreaking ceremony for The New Recreation and Aquatic Center was held on May 16, 2023.

### *Customer Service*

- Facility revenue was \$484,257 for 1,855 transactions.
- Facility Reservation Surveys started in April – to date, 173 surveys have been returned with 99% rating their experience as good or excellent.
- 20 block party applications processed

### *Special Interest Classes*

- Hosted "Root Beer Floats with Recreation" with four SIC instructors providing interactive booths.
- Received 63 completed surveys for SIC - 48 rated the facility as excellent, 47 rated the overall experience excellent.
- Special Interest Participant Count was 5,621 (up 5,248 in 2022).

### *Partnerships*

- Arizona Soccer Club had 790 youth participants during their partnered soccer season.
- Queen Creek Little League Baseball had 672 youth participants during their partnered baseball season.
- QC Heat Softball had 583 youth participants during their partnered softball season.
- San Tan Youth Football had 222 youth participants during their partnered flag football season. They had 1,044 youth participants during their partnered tackle football season.

- San Tan Youth Football League held a 2-day youth football camp for 108 youth participants with local collegiate and pro athletes, with the purpose of improving football skills with providing focused drills.
- San Tan Youth Football League announced that they are opening registration for an all-girls flag football division starting in spring 2024.
- Partnering with QCFM, 2 First Aid/AED sport certification classes were held. 40 participants received their certification.
- Partnering with detectives from QCPD, an “Abuse in Youth Sports Discussion” meeting was held. Attendees were youth sports administrators, coaches, and special interest class instructors.

### *Special Events / Festivals*

- 142 adults and children attended the Love Bug Dance with 29 volunteers
  - Donations were provided by ABC/123 Preschool, Sprouts, Safeway, and Rock Point Church.
- Approx. 6,000 guests attending Spring into QC with 187 volunteers
- The Splash Party included food, music and fun with approx. 470 attendees
- Founders' Day drew approx. 4,500 attendees, with 266 volunteers. Revenue from the event was \$8,705. The event offers a variety of activities, including the battle of the badge (with QCPD taking the trophy).
  - 202 attendees took the event survey, with ratings of 96.5% and 95.5% as good / excellent for the overall event and staff experience, respectively.
- Trunk or Treat drew approx. 20,000 attendees with 483 volunteers. Event revenue was \$27,212. 175 surveys were completed with 94% rating the overall experience as good or excellent and 99% rating the staff as good or excellent.
- The recreation team participated in the Holiday festival and parade with a Nightmare Before Christmas themed Float.
- Permitted 20 events through the Town’s special event permitting process.

### *Senior Program*

- Approx. 362 monthly participants with an average of 84 participants per event.
- 468 volunteer hours supported the weekly events.
- The program gained 152 new participants.
- Weekly programs vary, with highlights on holidays, recognition months, arts, crafts and other activities.
- Participants were very excited for the new bingo board.

### *Aquatics*

- Joey LaNeve, the Town’s first Aquatics Supervisor, received his Designated Aquatic Professional (AqP) certification.
- In addition to working with neighboring municipalities on best practices for aquatic facilities, the Town is working with local schools to develop relationship and help with future and current part-time staff recruitment.

### *Administration*

- Park Rangers joined with QCPD for a training academy covering self-defense tactics, mental health, traffic control and drug recognition.
- 6.7% increase Facebook fan which is an 1,830-net gain

### *Systems / Software / Procedures*

- We celebrated our one-year anniversary with the new Civic Rec Management System.
- The online sale of Spring into QC presale wristbands was higher than normal. We sold 135 wristbands with a total revenue of \$1,687.50.
- Last year, the Town tested accepting credit cards at events. The credit card sales percentage across all 3 events has shown a steady increase, with 73% of the transactions processed as credit cards at Trunk or Treat. The initiative has also resulted in a significant increase in wristband sales compared to the previous year.
- To optimize efficiency, Cartegraph was implemented for Grounds to help manage the Town assets, work, and operations.
- E-Proval, a Special Event Software application was introduced in July.

### *Grounds*

- Queen Creek Little League provided 20 volunteers to assist with painting rails, helmet racks, and 2,200 sq. ft. of diamonds floors at Desert Mountain Park.
- The grounds staff added 109 new signposts and 24 new signs at the mitigation area in the Queen Creek Wash.
- The downtown grounds team replaced all of the 18-year-old cement planters on the south side of the MSB.
- Founders' Park/Splash Pad was resurfaced, new benches were installed, and new features were added. There was a pump replacement at splash pad 3 and a main line reroute around the splash pad.
- The Skate Park at Founders' Park was painted with new colors.
- Pocket Park for Pups received new turf.
- On multiple occasions the ground crew cleaned up the bridges after flooding and they put down 705 acres of pre-emergent in downtown and wash areas.
- Desert Mountain Park improvements include:
  - New Pip ADA ramps were installed
  - A new water level transducer was installed, and a pump was rebuilt, in the pump house.
  - A pressure sensor was added to the irrigation system, along with a system to aid in leak detection, new air relief vents, and 15 valves were rebuilt. 5 new air relief vents were installed for the irrigation system.
  - An automatic reset switch was added to the pump system.
  - The playground at DMP received new shades and a new rock wall. Peeling steps and rusted tables and bench seats were replaced.
  - A Turf Tank system was setup to efficiently paint lines on the sports fields.
- The Mansel Carter Oasis Park grounds crew completed various enhancements and repairs:
  - painting the splash pad
  - repair and enhancement of the shade sails
  - Resealing of PIP surfacing at playground, ruby falls, exercise areas, and playground in 4-plex
  - Painting the rails around lake and 4-plex
  - Assisted with mainline tie-in for Mansel Phase II
  - Drywell added in MPF retention
  - Painting of skating rails at skate park
  - Granite added along south side of park where new neighborhood was built
  - 250 SF of color seal application around red spinner surfacing for durability
  - 350 SF of color seal application around globe spinner surfacing for durability
  - Four compressors for lake aeration system replaced
  - Added decoder cable fuse devices to 2-wire path for troubleshooting purposes

- Replaced section of embankment slide

## **Development Services**

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- Permitted an estimated \$1.1 billion in construction value, ensuring quality and safe development that provides housing, residential and non-residential options for the community.
- Issued 1,344 single family residential building permits
- Reviewed 259 business licenses.
- Processed over 5,857 permits and applications, while maintaining current staffing levels and importantly, expected customer turnaround times for permit issuance.

## **Engineering**

- Issued 672 Engineering Permits
- Engineering worked with multiple Departments and Divisions and developed new TOQC Standards and Details for a new construction technique known as “Micro-Trenching”. Micro-Trenching is used for installing micro conduits and fiber optic cables. This technique will allow Google and other communication providers to install new fiber backbones, increase bandwidth and provide for more competitive communication options in the Town of Queen Creek.
- Engineering worked closely with Multiple Departments and Divisions and issued an “At-Risk” Grading Permit for the LGES facility located on State Lands. LG’s contractor is actively grading the LG site and will move into the overall civil site features including the drainage facilities, underground utilities, concrete curb and sidewalk, asphalt parking lot and other related civil site facilities.

## **Code**

- Issued 65 citations
- Held 18 hearings
- 559 complaints filed/received through SCF / Accela

## **Planning**

156 Planning Applications Reviewed including:

- 52 pre-applications
- 2 text amendments: site plans and pre-plat approvals; self-storage, short-term rentals
- 11 residential design review
- Notable projects include Sossaman Legado Estates, Pecan Lake Entertainment Center, LGES, Sprouts at Vineyard Town Center

## **Building Safety**

- 79,267 inspections, an increase of 6,206 from 2022
- Plan review for LGES’ factory foundation and building shell

## *Significant Projects Currently Plan Reviewed, Permitted and Under Construction in 2023*

- LGES
- Aquatic Center
- Frontier Family Park
- Acero Harvest Apartments
- AutoZone
- Sparrow Apartments
- Black Rock Coffee

- Café' Zupas
- Hobby Lobby
- Caldwell Country BBQ
- Ashely Furniture
- Fry's Grocery and Fuel Station
- Portillo's
- Earnhardt's

## **Economic Development**

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- In March 2023, LG Energy Solution announced they are moving forward with and expanding their Queen Creek project and will be investing \$5.5 Billion to build a battery manufacturing complex in Queen Creek. This complex will mark the largest single investment for a stand-alone battery manufacturing facility in North America, creating thousands of jobs.
- Staff was awarded with a Silver Award for the Industrial Brochure (print version), a project that has been praised by the Town's regional partners including the Greater Phoenix Economic Council (GPEC) and the Arizona Commerce Authority (ACA). The brochure is also available in Korean. The brochure can be [accessed here](#).
- Marissa Garnett, Economic Development Project Manager, was recognized with the Young Economic Development Professional of the Year award. IEDC, the largest global association for professional economic developers, looks specifically for an individual who has demonstrated consistent, exemplary performance in the economic development profession, leading the execution of projects that have a significant impact on revitalizing communities, and playing a major role in shaping and improving the practice of economic development.
- The [Arizona Association for Economic Development](#) awarded the Economic Development Team with a Golden Prospector Award for the Town of Queen Creek Industrial Brochure, and a Golden Prospector Award of Merit for the Town of [Queen Creek Industrial Website](#).
- Staff responded to numerous requests from ACA and GPEC for employment projects interested in the 4,100-acre State Land site as well as industrial zoned sites in the Town's northern tier.
- The Town's first large-scale speculative industrial development, Germann Commerce Center, broke ground in February and will bring 12 light industrial buildings with over 1 million total square feet. Footprints for Phase I buildings currently under construction range from 61,700 to 105,170 square feet; Phase II has an additional 40 acres to build out. Another large-scale industrial space, the Pointe at Power Marketplace, is under construction with 92,520 square feet at Power and Germann Roads.
- Dave and Buster's opened at the Queen Creek Marketplace, offering another family entertainment option. Nordstrom Rack will be joining the tenant mix in May.
- Costco, the anchor for the new QC Crossing commercial site, located on the NWC of Ellsworth and Queen Creek, opened on Jan. 23, 2023. Ashley Furniture opened at the site in December and this commercial center will also be home to a future Hobby Lobby, BJ's Brewery and many other tenants.
- Exciting projects in the Downtown Core are underway. Two new east-west connector roadways are under construction and will help further the vision of a walkable downtown.
- Vineyard Towne Center (Phase I) at the northwest corner of Gantzel and Combs roads welcomed Sprouts as an anchor tenant. Target will also be joining the center in 2024.
- The Downtown Queen Creek Art & Placemaking Master Plan was presented to the Town Council and will be finalized in early 2024.
- The Town Center/Downtown Core Plan Update was presented to the Town Council and will be finalized in early 2024.

- A development agreement with the Perch Brewery Development was approved by the Town Council for the property in the Downtown Core.
- A Purchase and Development Agreement with Creation RE LLC for the development on the +/- 6.8 Acres of Town owned land located on the northeast corner of Ellsworth Loop Road and East Ocotillo Road in Queen Creek. This development will help fulfill the vision outlined in the 2017 Town Center Plan Update and bring boutique office, unique retail and restaurant concepts along with luxury multi-family units to the area.
- The Town's second Fry's Marketplace is scheduled to open summer 2024.

## HPEC

- The Five-Year Master Plan for HPEC was approved by the Town Council and outlines key priorities for the facility.
- HPEC welcomed Monster Truck Wars; the two-day event took place May 20-21.
- Two new RV Dump Stations were installed for HPEC customers and are also open to the public.
- HPEC hosted Art of the Cowgirl, Gilbert Days Rodeo, PRCA Xtreme Bulls, PBR Bull Riding and the second annual Roots N Boots Queen Creek Cowboy Christmas Trade Show & National Finals Rodeo Watch Party from Las Vegas.
- HPEC finished out the F22-23 year with a 4.7% increase in revenue.
- HPEC hosted over 150,000 people in 2023 & over 12,000 horses.
- HPEC hosted the Town's Pancake Breakfast again in November and it was well attended event.
- Friends of Horseshoe Park purchased 30 barn stalls for HPEC.
- Friends of Horseshoe Park built the Barney Family Pavilion, 20ft x 40ft sunshade structure.
- HPEC has a total of 33 sponsors in 2023.
- Event days for 2023:
  - Total Scheduled: Equestrian – 209, non-equestrian – 35
  - Total Number of event days held = 244

## Finance

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- The Queen Creek Town Council unanimously approved ordinance 813-23, lowering the Town's primary property tax rate for existing residents from \$1.83 to \$1.72 per \$100 of assessed value. The action is a result of the Resolution 1500-22, approved in 2022, which freezes the amount of taxes paid by property owners in Queen Creek by reducing the property tax rate each year as property values increase.
- In May 2022, the Queen Creek Town Council approved eliminating the Library impact fee when enough funds were collected to pay off the debt associated with the fee. Effective July 10, 2023, the Library impact fee was eliminated.
- Secured interim financing to meet cash flow needs for ASLD project expenses, pending receipt of Title 42 and local construction sales tax revenues from LG's projects.
- Working with a consultant to review current utility rates and the rate structures.
- On March 7, 2023, the Town went live on a new utility billing system. The implementation of the new billing system, including the new customer portal and field service order management system, was a significant and complex undertaking. The implementation effort included building interfaces between these new systems and several other systems. This new software is now one of the most complex software systems the Town operates. In addition to providing enhancements for our utility customers, the new billing system will also increase internal efficiencies and improve customer service.

- Received the Digital Transformation Award at the Harris Customer Training Conference. The award is given to a utility that has improved their services, overall business, and engaged with customers through digital innovation and transformation.
- Utility service area exchange with EPCOR to consolidate sewer service for Town residents (areas include Encanterra, Ironwood Crossing, Germann 516/PRI property, and commercial area south of Combs Road and west of Gantzel Road (EPCOR will receive areas that are not within the Town limits). this change brings water and wastewater services together under one utility provider, including who to call for emergencies and questions about billing. This change also allows for increased long-term operational efficiency, such as adding central subdivisions and eliminating fringe subdivisions, and creates regional utility service stability such as the current wastewater interconnect and future potential water interconnect(s).
- There are about 34K accounts that receive CAGR D bills. The Town's CAGR D policy reduces the 2024 bills by \$7.5M, or 69%. Since the adoption of the Town's CAGR D policy in 2018, the cumulative savings to our customers through 2024 will be \$26.5M.

## **Fire & Medical**

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- Hosted a successful Public Safety Day event for the community with QCPD.
- 267 CPR certifications were completed.
- 1,497 high school students were trained in “hands only” CPR as part of graduation requirements.
- Child safety seat installation events were held throughout the year completing 112 installations.
- 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.
- Showcased QCFMD at the Showcase of Arizona Cities and Towns at the League Annual Conference in Tucson, highlighting the expansion of the emergency transportation services program.
- Hosted the inaugural Coffee with your Crew at Starbucks, and a second event at the Bistro.
- Donna Johnson (CERT program lead volunteer) received the QC Chamber Volunteer of the Year.

## **Operations**

- Implemented the full expansion of the Emergency Transportation Services program; this includes placing four ambulances at the fire stations and the recruitment and hiring of 26 new staff members associated with the program.
- The design phase reached the 90% benchmark and selection of the CMAR for the public safety support building were completed.
- Purchased a reserve ladder truck that will become a reserve unit within the fleet.
- Graduated three paramedics from the Mesa Fire and Medical Department paramedic program.
- Graduated five fire recruits from two separate fire academies: one in the spring and one in the fall.
- Promoted one fire engineer, two captains, and three battalion chiefs.
- Took delivery of the new brush truck that will be replacing the current unit.

## **Human Resources Department**

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- Received the Platinum level “Healthy Worksites Award” in recognition of our Employee Wellness Program for the fourth consecutive year. 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.

- Increased participation in the Town’s Mentorship program to 12 mentor/mentee pairings. This program provides employees the opportunity to connect and learn from one another as the mentee assesses their career goals, develops a plan and leverages the available resources.
- Hired and onboarded a total of 141 new employees in 2023, which includes 133 full-time and 28 part-time employees.
- Hired and onboarded the Town’s inaugural team of EMT professionals, marking a historic milestone in emergency medical services for the community. This was the largest group of recruits since the initial launch of the Fire and Medical Department.
- Improved the performance management program by streamlining processes to ensure a more efficient and timely completion of employee reviews from 70.3% to 90.4%.
- Participated in several community events and job fairs, enhancing the Town’s visibility among potential candidates. Events and job fairs included What’s Poppin in QC, Pancake Breakfast, Public Safety Day, Arizona@Work and Elevate for Tomorrow.
- For another consecutive year, there was no insurance premium increase for employees for medical and dental insurance.
- Transitioned the Town’s benefit plan year from a fiscal year to calendar year.
- Updated the Town’s Administrative Policies and Procedures Manual to comply with the latest local, state and federal regulations, added language for Police-Sworn and Non-Sworn EMS, provided clarification on current practices and added new programs, such as the Paid Parental Leave Policy.

### **Information Technology Department**

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- Implemented Cartegraph for the Facilities Division.
- Implemented online payment portal for Business License. Business License users can now renew their licenses, pay online and download their own licenses from the online portal.
- Implemented General Billing as part of the Financial Software for the Finance Department. General Billing will allow for improved tracking for invoice creation and online payment.
- Implemented Accela for Traffic Plan to allow for online submittal, electronic review and approval by Town staff.
- Implemented Accela for the CIP department for electronic review of CIP design review projects.
- New fiber backbone installed between the MSB to the PSB for high-speed communication and redundancy.
- Upgraded MUNIS and transitioned the infrastructure to an improved AWS environment.
- Implemented a new Information Technology Service Management system with a self-service portal for staff to request help, search knowledge base, and track progress on issues.
- Implemented the Information Technology Project Management system to centralize all IT project plans and documentation, allow Town staff to submit new project requests, and monitor project status.
- Implemented a new False Alarm system to be managed by Queen Creek Police Department.
- Managed the installation of the Town’s switch refresh project for Town buildings.
- Managed and provided oversight for the Town’s Fiber Assessment project in collaboration with CIP.
- Implemented GovQA for Queen Creek Police as the new Public Records Request System.
- Implemented a new infrastructure collection in ViewCenter to centralize plans and drawings for collaboration across the organization.
- Completed a Human Resource and Payroll investment assessment to analyze process improvements using MUNIS programs and further streamline business processes.
- Information Technology in partnership with Utilities completed a security assessment of the Town’s tank and well sites.

- Installed security cameras at the Fleet Shop.
- Completed the 2023 Boundary and Annexation survey as part of the annual Census Program updates. This program allows the Town to review and update Town limits used by the Census Bureau in its other programs.
- Set up a GIS application for Utilities staff to be able to identify and track properties that may have lead pipes installed that will need to be replaced per updated EPA rules.
- Worked with Community Outreach staff on a volunteer project to create a mobile survey application in GIS to allow a volunteer to collect sign data at all Town parks. The volunteer collected information on 188 signs that included location and photos of each sign. This data will be used in the Town’s plans for updating park signage in the future and will be incorporated into park asset data in Cartegraph to be used by Grounds Maintenance staff.
- Worked with the United States Postal Service to ensure that all Queen Creek residents in the new 85144 zip would be allowed to continue using Queen Creek as their mailing address as opposed to San Tan Valley as was originally intended by the Post Office with the zip code change.
- Created the following interactive maps to support Economic Development efforts:
  - Storymap that highlights the industrial properties available for sale or lease in Queen Creek (<https://storymaps.arcgis.com/stories/85ce5857407340579abcda14a896e451>)
  - Storymap that highlights existing and upcoming development in the Downtown Core area (<https://storymaps.arcgis.com/stories/2d923f98998b4001aec473157a985f96>)
  - Interactive map that includes points of interest, parks and shopping locations in Queen Creek that is embedded in the Economic Development website “Visit Queen Creek”: <https://visitqueencreekaz.com/>
- Updated the *Do I Live in Queen Creek* map on the Town’s website (<https://www.queencreekaz.gov/residents/do-i-live-in-qc-5145>) Updates include:
  - A new user interface to make the map more user friendly and to provide a clearer designation of whether an address is in Queen Creek or not
  - Information on water service areas and Town fire districts for those addresses not within Town limits
  - The new map is also linked to the *My Queen Creek Services* map which was updated to include the Town’s street sweeping schedules and a new layer for water billing information that coincided with the implementation of the Town’s new utility billing system
- Created a map layer of basement homes to be used by Fire Department staff when responding to emergency calls. This data shows responders where basement homes are located so they can take extra safety precautions during an emergency
- Addresses assigned as of 12/12/23 were 1,472
- Created new wall mural maps that were placed in various locations around Town buildings.
- IT Project Manager, Cindy Ensfield received her Project Management Professional Certification from the Project Management Institute.
- Implemented Arctic Wolf network security solution, including live monitored Security Operations Center, for Queen Creek Police Department
- Worked with Versaterm and representatives from all East Valley Law Enforcement IT Teams to implement interagency connectivity for the purposes of sharing local criminal information between all East Valley agencies.
- Assisted QCPD Command Staff with implementing a Versaterm solution that allows Town of Queen Creek residents to enter their own police reports through the Town’s website.
- Configured an internal Supervisory Control and Data Acquisition (SCADA) reporting page (<https://scadareports.queencreek.org/>) and an automated process to get the reports from the Utility Services SCADA environment to our Municipal network. This was completed at the

request of the Utilities management team in order to have the ability to share SCADA information with Town staff without the need to be on the SCADA network.

- Migrated the Town's Virtual Desktop Infrastructure (VDI) landing space from an on-prem self-hosted solution to a Citrix Cloud based solution. Decommissioned out-of-support, and security vulnerable, on-prem Citrix Netscalers as part of this process.
- Built and deployed a new Adashi Command & Control environment for QCPD, which is used by QCPD command staff for resource management during large Town events.
- Kicked off security platform (endpoint protection, multi factor authentication, security awareness training) revamp project as a result of an AZDOHS grant that was awarded to the Town.
- Completed the development and implementation of an automated e-citation process that is used to automate the transfer of citation information to the various courts that QCPD interfaces with. It is worth noting that our e-citation transfer application was developed in-house and is now being used by partner agencies that the application was shared with (Mesa PD and Gilbert PD).
- Deployed a new SQL high availability cluster in the QCPD environment. QCPD staff will be using this environment to generate statistical reports related to QCPD activities.

### **Police Department**

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- Responded to more than 30,000 calls for service
- Presented citizen award to Cole Silva for lifesaving efforts
- Launched the cadet program
- Fully launched special assignments unit - tactical operation team (includes medic program and various tech support)
- Fully deployed and certified k9s (placed at trials)
- Launched the bicycle registration program. By registering their bicycles, residents have a better chance of recovery, if their bike is stolen.
- Launched the online police reporting system, providing an alternative method for residents to report non-emergency incidents.
- Strengthened school relationships through onsite meetings to discuss presentations with students and parents (conducted a Power of Words campaign at most of the schools in Queen Creek)
- Launched the alarm permit program to help reduce false alarms, one of the highest calls for service
- Hosted Public Safety Day event for the community with QCFMD.
- Conducted more than 9,000 community contacts
  - Coffee with a Cop type events throughout the community, engaging local businesses and interacting with community members (Cold Stone, Starbucks, Panera, Dairy Queen, Someburros, Target)
  - Reading books at local schools and the library

### **Public Works**

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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 Engineering Services**

- Implemented Traffic System Performance Measures (TSPM), marking a pivotal advancement in our traffic management capabilities. This captures data, offering valuable insights into traffic flow which results in signal optimization. Embracing a proactive strategy and leveraging real-time traffic data, our ultimate objective is to improve traffic flow and reduce delays throughout the entire Town.
- Added 13 new traffic signals, bringing our total to 84, an 18% increase.
- 750 traffic control permits were submitted for review, with 458 permits approved and issued, marking the highest annual approval rate to date. In August 2023, the traffic division being using Accela for the permit review process - this integration enhanced transparency, provided real-time updates, improved communication channels, and advanced record-keeping capabilities. There was a reduction in the volume of calls and emails received by Town staff, one goal of streamlining the Town's traffic control plan management system.
- Secured a 2023 Safe Streets and Roads for All (SS4A) grant in the amount of \$360,000 for a Transportation Safety Action Plan and related safety demonstration activities.

### **Pavement Preservation / Street Maintenance**

- Resurfaced 95 lane-miles of asphalt roadway, representing 13% of the roadway network.
- More than 8,650 work orders of maintenance and operations tasks were generated and 98% of the work orders were completed within a 24-hour period.
- Approximately 12,060 pounds of crack seal material was used to seal pavement cracks in residential neighborhoods and Town Parking lots.
- Conducted 256 sidewalk inspections, removed and replaced approximately 1,950 sq. ft. of sidewalk panels, and repaired 3,540 linear ft. of uneven sidewalk panels.
- Maintained 1,461 segments of storm pipe, 936 storm basins, 2,479 storm inlets, 84 storm outlets and 397 storm culverts. Maintenance included inspection of 130 storm infrastructure inspections, flushing of 67 inlets, outlets, culverts, and vegetation/ debris removal tasks were performed.
- Responded to approximately 195 debris obstruction removal tasks in the roadway or right of way, 278 tasks for vegetation management, 39 tasks for graffiti removal, 115 tasks for pothole repairs, and 331 other miscellaneous tasks throughout the Town.
- Managed the inspection and repair of 10,999 signs and 5,736 supports throughout the Town, to include regulatory signs, warning, informational signs and specialty signs. Approximately 503 signs and supports were repaired, and seven pavement markings and blue fire hydrant tasks were completed.
- Completed more than 695 work orders for external department support for projects such as traffic control, grading, concrete work, soil stabilization, sign installation and special events.
- The Streets Division performed 273 tasks for emergency and after-hours call outs.
- The Streets Division conducted 1,721 inspections on equipment and vehicles to ensure safe and efficient operations.

### **Environmental**

- Diverted over 4.6 tons of hazardous materials from households and the landfill, compared to 3.82 tons last year through a continued partnership with the Town of Gilbert for the Household Hazardous Waste program.
- Received the 2023 Recycling Excellence Award from the Arizona Recycling Coalition, priding the Town on its recycling program and efforts to reduce, reuse and recycle.
- Diverted a total of 68.931 tons of materials from the landfill, compared to 64.757 tons last year through recycling events.
- Collected 12.35 tons of Christmas trees. This is a 352% increase compared to last year.

- The Environmental Services Division held its first-ever Cardboard Box Car “Drive-in” WALL•E Movie with consistently positive resident feedback. Residents made box cars, planes, tractors and spaceships out of cardboard boxes and other recyclable materials for this free event. A total of 177 residents attended the event.
- The Town of Queen Creek was named a top three finalist for the Resource Recycling’s Program of the Year Award in the small community calendar (150,000 residents or less).
- Launched a pilot program for the use of Bigbelly trash and recycling containers which were installed at the Founders’ Park Splash Pad. These receptacles are solar-powered, compact trash, and notify maintenance teams when they are ready to be emptied. Over 900 gallons of recycling materials were collected from these containers.
- Launched a glass recycling pilot program at the QC Recycling Center featuring a newly wrapped roll-off bin designated for glass only. The wraps feature specific messaging to help residents place their glass in the appropriate sections of the bin. Nearly 15 tons of glass has been diverted from the waste stream and recycled.
- Entered into a partnership with Arizona State University’s Circular Living Lab Polytechnic Campus, which allows the Town to begin collecting its corrugated plastic signage to be recycled as part of the lab’s innovative pilot program. Historically, damaged and outdated corrugated plastic signs have been trashed and sent to the landfill. This unique collaboration allows us to give the plastic new life without paying a fee.
- Collaborated with Town’s volunteer program and “Just Serve” for a National Day of Service to gather over 100 volunteers to clean up debris to assist in prevention of stormwater pollution as part of its stormwater management plan minimum control measures.
- The QC Recycling Center Care Crew, consisting of over 28 volunteer hours, completed a deep clean of the downtown QC Recycling Center. This included collecting debris from around the 25 recycling containers and ensuring the center is safe for our residents. This care crew will continue to help clean the center each month. We’re grateful to those in Queen Creek who invested volunteer time in keeping our community clean.

## **Fleet**

- Received, upfitted and deployed 56 new vehicles for the Town of Queen Creek in 2023: 6 Police motorcycles; 3 Police specialty vehicles; 4 Fire and Medical vehicles; 8 trailers; 17 work trucks; 2 UTV / golf carts; 14 field equipment and 2 SUVs.
- The top three work orders completed in Fleet for 2023 were:
  - PM-A (lube, oil change, filter change and vehicle inspection)
  - Battery-related work orders
  - Tire-related work orders
- Completed 1,751 work orders in 2023, an average of 160 work orders per month.

## **Facilities**

- Managed over 1,950 maintenance and repair internal work orders, and performed over 1,650 hours of Preventative Maintenance Tasks.
- Implemented Cartegraph asset management system by collaborating with IT and GIS. The implantation will support asset management, inventory control, preventive maintenance schedules, work order tasks, reporting, and staff request processing.
- Assisted with the preparation and post-event tasks for more than 20 special events in 2023 and provided more than 750 hours of in-house custodial services for all after-hour and weekend events.
- Completed improvements to the Community Center building in the courtyard restrooms, replaced multiple HVAC units, and roof replacement.

- Continued on-going replacement of antiquated lighting fixtures and bulbs with high-efficiency LED retrofits and replacements at the Library.

## **Utilities Department**

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### **Administration**

- Completed an IGA with Pinal County for Kenworthy Road and Combs Road utility infrastructure.
- The Town of Queen Creek implemented an agreement with EPCOR regarding an exchange of current and future service territories. Among other things mutually beneficial to both the Town and EPCOR, the agreement consolidated all of the water and wastewater utility services for all Town residents and businesses.
- The Utility Department completed reorganization of the management of the Town's Water Resource and Conservation functions, creating a more effective structure for 2 of the Department's most impactful long term sustainability functions.

### **CIP Project Management**

#### *Studies/Documents/Agreements*

- New Cost of service model finalized with GRWP
- CIP Utility (Water and Sewer) Budget Analysis and Approval
- JOC Selection for Distribution Lines, Wells & Tanks, and Treatment
- EPCOR Sewer Interconnection
- EPCOR SWAP Agreement
- Secured ARPA Funding
- Ware Farms Well 1 Agreement
- Meridian Gravel Pit Recharge Permit
- On-call services for LG pre-treatment permitting
- Combs Ranch sewer line amendment
- Skyline Village Water Agreement/MOU
- Quail Ranch MOU
- LG Infrastructure Agreement

#### *System Items Constructed*

- Bell Road Pump Station
- Quail Ranch Liftstation and Force Main
- Combs Ranch Well and Sound Enclosure
- Town Center Water and Wastewater Infrastructure
- Frontier Family Park Water and Wastewater Infrastructure
- Barney Farms 3 MGD Water Storage Tank and Booster Station
- Germann Road: Mckenzie to Ironwood water (1/2 Mile)
- Germann Road: Mckenzie Ironwood sewer (1/2 Mile)
- Germann Road: Ironwood to Kenworthy water (1 Mile)
- Germann Road: Ironwood to Kenworthy sewer (1 Mile)
- Pecos Road: Meridian to Kenworthy water (2 Mile)
- Pecos Road: Meridian to Kenworthy sewer (2 Mile)
- Ironwood Road: Germann to Pecos water (1 Mile)
- Ironwood Road: Germann to Pecos sewer (1 Mile)
- Kenworthy Road: Germann to Pecos water (1Mile)
- Kenworthy Road: Germann to Pecos sewer (1/3 Mile)

- Ocotillo Road: Sossaman to Haws water (1 Mile)
- Quail Run Road: Skyline to Rolling Ridge water (1/2 Mile)
- Quail Ranch Well equipping and upfitting
- Hillside Upper Tank and piping rehabilitation
- Harvest Tank and Booster Pump Station: phase 1
- Laredo Ranch Dr: Schnepf to Laredo Ranch Loop water (1/5 Mile)
- GRWP Capital Improvements
- HPEC Wastewater Dump Station

#### *System Items in Construction*

- Harvest 2 MGD Water Storage Tank and Booster Station: phase 2, 3, and 4
- Quail Ranch Tank and Site Improvements
- Wales Ranch Lake Fill Station
- Hill side Lower Tank rehabilitation
- Laredo Ranch emergency generator replacement
- Schnepf Road: QC Wash to Combs water (1 Mile)
- Schnepf Road: Combs South water (1/3 Mile)
- Home Place Irrigation Well
- Home Place Potable Well 1
- Home Place Potable Well 2
- Archer Meadows Well and Tank Site rehabilitation
- Ware Farms Well 1
- Ware Farms Well 2

#### *System Items in Design or Awaiting Construction*

- 22 Miles of Water Lines are in design or to be designed
- 2 Miles of Sewer Lines are in design or to be designed

#### *Other*

- Kenworthy Road Utility Coordination with Pinal County
- Kenworthy Recharge Pit Development
  - Tank and Booster site
  - Recharge and Recovery Basins and Equipment
- Combs Road and Intersections Utility Coordination
- Ware Farms Well 2 Agreements underway
- GWRP Capital Improvements
- Current Effluent Lake Projects
  - Wales Ranches
  - Ironwood Springs
  - Ware Farms
  - Frontier Family Park
- Recharge Projects On-going
  - Frisbee Park
  - RWCD Pond
  - Kenworthy Gravel Pit
  - Meridian Pit
- Reclaim Alignment/Corridor Study
- Local Limit Study with GWRP

- Town Park and Lake program water
- GWRP Expansion Kickoff with Engineering Selection
- Took over 2 Liftstations
  - Encanterra
  - Ironwood Crossing
- Additional Meter installation for new sewer service are with Banner Hospital and the SW corner of Gantzel ad Combs commercial.
- EPCOR Sewer Agreement with metering calculations
- Ironwood Crossing Liftstation and Forcemain study
- Water System Modeling
- Update the Water/Wastewater Design Standards and Details
- New GWRP IGA Amendment Document

#### *Well Site Construction*

- Cortina Well Site booster manifold construction and site rehab
- Quail Ranch Well connected to Town system
- Homeplace South, North and East wells under construction
- Frontier Family Park Well rehabbed and connect to park lake
- Pecan South Well Site boosters and well drives all replaced with vfd's and sound enclosure
- Well 309 drilled and being test pumped
- Stagecoach well currently being drilled

#### **Water Repair & In-House Construction**

- 18 service installs
- 55 service line repairs
- 14 angle stop replacements
- 20 water main repairs
- 42 fire hydrant repairs
- 2 fire Hydrant installs
- 7 ARV installs/replacements
- 239 valves operated
- 15 arterial street valve lid replacements
- 7 main line valves and fire hydrant valves shot in
- 75 water main shutdowns for CIP/Inspections
- 11 well site major construction, repairs, and improvements
- 2500 ft of new water main line installed

#### **Water Production**

- Combs Ranch Well - Completed, registered, inspected and in service. This well has made a significant impact on water operations from the H2O system all the way to the western side of the QC system. As a direct system fill type well, it plays a key role in maintaining tank levels, redundancy, adequate pressure and flows, fire suppression and various zone support.
- Archer Meadows (DW#2) - Taken completely out of service for complete rehabilitation. Well rehab, booster upgrades, PLC and SCADA automation, tank inspection. Anticipate this being back in service in late spring/ early summer 2024.
- Pecan South & Shea N waste lines - On site manifold modifications made at Pecan S to allow individual waste lines for these two wells. These two wells previously had to simultaneously waste. Huge operational impact.

- Barney Lake Well - Nitrates decreased significantly, NSA paperwork submitted. This will be an additional water supply for Barney Tank.
- Ocotillo Flow Control - Allows wells staff to control zone splits during summer and winter months via SCADA. Previously this had to be done manually in the roadway.
- Bell Road Booster Station Completed, inspected and in service.
- Hilltop Upper Tank - Inspection, rehab, increased manway, new gate valves and manifold.
- Hilltop Lower Tank - Installed two new E&H mag meters; Altitude valve removed and replaced
- Hilltop Lower Booster - Installed a/c unit on PLC. Avoids over temps in summer months.
- Victoria Well - Replaced 16" booster flow meter
- Sound Enclosures Installed
  - Combs Ranch
  - Jorde Signal Butte
- SCADA reports now reflect all water production and time date specific graphing.

### **Inspections**

629 plan reviews completed & Inspected:

- Public Water Main = 33.66 miles (177,701 feet)
- Public Sewer Main = 20.9 miles (110,330 feet)
- Water Services = 2,948
- Sewer Services = 2,228
- Private Water Main = 10.42 miles (55,022 feet)
- Private Sewer Main = 4.75 miles (25,064 feet)
- Total Pipe Inspected = 69.73 miles (368,117 feet)

### **GIS / Blue Stake**

- Completed estimated 25,612 Blue Stake Tickets
- Organized over 1,200 plan an as-built sets in preparation of transferring to Viewcenter. Spatial links have been created in the Utility mapping for easy access in the field and office.
- All staff have converted over to field maps for GIS use out in the field.

### **Wastewater**

- Infrastructure Upgrades - Implementing improvements in collection infrastructure, such as upgrading and repairing pipes, liftstations, meter stations, manhole rehabilitation and dosing stations to enhance efficiency and capacity.
- Technological Advancements - Adopting advanced technologies in S.C.A.D.A for monitoring and managing the Towns wastewater systems, leading to more efficient operations and quicker response to issues.
- Wastewater Collections Maintenance - The entire Towns sewer trunk line, commercial and residential sewer line over 500,000 feet was cleaned, vacuumed and partially inspected through C.C.T.V camera truck.
- Residential Repair - Inspected and repaired 3 residential lateral sewer lines that had been cracked, separated and damaged.
- Cartegraph Work Orders - The sewer division has opened and closed over 3,000 task work orders.
- Reclaimed Water - Regularly check and record data of flows the Town receives from the Greenfield Water Reclamation Plant.

### **Metering**

- Completed the installation and upgrade of our Regional Network Interface (RNI) software version from 4.11 to 4.13 for Sensus FlexNet (AMI) meter reading system. With this year’s new meter install it brings or active meter count to over 41,067+ meters.
- Completed the installation and implementation of new billing software Advanced Utility System (CIS Infinity) and new work order program Enterprise Mobile.
- Beta Tested and installed Sensus Field Logic Cloud version for meter and Smartpoint program linked to the Cloud for quicker and easier method of doing upgrades directly to field techs iPads in the field.
- Installed routers and antennas in 11-meter service vehicles to boost signals cellular and Wi-Fi connectivity through Net Cloud. Connected to FirstNet cellular signal.
- Completed the Phase I of the implementation for the “Sensus Pressure Profile Program” which consist of installing 96 ALLY meters and 10 Smart Gateway pressure sensors at key pressure locations throughout the entire system, for real time monitoring and notifications of pressure issues.
- Completed 14,698 estimated daily work orders that included installing 1,881 new customer meters and changed out 1,045 failed existing meters along with the following daily work orders.

<b>TOTALS 2023</b>	
New Meter Installs	1881
Meter Change Outs	1260
Transfers	1118
Repairs	1028
MXU Change out/Repairs	3593
Lock/Unlocks	3098
Meter - TEST	246
After hours calls	192
Temporary Meters	538
Re-Reads	73
Assisting Others	131
Incompletes	637
Water Audits	40
Verify Meter Info	142
Drivable Box Installs	1
Door Tag Hangers	2
Beta Test Meters	2
Zero Use Test	282
Hydrant Meters	434
	14,698

**Water Conservation**

Identified landscape water budget for all of the Town’s largest water customers, including: HOA’s, School Districts, Town Park Facilities, and several large commercial customers (150 sites). These

budgets will be the cornerstone of future conversation efforts with the Town's largest water customers and establish sustainable water demand reductions.

The Town partnered with the Queen Creek Library during their summer reading program to provide badge activities, experiences, and prizes related to the Town's water conservation, recycling, and stormwater pollution prevention efforts. More than 1,200 Queen Creek residents participated in these activities. Interactive vinyl graphics were installed on the floor of the Queen Creek Library lobby throughout the summer to share water-saving tips and conservation information with library patrons.

### **Water Resources**

- The Town oversaw the completion of the transfer of 2,033-acre feet of water from Cibola Valley to the Town of Queen Creek. The Town began receipt of water deliveries during the summer of 2023. The transfer added a significant amount of sustainable water to the Town's water resource portfolio and offset groundwater demand for the Town's current customers.
- The Town participated in State and federal programs to conserve surface water in Lake Mead, mitigating the current shortfalls of available water on the Colorado River. The Town's participation provided for 3,617 AF of the Town's current surface water allocation to be conserved in Lake Mead. In addition to the long-term benefits of conserving the water, the Town received a benefit of \$1.2M, in direct compensation and budget savings for participation in the program.
- The Town received a preliminary allocation of 45,000 AF of possible surface water through its participation in the Bartlett Dam Improvement feasibility project. The preliminary allocation was determined through criteria established by the feasibility study working group recognizing Town's current and future water demands. This allocation is the first time in Queen Creek's history that it has received an allocation of surface water on par with water systems that received original water allocations as part of the implementation of the AZ Groundwater Management Act in 1985.

### **Water Quality**

- Served as MAG Water Quality Vice-Chair (To serve as MAG Water Quality Chair in 2024)
- Over 1200 samples taken
- Three new source samples taken and submitted for State Approval.
- Two wells activated for drinking water use
- Transitioned out of the MAP Program, sampling training conducted. Sampling schedules created
- Submitted new Recovery Permit for Hastings HOA
- Initiated distribution service line materials inventory for upcoming Lead and Copper regulatory requirements.
- SAMS Water Quality Software implemented
- Preparing for Unregulated Contaminant Monitoring Rule 5. Sampling to occur in 2024.
- Preparations for compliance for the Lead and Copper Rule Revisions.
- Trainings and Preparations for the Microbial and Disinfection Byproducts Rule Revisions, Lead and Copper Rule Improvements, Per- and Polyfluoroalkyl Substance drinking water standard proposed earlier this spring, and bi-annual water quality report requirements.