

2015 Town of Queen Creek Accomplishments

COMMUNICATIONS, MARKETING & RECREATION:

Administration

- Received the prestigious Playful City USA designation based on Park and Recreation programs.
- The Festival Partnership Program Subcommittee, formed out of Parks and Recreation Advisory Committee and Economic Development Commission members, evaluated and selected the first and second years' partnership events.
- Recreation staff attended the Arizona Parks and Recreation (APRA) Outdoor Recreation Programming class at Userly Park and the Grounds Maintenance training at Chase Field.
- The Parks and Recreation Advisory Committee (PRAC) discussed and recommended designs for the splash pad shade structures and seating to the Town Council.
- PRAC completed a fee study of recreation facility rentals.
- Recreation staff conducted a PRAC orientation that included the history of the Town and department, current operations, plan, and a tour of the community focusing on all recreation and park spaces.
- Developed and implemented the Better Roads Ahead campaign to educate residents about road construction. This campaign is designed to last for several years, and contains staged messaging that can be customized throughout the life of each improvement project.
- Began producing infographics as an additional, highly visual, source of education on a variety of topics for residents.
- Expanded the Town's Do More Blue trash and recycling marketing campaign and began production of a new "Shut Your Lid" campaign that will be implemented in 2016.
- Developed and launched a new mobile app called Experience QC for residents and visitors. The app is focused on lifestyle, including shopping, special events, outdoor adventures and more.
- Expanded use of social media sites including adding a Town presence on Instagram, Pinterest and Nextdoor. All social media sites provided news updates about the Town and inform residents about opportunities for participation in local government meetings, services and programs, traffic closures and special events as well as to provide emergency information.
- Surpassed a milestone of 10,000 followers on the Town's Facebook page.
- Expanded the Town's international presence in the tourism community by participating in Visit Mesa sales missions in England, Germany, China and Taiwan. Met with well over 100 major tour operators and conducted training with hundreds of sales agents throughout the year.
- Coordinated the Town's first Tourism Coalition Retreat. The group's charge is to identify key initiatives that are critical to the success of tourism in Queen Creek, recommend actions that expand the industry here, and identify steps necessary to ensure a healthy visitor experience.
- Coordinated programs recognizing residents' contributions to the community, including Star students, Great Neighbors and Volunteer recognition at Town Council meetings.
- Continued to break attendance records at the Ice Cream Social and Pancake Breakfast community events.

- Continue to implement the Town’s branding efforts, including designing and placing advertisements and coordinating booths at multiple trade shows.
- Implemented a tourism-focused marketing campaign that includes strategically placed advertisements, familiarization tours and earned media.
- Graduated the 20th class of the annual Citizen Leadership Institute, a forum for fostering community leadership and educating residents about the Town government.
- Received a number of awards at the City-County Communications & Marketing Association’s (3CMA) annual Savvy Awards. The Shop QC campaign, Pocket Park for Pups signage and Battle of the Badge competition each received an Award of Excellence; Splash Pad signage received a Silver Circle Award; and the Town’s historically documentary, “From Rittenhouse to the QC”, received a SAVVY Award.
- The Town’s 25th Anniversary campaign received a Copper Anvil award from the Public Relations Society of American (PRSA) Phoenix annual awards.
- Initiated a new campaign, Your QC Town Staff, highlighting Town employees and their impact on the community.
- Developed and implemented a marketing and outreach campaign for the mid-decade census. It was a multi-phase campaign, informing residents about the census, educating them why their participation was vital and what to expect.
- Planned and executed a groundbreaking event for the QC District to include a post event media package that received coverage via radio, television and print (also one of the highest website hits).
- Initiated a new program to engage with residents, live Facebook Question and Answer segments. Three segments were successfully held with Public Works, Economic Development and Traffic.
- Assisted with the Best Places to Work recognition including submission, employee engagement and notification (marketing to employees and media package).
- Created and implemented an outreach plan for ADOT’s passenger rail.
- Participated in a joint media effort with East Valley agencies. QCFMD interviews were coordinated with channel 3 and channel 5, KTAR, KFYI and the Queen Creek Independent. The media event used #ASafeEastValley and reached 41,139 with original impressions and 717,446 with secondary impressions.

Special Interest Classes

- Several new Special Interest Classes started this year including Adult Soccer, Little Chefs, Sprouting Melodies music class, Faith’s Songbirds singing and dancing class, Adult Tap, and Hapkido Self Defense.
- The Little Athletes program run by TOQC staff teaches the basics of soccer, t-ball, and basketball. The evaluation ratings were 100% with an Excellent/Great rating in both sessions.
- 8 Count Dance held its Spring Recitals attracting around 800 guests to watch participants perform all their routines and drills learned over the past few months of classes.

Special Events/Festivals

- The inaugural QC Block Party produced by R Entertainment was held on February 28 to celebrate the grand re-opening of Ellsworth Road.

- Spring into QC featured the first-ever QC Color Fight Splash, Taste of QC, and Community Yard Sale in addition to the Egg Hunt.
- The Festival Partnership Program Subcommittee approved sponsorship funding for six new events to be held in Queen Creek including Lemonade Days, Feastival, Vintage & Vino, QC Farmers Market, Bacon Blues and Brews Festival, and Messy Fest.
- The 2015 Valentine's Day Love Bug Dance had a 53% increase of registered participants from 2014.
- Celebrated National Park and Recreation Day at the Splash Pad with an 80's themed party that included a DJ, food vendors, and 80's themed promotional items.
- The Arizona Talent in Event Concepts (AzTEC) recognized the Town with an award for Battle of the Badge in the Best Social Media Program category.
- Trunk or Treat had an estimated 9,500 participants in attendance.
- Continued partnership with Cornerstone Fellowship for Spring into QC and Trunk or Treat, which meant more volunteers, more activities, additional entertainment and more experiences for the Queen Creek community.
- Sponsored the 33rd annual Kiwanis Holiday Festival and Parade. The festival had 70+ parade entries, 90+ vendors, and an estimated 12,000 in attendance.
- Recreation staff coordinated the entertainment stage and Recreation informational booth at the Holiday Festival and Parade.
- Celebrated the 2nd annual Founders' Day event. Founders Day had an estimated 2,500 participants in attendance.
- Dignity Health, Pediatrics of Queen Creek, Affinity Dental, and GCS Therapy were community special event sponsors totaling \$17,550 for QC special events this year.
- Staffed the Live, Play, Learn booths at numerous community events to help market events, partners, classes, and Town programs.

Senior Program

- For our annual Senior Appreciation Day, August 19, Rockpoint donated 90 food baskets to give to the seniors and volunteered their time to set-up, take-down, and serve food; making the seniors feel very appreciated.
- The senior program along with QC staff members walked a total of half a mile in distance to improve health and wellness.
- The inaugural Young at Heart Senior Expo was a huge success, with a total of 32 vendors, 8 education sessions and over 100 participants. Rock Point Church with a total of 10 volunteers were assisting staff with set-up, take-down, and handling the breakfast area to provide an amazing day for participants.

Partnership Programs

- Recreation teamed up with Arizona Sports League to provide a popular Adult Coed Soccer program.
- Partnered with Vance Exley Tennis to offer youth Tennis classes at the Recreation Annex.
- Partnered with Silver Sneakers to offer fitness activities for Seniors.

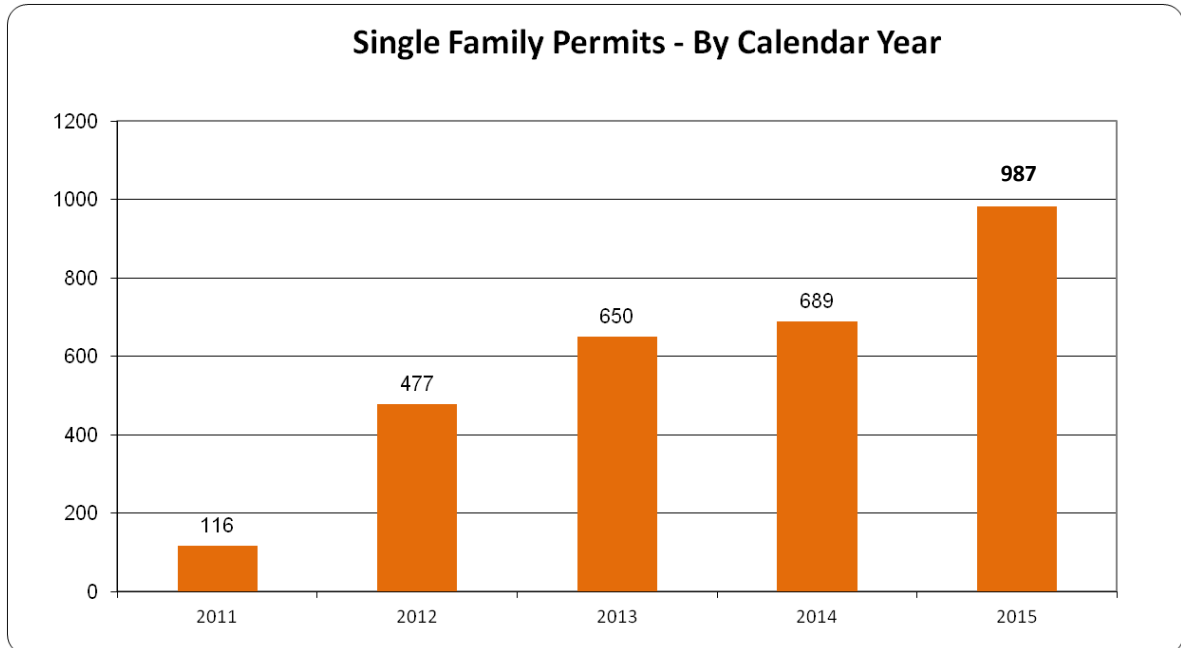
Special Projects & CIP

- Began the public purchasing process for the Comprehensive Parks and Recreation Master Plan Update, including hiring a consultant.
- Trail improvement ribbon cutting from Desert Mountain Park to Crimson Road.
- Had over 36,000 users of the QC Splash Pad at Founders Park from March through October.

DEVELOPMENT SERVICES:

General:

- Building activity:



- 987 permits issued for new homes 2015.
- Permitted in \$436,787,307 construction value to our Town (2014: \$366,812,452).

- DS revenue for Calendar Year 2015: \$4,690,046 compared to the budgeted amount of \$3,469,610.
- Development Services held staffing steady at 48% of its peak level before the recession. But that team continues to accomplish increasing work levels as work processes are improved and efficiencies created. Allowing for our team to produce nine times the number of permits issued this year compared to 2011 (bottom of the recession.)

Zoning Ordinance Modernization:

- On July 15, 2015, Council approved a comprehensive update to the zoning ordinance and design standards which regulate and guide development within the Town. The documents were modernized to include consistent language, clarity of regulations, graphic representations, and were reformatted to improve the organization and length of the overall document.
 - Council authorized a change to the regulations for RV storage to adapt to the needs of residential property owners.

- Council changed the sign ordinance by allowing small digital signs and increased opportunity for temporary signage to support our business community.
- A new zoning district was established for Agritainment use intended to support the ongoing economic investment of this unique land use, and the heritage of agriculture in our community.
- Council approved modifications to the planning approval process by delegating some authority to the Planning commission which reduces the process time resulting in savings for both the Town and development community. The Planning Commission hearings are now recorded and streamed on the Town's uStream channel.

Long-range Planning:

- Specific Area Plans: Two significant long-term planning efforts were also completed this year when the Town-initiated North and South Specific Area Plans were adopted by Council in the fall. The Plans define the two primary areas of remaining undeveloped land in the Town, and outline the future for development, transportation, open space, and economic sustainability for the Town. The North Area focuses on industrial land and adjacency to the PMGA. The South Area focuses on preserving and providing opportunity for future growth surrounding our Agritainment corridor anchored by Schnepf Farm and Queen Creek Olive Mill. Each area also incorporates continued residential development with an emphasis on high-quality design, buffering from other uses, and compatibility of design and theme across all developments to make each area a signature characteristic within the Town. The project included a companion Town-initiated Major General Plan amendment to incorporate the new land use plans into the Town's General Plan.
- Continued activity to bring the Box Canyon project to life included annexation of two parcels to help pave the way for the future home of 10,000 residents at the southeast corner of town.
- Annexation negotiations continue with Banner and the Fry's shopping center
- Funding was authorized with the FY2015-2016 budget to begin the Town's General Plan update, which will culminate with a public election for the draft updated document in 2018.
- Development Services-Planning staff has been working closely with Parks staff to prepare for and initiate the update to the Parks, Trails, and Open Space Master Plan which will work together with the Transportation Master Plan and Town General Plan update as an overall project that brings together all these elements to clear the path for managed growth in our community for the next 20 years. Together, these master plans provide an emphasis on quality of life for current and future residents.
- Engineering began implementation of the approved East Mesa Area Drainage Plan which establishes drainage design and criteria for the northeast area of Town to accommodate regional drainage issues that have been the subject of studies with our partner agencies. Implementation has been in coordination with the North SAP and upcoming development projects in that area.

Other Projects:

- Town Council authorized the reconfiguration of a major transportation hub at the intersection of Meridian-Riggs-Rittenhouse Roads. This change preserves the Queen Creek Olive Mill site, provides

a more suitable long-term traffic solution, will reduce the cost of improvements, and will facilitate pedestrian-friendly access to current and future developments.

- Development Services has had opportunities to renew communications with Gila River Indian Community. GRIC approached Engineering staff to discuss drainage issues that affect both jurisdictions surrounding the Town's southeastern border and are interested in working together on potential solutions. This renewed relationship offers potential opportunity for the Town and GRIC to open new lines of communication for projects in Town that may impact both communities. (Box Canyon, road improvements, utility/drainage corridors, etc.)
- Traffic Engineering has been working on a number of projects that improve the traffic conditions around town including adding or improving bike lanes, intersection improvements, and timing of the traffic signals to better manager traffic patterns.
- Transportation Master Plan: This project was initiated in 2015 to draft a master plan that encompasses the current transportation network, focuses on mid-term needs to improve transportation and alleviate congestion in town, and takes a careful look at the long-term needs of the Town's transportation network focused on the Town's growth potential in the coming years.
- Development Services continues the implementation work for the new permitting and plan review software, Accela Automation. Intensive work continues to configure the software to meet the Town's desire to offer enhanced services including online permitting and submittal for electronic plan review across all Development Services application processes (Building, Engineering, and Planning.) Go-live is expected at the end of June/first of July 2016.

Economic Development Department:

- Thompson Thrift broke ground on Phase I of the QC District project in Town Center. Tenants including Sprouts, HomeGoods, Starbucks and Red Robin are expected to open by the summer of 2016.
- Oregano's Pizza Bistro opened in Town Center.
- Staff facilitated the building improvements and the relocation of the Chamber to the new location.
- Gangplank Queen Creek, a collaborative work space, was established and is co-located with the Chamber of Commerce.
- Staff and the Economic Development Commission worked with ESI Corporation to update the Economic Development Strategic Plan. The plan was presented to and adopted by Council.
- Processed one application for the façade improvement program for commercial properties in the Town Center.
- Continued the Business Retention & Expansion program through the efforts of the Chamber of Commerce.
- Continue to work with Banner representatives on the possible annexation of the Banner Ironwood Medical Center.
- Worked collaboratively with Development Services on the North and South Specific Area Plans.
- Submitted site information for 11 GPEC leads.

- The consultant, selected by the Town for the development of the Queen Creek Performing Arts Strategic Plan, presented the report to Council and implementation is underway.
- Harkins Theatres opened a 14-screen theatre at the Queen Creek Marketplace.
- The Economic Development Profile won the Arizona Association for Economic Development (AAED) Golden Prospector award for the marketing brochure category.
- The new Festival Partnership Program (FPP) was instrumental in bringing several new events to Queen Creek including Lemonade Days, the Food Truck Festival, Vintage & Vino at HPEC and Bacon, Brews & Blues.
- Economic Development Staff was recognized as GPEC Certified Ambassadors. The Ambassadors are an elite group that serves as an extension of the GPEC staff in their outreach and engagement efforts.
- Economic Development established its own Twitter account to share relevant economic development information.
- Staff presented at the Arizona Builders Exchange event, the American Community Survey Data Users Conference, Alliance for Construction Excellence and the AAED monthly luncheon.

Horseshoe Park and Equestrian Centre

- Hosted flat track racing, quarter/midget car races and time-only barrel racing in the summer months.
- Hosted the Arizona Thoroughbred Breeders Annual Production sale.
- Added 20 new stalls to the inventory.
- Established a five year contract with TNT Roping.
- Hosted a total of 330 event days at Horseshoe Park & Equestrian Centre (HPEC). 236 were equestrian events including Arabian, reining cow horse, team roping, cutting, bull riding, cowboy mounted shooting and gymkhana. 94 of the event days were non-equestrian.

FINANCE:

- Paid off outstanding debt resulting in a savings of \$2.2 million.
- First member of the Public Safety Personnel Retirement System (PSPRS) to adopt a Pension Funding Policy. This policy resulted in the Town paying off its \$1.5 million unfunded pension liability for firefighters. This will result in savings of \$2.3 million; or \$140K annually.
- Did not move forward with the remaining two years of a pre-approved monthly sewer rate increase saving the average homeowner \$100 annually.
- Received a bond rating upgrade due to the Town's reserve levels and conservation spending patterns.
- Reduced liquor license fees from \$750 to \$250 annually.
- Received Excellence in Financial Reporting Awards from the Government Finance Officers' Association (GFOA) for our annual financial statement and budget.

FIRE & MEDICAL:

Medical

- Earned Premier Provider Designation from the Arizona Department of Health Services.
- Awarded a grant from the Gila River Indian Community and procured a Community Para Medicine vehicle to better serve the community.
- Formed a relationship with Dignity Health and held a Flu Shot event which provided flu shots to 161 people at no cost.
- Purchased new Cardiac Monitors from Philips Health Care with improved technology that allows our Paramedics to obtain and transmit vital information to Physicians at the hospital faster, decreasing the time between identification of cardiac emergencies and definitive treatment at the Hospital.
- Two members graduated in June and became Certified Emergency Paramedics.

Resource

- Completed up-fitting and placed new command vehicle into service. The improved communications capability of the vehicle will allow greater ease and efficiency in the deployment of on scene resources during emergency incidents. The improved mechanical reliability and increased fuel economy will result in lower cost of operation.
- Resource Management participated in the development and configuration and deployment of a new Computer Aided Dispatch system used to assign emergency response assets in the East Valley region. The new system streamlines the resource assignment portion of the dispatch process improving overall efficiency and reducing the time from 911 call to dispatch. This system provides faster data transfer between the Dispatch Center and every vehicle in the fleet greatly improving the amount of information available to responder's enroute to the emergency.
- In 2015 Resource Management replaced 10 sets of our member's structural firefighting protective clothing. The new gear provides better thermal and abrasion protection for our members as well as providing better ergonomics to reduce injury and firefighter fatigue.
- In 2015 we competed for, and were awarded a grant from the Firehouse Subs Foundation. This grant was used to replace an ageing thermal imager. This allows us to extend an important life saving capability, as the new device greatly improves our ability to rapidly search toxic low visibility environments in order to find and removed trapped occupants.

Training

- All members were given a class on the proper procedures of being a Public Information Officer.
- Crews competed in an annual Driver Training/Safety course competition. This training included hands on training through an obstacle course as well as hands on with a simulated driving prop.
- All crew members were trained in the "flashover" chamber prop. This live fire training allows firefighters to view fire activity and behavior as the fire begins in the incident phase all the way to flashover.
- Members attended a Railcar safety class given by the Department of Homeland Security. The class was hosted by Queen Creek Fire and Medical with firefighters and police officers from all over the state attending.

- The Training Division oversaw the testing of our members for the promotional position of Fire Engineer. We had eight personnel complete the process.
- All our firefighters were training in the new transitional attack with live fire burns in Chandler and in Tempe.

Fire Prevention

- Commercial Inspections
 - High Risk – 116
 - Medium Risk – 39
 - Low Risk – 115
 - High risk inspections are completed by the Fire Prevention Division. High risk inspections include schools and buildings that would have high risk of life or property loss.
 - Medium and low risk inspections are completed by both engine companies and prevention division.
- Construction Inspections
 - 275 inspections
 - Construction inspections are for both residential and commercial building. Inspections include fire alarm systems, fire sprinkler systems and fire final inspections prior to businesses opening.
- Plan Reviews
 - 94 plan reviews
 - Plan reviewing is for both residential and commercial buildings. Reviewing plans for buildings fire alarm system and fire sprinkler systems.
- Safety Committee
 - With the assistance of the safety committee team members, we brought online safety training to the Queen Creek Town staff. The courses include driver safety, fire safety, back injury prevention, violence in the workplace to name a few of the 71 course able to be offered.
- Public Education
 - During the year fire crews and the prevention division take many opportunities to make contact with the public to educate them about fire safety. The biggest program is the fire safety talks for the third graders offered to all Queen Creek schools. Other programs would include special event at Home Depot for a safety event. Below are the numbers of the citizens that we have made contact with over the last couple of years.
 - 2013 Adults – 1481, Children – 2088
 - 2014 Adults – 1754, Children – 3067
 - 2015 Adults – 1585, Children – 4086
- Pre Emption
 - In a joint effort between the traffic engineering and fire and medical, all the pre emption devices on the traffic lights were tested to ensure their proper operation.

Public Safety/Emergency Management

- The Queen Creek Fire and Medical Department's Child Passenger Safety Seat Program teaches parents and caregivers how to properly install child safety seats into their vehicle. Staff conducted 46 child safety seat inspections.
- Fire and Medical Department personnel participated in the Phoenix-Mesa Gateway Airport 2016 Aviation Security Tabletop Exercise. The purpose of this exercise was to provide participants with an opportunity to evaluate current response concepts, plans and capabilities during a response to a Security related event a Phoenix-Mesa Gateway Airport. The event may include a bomb threat or active shooter incident.
- Emergency Management staff completed the update to the Maricopa County Multi-Jurisdictional Hazard Mitigation Plan (MCMJHMP). The plan identifies a number of natural hazards that could impact the Town, assesses the risk posed by those hazards and develops mitigation actions/projects to reduce the effects of future disasters on the community. The plan has also been approved by the Federal Emergency Management Agency (FEMA).
- The Queen Creek Fire and Medical Department (QCFMD) delivered the Community Emergency Response Team (CERT) Basic Training course in spring 2015. Seven citizens completed the 20-hour training program. The CERT program helps prepare individuals to respond to emergency situations in the community. CERT educates citizens in giving critical support to first responders, providing immediate assistance to victims and organizing volunteers at a disaster site.
- The Emergency Manager attended WeatherFest and served as an instructor for emergency preparedness for the Weather Ready Nation Scouting Program.
- The Fire and Medical Department partnered with the National Weather Service (NWS) to offer weather spotter training as part of the Skywarn program. Forty three residents from the Town and surrounding region participated.
- In early April, personnel from MCSO District 6 – Queen Creek moved onto the Town's municipal campus into the remodeled QC Inc. building. The new facility allows for the addition of the 5th patrol beat, another sergeant, one detective, two Community Service Deputies and a Crime Analyst. The growth in personnel was included in the FY15 Agreement for Law Enforcement Services.

Maricopa County Sheriff's Office – Queen Creek District 6:

- Re-established the 5th patrol beat and created a downtown/business district crime prevention program.
- Created a data, crime, and intelligence analyst program.
- Added additional patrol platforms including ATVs, bicycles, TomCars, and foot patrols.
- Created a comprehensive Traffic Management plan with components of enforcement, education, engineering, technology, & community outreach.
- Led more than 25 high profile criminal cases that spanned numerous jurisdictions.
- Participated in a comprehensive Public Safety Management study.

- Created a robust internal communication system that allows all field and investigative personnel to communicate in real time (e.g. intelligence, queries, contacts, etc.)
- Established 3 new multidisciplinary task teams for property crime abatement and investigations (including a partnership with private retail organizations).
- Expanded our crime abatement operations and problem-oriented policing activities
- Reduced Property Crime (Part 1 UCR) by 39.26% (compared to 2014).
- Strengthened current relationships with other police agencies and private business organizations by
 - a. During this period we added a new component to our retail theft task force group. This component includes representatives from large retail organization that are able to participate in intelligence gathering and active investigations.
- Established 10 new neighborhood watch programs.
- Created a robust property crime program for residents called “2nd Contact.”
- Conducted over 2000 community outreach activities, events, & field based community relations contacts/activities.
- Incorporated four social media platforms into our crime prevention, abatement, and outreach programs.
- Expanded Active shooter training for public and private organizations.
- Established a comprehensive body camera program.

PUBLIC WORKS:

Completed Transportation Projects

- Widening and Aesthetic Improvements to Ellsworth Road from Ocotillo to Rittenhouse roads.
- Widening of Ocotillo Road over the Union Pacific Railroad from two lanes to four lanes. Road improvement increased relieved congestion and added bike lanes and sidewalks for pedestrian connectivity to Town Center. Additional railroad safety features were also added.
- The Town added two more miles to the Queen Creek Wash Trail from Desert Mountain Park to the Crismon Road alignment. The trail is now over five miles long and connects to over 20 amenities including shopping areas, parks, schools, and Town Hall.
- The Town completed the Design Concept Report for the intersection of Germann/Sossaman/and the Union Pacific Railroad. The Design Concept Report determined that the intersection does qualify for an at-grade crossing. This is estimated to save the Town over \$15 million dollars when the intersection is constructed.
- The Town installed three of six new entry monuments this year. The new entry monuments reflect the values and heritage of the Town.
- The Town also began construction on an additional four roadway projects last year that will be completed in 2016. Those road projects are:
 - Widening of Rittenhouse Road – Sossaman Road to QC Market Place;
 - Installation of new roadway of Ocotillo Road from Power to Recker roads;
 - Widening of Ellsworth Road from Ryan to Germann Roads that will include a center turn lane and;

- Widening of the Chandler Heights and Sossaman intersection to include left and right turn lanes for all for directions of traffic.
- The Town also is near completion of design for the following roadways that will be begin construction sometime in 2016
 - Ocotillo Road from Ellsworth Loop to Heritage Loop Roads. The project will widen the two lane roadway into a five lane roadway and will include bike lanes and pedestrian features.
 - Ocotillo Road from Crismon Road to 218th Place. This project will complete the south side half street improvements and include sidewalk and bike lanes.
 - Ellsworth and Queen Creek Road Intersection improvements will realign the intersection to ease the compound curve and will also include improvements to Queen Creek Road and Old Ellsworth Road from Barnes Parkway to the San Tan Historical Society.
 - In Partnership with MCDOT the Town also began design on Riggs Road from Ellsworth to Meridian Roads. This will include a new three lane roadway. The project is scheduled for construction in 2017.
 - Also in partnership with MCDOT design was completed on Riggs Road from Ellsworth to Power. The portion of Riggs from Ellsworth to Hawes is set for construction in March of this year. The second Phase from Hawes to Power will begin in 2017.
 - The Town is also partnering with MCDOT on the Rittenhouse Road Bridge over the Queen Creek Wash. This project will replace the two lane bridge with a new four lane bridge. This project is scheduled to begin after Riggs Road from Ellsworth to Meridian is complete and can be used as the detour route.

Environmental Services

- The Environmental Program received the prestigious Excellence in Recycling Award in the Small Municipality category from the Arizona Recycling Coalition, in recognition of the Town’s innovative and interactive Middle School/Jr High Environmental Education in the Classroom program, called Preserve the QC.
- The Curbside Trash & Recycling Program expanded by 747 household accounts, for a total of 10,108 household accounts in 2015.
- Three Queen Creek area Middle School/Jr High schools participated in our Environmental Education in the classroom presentation, Preserve the QC. The Environmental Education Exchange, a non-profit group based in Tucson, AZ, facilitated 51 presentations to a total of 1,511 eleven students.
- Seventy-seven Girl Scouts received a Recycling patch for participating in one of our two Girl Scout “Do More Blue” recycling workshops, which provides education on recycling, reducing, and reusing items in their own homes.
- The Household Hazardous Waste IGA with the Town of Gilbert diverted over 4.7 tons of hazardous material from households and the landfill, issuing 258 vouchers.
- The Environmental Program special events, which includes the Bench-the-Bag plastic bag recycling program, Earth Day Recycling Event, America Recycles Day Event and the Christmas Tree Recycling, Textile collection program and E-Waste collections, resulted in an additional 41.62 tons of material diverted from the landfill.
- The Neighborhood Recycling Drop-off Center helped divert over 167 tons of material from the landfill in 2015.

- The Town Cooking Oil Collection Campaign launched late November 2014. Over 100 gallons of cooking oil was diverted from the landfill and/or the Town's sewer system in 2015.
- Over 150 attendees and more than 30 exhibitors were at the 2nd Annual Educator Resource Fair held on February 10 at the Queen Creek Communiversity. Public, charter, and home-based schools participated in the event, with many educators and exhibitors already expressing interest in participating next year. The purpose of the event is to connect resources and information to Queen Creek area teachers and administrators, with a viewpoint on environmental education.

Facility Services

- The Facility staff renovated the Town owned building that once housed Maricopa County Sheriff's operations. The renovation was in preparation to accommodate U.S. Census Bureau personnel. Renovation work included interior patching, drywall and window repairs, installation of new door locks, and verification of sufficient electric, HVAC, plumbing, lighting, and safety devices throughout, floor stripping/waxing and deep cleaning of the building. Painting of interior walls, doors, ceilings and trim was done by Paramount Painting
- The Facilities staff along with QCFD performed a Thermal image electrical maintenance evaluation at the Municipal Services Building. Thermal imaging or thermography, is used by firefighters to see through smoke, to find persons, and to localize the base of a fire. Facility technicians use thermography to locate overheating joints and sections of electrical systems, which are a sign of impending failure. The overall goal was to blueprint a facility report detailing any critical electrical concerns for future repair and to give the Fire Department an opportunity to purpose their equipment inside a training environment. Minor issues were located and repaired promptly.
- The Facilities staff designed, tested, and installed new technology LED lighting to illuminate the temporary parking lot designated for Oreganos Restaurant overflow parking. The installation consisted of two LEDgacy FL series 150 watt LED fixtures which are equivalent to 800 watts of HPS lighting. The temporary light fixtures are securely but temporally mounted to an existing street pole. The lights produce adequate lot lighting for the parking lot area, and can be removed when the area no longer requires temporary lighting, leaving this set-up available for other temporary situations.
- The facility department initiated a new preventative maintenance program, utilizing one new full time employee hired specifically and dedicated to the operations of the program. Its primary goal is to avoid or mitigate the consequences of equipment failure by preventing the failures before they can occur. Through Planned predictive and preventative maintenance routines, we can now achieve this goal. The program is designed to preserve and restore the Towns mechanical assets through the replacement of worn or aging components before failure. The department currently absorbs 30 to 35 man hours weekly from this new program alone.
- The Facility department in cooperation with the Information Technology department updated the available technology offered in the San Tan conference room. The conference room has been retrofitted to accommodate multiple audio, video, network, and internet users simultaneously without interfering with others. The goal was to create a generator backed environment which can be utilized for emergency operations by multiple departments during emergency situations. The 4 new wall mounted monitors can also be operated simultaneously during everyday presentations, creating an updated professional atmosphere.

Fleet Services

- A switch to bulk engine oils saved the Town \$0.57 per gallon, a 7.5% reduction in engine oil cost. Using bulk engine oils is also a more effective, easier way to disperse oil and allows for more accurate record keeping practices.
- A cost saving of approximately \$31,400 on 93,000 gallons of fuel was reported by partnering with Queen Creek Unified School District in the purchasing of bulk fuel for public vehicles.
- The Town saved and estimated \$63,500 in parts and labor costs by repairing Town vehicles in-house.

Streets

- An estimated 570,000 gallons of stormwater was pumped from retention basins and more than 3,000 sandbags were filled to prevent stormwater runoff from flooding roads, driveways, parking lots, and rooftops protecting citizens from damage to their property.
- The Town maintained and estimated 708 acres (30,840,408 square feet) of public street right-of-ways, including the abatement of trash, debris, and weeds, to protect the safe use of the easements by the public and maintain roadway aesthetics.
- An estimated \$1.7 million was spend on pavement maintenance of 5,608,594 square feet or 88.5 12'-equivalent lane-miles of roadway.
- The Town replaced an estimated 11,345 square feet of sidewalk, ramps and aprons for safe use and accessible use.

Municipal Grounds

- An estimated 1.2 million gallons of landscape water was saved at Town parks through the use of smart clock technology. Town watering systems use real-time communication with weather stations and local rain gauges to measure rainfall and other environmental factors to maximize irrigation water efficiency.
- Splash pad improvements – Off-season enhancements to the splash pad mechanical systems have doubled the filtering and recirculation capabilities. This has created an extremely effective water treatment system capable of handling the large bather loads of this very popular amenity.
- Grounds maintenance staff repaired 167 incidents of graffiti/vandalism this last year in Town properties, parks, and trails. All of which were repaired within 24 hours or less.
- An estimated 300,000 members of the public visited Town parks.
- 730 playground safety inspections were completed at Town-owned playgrounds.

UTILITIES:

Water Division

- Completed drilling of the 1,320' Sossaman Potable Well and installation of the well casing located near Power & Chandler Heights. It is anticipated that upon completion of zonal delineation and fitting the well will add up to an additional 1.4 million gallons per day to available water supply within the system.
- Completed the design and a majority of the construction improvements for the electrical, communications, and well fittings for the Ironwood North well site.

- Completed the design and a majority of the construction improvements for the electrical improvements at the Schnepf well site.
- Completed the design and grading improvements for the Orchard Ranch well site.
- Installed in-house 500' of 12" water line in conjunction with the Fulton Parkway Project.
- Installed in-house 2,500' of 12" water line in conjunction with the Ellsworth Road: Ryan to Germann Project.
- Installed in-house 1,800' of 12" water line in conjunction with the Meridian Road realignment project.
- Installed in-house 5,300' of 8" HDPE water line on Ryan Road between Hawes and Ellsworth roads.
- Installed in-house 1,200' of 12" water line on Combs Road that serves to provide enhanced connectivity between the H2O and Town water systems.
- Finalized plans to construct in-house 6,000' of 10" well transmission main that will connect the Town's Schnepf well to the Gantzel storage tank and will allow the Schnepf well to produce some of the Town's best quality water at a higher flow rate.
- Completed the conversions of well #1 from a potable water well to a flood irrigation well. This conversion will enable the Town to have increased redundancy in the system and flexibility in distributing irrigation water as the well is located at the furthest most upstream point in the irrigation system.
- Completed revisions to Chapter 16 of the Town Code for Utilities Operations which among other items added a Backflow and Cross-connection Control Section and more clearly defined the roles and responsibilities governing the operations of the Town's water and wastewater systems.
- Finalized the December 2015 Water Master Plan which among other things documented the design of the Town's water system post interconnection with the H2O Water system.
- Finalized an agreement with W.L. Plastics in which they provided to the Town 5,300' of 8" HDPE pipe at no cost. The approximate value of pipe material and labor required to fuse the pipe provided was \$70,000.
- Finalized an agreement with the owners of the Queen Creek Aggregate sand and gravel operation that surrounds the Town's Castlegate well site. The agreement will provide protection to the well, tank and other facilities as mining of the land begins.

Water Conservation

- The water conservation division held five free water saving workshops for its utilities customers throughout 2015. Water-Wise Gardening, Landscape Watering and Programming your Controllers, Landscape Design and Install, Rainwater Harvesting and a workshop on Pruning. All workshops were well attended, often times attracting larger crowds than surrounding communities that offer similar workshops.
- SRP once again chose The Town of Queen Creek to host their Shade Tree Program on March 21 at the Queen Creek Library. We are proud to announce that it was the largest attended Shade Tree Program offered in 2015 by SRP. This program offers free desert-adapted shade trees along with advice on planting and tree care. Shade trees help reduce home cooling costs, which saves water by reducing the amount of water it takes to cool the power generators.
- The water conservation division sent out 2,718 New Customers Packets introducing new customers to low water-use plants, Xeriscape techniques, proper watering habits as well as education on how to determine if they have a water leak.

- The Town of Queen Creek hosted the Water Use It Wisely's Water Tower which was staged at the Queen Creek Library for the month of March. We offered a contest to viewers who went to our website and linked to the WUIW website to take a Water Savvy Quiz. Their names were entered into a contest to win great prizes. First prize being a dual-flush toilet, second and third place prizes were low-flow shower heads. We also gave away water hose shut-offs and soil probes for leak detection. Winners' photos were taken when they came in to claim their prizes and pictures were posted on Facebook.
- Water conservation was present at the 2015 Citizen Leadership presentation for the Utility Services Department to help educate residents about where our water comes from and how to be a good steward of water use to help preserve our environment.

Blue Stake

- Responded to more than 24,000 blue stake tickets in which Town water, sewer, storm drain lines, and electrical reviewed and/or marked for contractors.

Inspectors

Completed inspections of the following projects

1. Pima Crossing	15. Queen Creek Station Ellsworth offsite	29. Ironwood Crossing ph 3	43. Ryan Rd.
2. Kneaders Bakery	16. ALA combs rd	30. Pecans ph 4	44. Church Farms Collectors
3. Church Farms Parcels A-1, B, C, D, E-2	17. Saddle-wood est ph 2	31. Barro's Pizza	45. Quail Creek
4. Emperor Est. parcel H	18. Pegasus air park hangers	32. Oregano's	46. Ben Franklin Addition
5. Queen Creek Station parcels 1,2,3,4,5	19. Chandler Schools Elem.	33. The Plaza	47. Country Park Estates
6. Church Farms ocotillo rd.	20. Chandler Schools High School	34. La Sentiero II	48. Ellsworth from Ocotillio to Rittenhouse
7. Charleston Est Unit 1	21. Heritage Academy	35. Christian Brothers Automotive	49. Encanterra 5A phase 1
8. Express Car wash	22. Encanterra 4HD	36. Power rd. sewer ext.	50. Hashknife Draw/Encanterra Blvd.
9. Church Farms Meridian rd	23. Sonoqui Wash phase III B	37. Sossaman sewer ext.	51. Encanterra Panhandle Park
10. Encanterra parcel 6C	24. Corner Store #1678	38. Ocotillo rd UPRR Crossing	52. Combs Bus Barn
11. Aaron's	25. Corner Store #1679	39. Dairy Queen	53. Store More Storage
12. Wee Little Blessings	26. Buffalo Wild Wings	40. Thompson Thrift	54. Church Farms Paseo Dr,
13. Harkins Theater	27. Village Inn	41. Church Farms Village Park	

14. La Jara Farms Phase 2	28. Omni Self Storage	42. Hasting Farms Phase D2	
------------------------------	-----------------------	-------------------------------	--

GIS

- The Town’s electronic, real time Water Shut-off Tracking system was recognized in an *ESRI News* article.
- The ESRI Collector App was brought online and now serves to allow water staff remote access to all of the water system data through their Ipads and/or smartphones.
- Completed development of an online Irrigation sign-up sheet which allows users to sign-up electronically for irrigation services and to eventually receive real time notifications of the irrigation process.
- Completed electronic mapping of the wastewater system which allows for a more accurate accounting of the quantity of sewer lines in the system, development of improved maintenance plans, and remote access to sewer system data by Town staff.

Wastewater Division

- Finalized an agreement with the ALA Combs Road school to construct 5,000’ of 12” sewer line along Combs and Meridian Road.
- Finalized an agreement with representatives of the Olive Mill properties to acquire right-of-way for the realignment of Meridian Road which enabled the Town to eliminate the need to construct a sewer lift station.
- Installed 3,000’ of 12” sewer line along Combs and Meridian roads.
- Completed plans for and partially installed pavement for the Meridian Road realignment.
- Developed and executed a Water Storage Agreement and License Agreement with Roosevelt Water Conservation District (RWCD) to enable the Town to start taking its proportionate share of reclaimed water and earn long term storage credits.
- Entered into agreement and carried out workshops with Carollo Engineers and McCarthy Contractors, along with the City of Mesa and the Town of Gilbert, to produce the Design Concept Report (DCR), which is the beginning design process of the Phase III expansion of the Greenfield Water Reclamation Plant, to develop the Guaranteed Maximum Price (GMP) for the project.
- 2015 sewer maintenance:
 - 436,455 feet of sewer lines were jetted and cleaned in the Town’s wastewater collection system.
 - The number of sewer odor complaints were reduced through the application of Ferris Chloride in the system and by continued management of the Town’s grease interceptor inspection program.
 - Fifteen manhole rings and four service lines were repaired.

WORKFORCE TECHNOLOGY:

- Upgraded the Town's financial system, including providing efficiencies in how Town payroll is processed for public safety.

- Completed technologies to improve and enhance the delivery and recording of Town Council meetings, including improved streaming services, document integration, agenda management, minutes transcribing, voting publication to the audience, and live webcasting. In addition, mobile Council meeting equipment was purchased and tested to facilitate off-site Town Council meetings in case of emergencies.
- Virtual Desktop Initiative (VDI) installation and configuration of computer software resources was completed, extending the life of the Town's overall hardware infrastructure and increasing the efficiency and speed of software upgrades and implementation.
- A virtual SQL 2014 Server cluster was implemented as phase I of an upgrade to the Town's SQL Server database upgrade project. This cluster is a "fail-over" cluster which allows the automatic transfer of database operation from one server to another in the event that the "live" server fails for any reason. This fail-over would be seamless and users would not even be aware that there was a problem.
- IT staff was involved with the move of MCSO from their old offices to the Town "campus," Chamber of Commerce and Grounds were moved to their new facilities, and special census facility was setup with phone and network.
- A security assessment and review of IT security policies and procedures was completed by a third party providing feedback that the Town's internal control systems in relation to technology was sound. Additional Cyber training was completed by all Town staff.
- Access control system was upgraded, this controls access to our network through VPN and firewall and includes auditing of all access.
- Town camera security system was upgraded to hybrid system and include new cameras throughout the system which have better coverage ability and higher resolution.
- Mapping was completed to support Community Development for the North and South Specific Area Plans.
- Other extensive mapping highlights includes web maps of the water and sewer system, detailed maps of the Town parks, creation of the FEMA floodplain web map for residents to look up floodplain information within the town; creation of a Web map for town staff to track projects where cash was given in lieu of construction improvements; updated My Queen Creek Services Web map to include new information on recycling services and drop off locations; and, updated the Queen Creek Facility Rentals Web map to include information on facilities at Horseshoe Park.
- Comprehensive technology training was completed for the virtual desktop initiative, new software suite used for Council meetings and staff reports (MediaTraq, MinuteTrack, eBoardroom), office productivity software, Google Apps, Ipads and Conference room equipment. There were 13 different topics consisting of 66 classes and approximately 400 staff in attendance.
- San Tan conference room was upgraded - all of the existing tech equipment was replaced with four (4) new large screen monitors, a new computer with large monitor, and all new cabling. In addition, the existing projector was left in place to allow for five separate displays to be used at one time. There was a single HDMI wall plate installed for each of the four large screen monitors to allow for separate input signals for each one. This upgrade was instrumental for the Town's emergency management planning in case of future emergency events.

- Initiated a cohort with Rio Salado and the Queen Creek Community to offer employees the opportunity to obtain a Public Administration certificate upon completion of six courses, with over 35 employees attending the initial classes.
- The Town of Queen Creek was recently recognized by the Phoenix Business Journal as one of the 2015 Best Places to Work. More than 600 companies submitted for the honor and 115 were recognized, with the Town being the only government entity.
- Initiated training partnership with Phoenix-Mesa Gateway Airport Authority to provide concurrent training opportunities periodically to both our organizations.
- Launched a successful Mentorship Program in January 2015 as a result of the Town's succession planning efforts.
- Due to the effective management of the Town's medical insurance and continued implementation of low-cost, but popular wellness programs, the Town realized a rate pass on insurance premiums for the second consecutive year, quite an achievement during the era of Health Care Reform.
- Offered/Added a telemedicine benefit for all benefitted employees free of charge to employees to alleviate use of emergency room and urgent care facilities for non-emergent situations.
- Creation and implementation of the IT Governance Committee for to ensure IT compliance, time and resources are available for new IT projects.
- Created a partnership with Grand Canyon University to deliver Human Resource and Organizational Planning projects including delivery of over 60 training modules for the Town's Training and Development division, and evaluation of the Town's supervisory training efforts.
- Thirty five supervisors received several hours of training on Effective Documentation, Discipline, and Leave Programs throughout the year.
- The Town's 2020 Paperless Initiative continues to move forward with the Town reducing the number of copies and printed pages in 2015 by over 21% from the prior evaluation period. The 21% amounts to almost a reduction of 200,000 pieces of paper (400 reams/40 boxes of paper). Through the program, Town staff are working more effectively and efficient through electronic use iPads & laptops such as receipt and completion of work orders in the field, staff meetings posting agendas and handouts on the Town's internal websites, and the posting packets online for Town Council and Town Planning & Zoning Commission internal use and for the public view.