

2017 Accomplishments (by department)

Volunteers donated more 85,000 of hours of service in 2017 through youth sports, wash beautification, special events and other projects.

Development Services

General:

- Building activity:
 - Estimated 2,700 new residents moved into Queen Creek in CY2017
 - Permitted \$430M (estimated) in construction value in CY2017
- DS revenue for Calendar Year 2017: \$5.5M, up from \$5M in 2016
- Late in 2017, Development Services expanded its online service to allow submittal for all Planning applications into the electronic plan review process

Planning & Zoning:

- On September 20, Council voted unanimously to adopt the 2018 General Plan Update. Initiated in May 2016, the 16-month process included extensive public involvement and outreach efforts, and collaboration between multiple Town departments and stakeholder groups. The General Plan documents the Town vision for the future and provides a guiding framework for growth. Our residents will have the opportunity to cast their vote to ratify the General Plan Update in the May 2018 general election.
- Council approved the Town's first active-adult gated community this year: Ovation at Meridian, which is a 780-lot community. Providing diversity in housing product is an important element of sustainability and quality lifestyle as our community continues to grow.
- Several annexations added a total of 145 acres to the Town this year, increasing our incorporated limits to 30.2 square miles. Through these annexations, the Town's inventory now includes a regional hospital (Banner Ironwood), a future auto dealership (Earnhardt Auto Dealer), and a future assisted living facility.

Long-range Planning:

- Annexation proceedings began with a request from residents in Ironwood Crossing to annex the development into Queen Creek town limits. When completed, this will add approximately 5,000 new residents to our Queen Creek community.

Other Projects:

- At the direction of Council, a study group was formed to examine the Town's current policies and outline potential policies to enable incorporation of public art into future growth and development in Queen Creek. On December 20, Council voted to create the Town's Municipal Arts Commission.

Economic Development

- Added several new tenants to QC District in Town Center including ChopShop, Kay Jewelers, Café Rio, Wing Stop and a variety of other retailers and restaurants.
- Queen Creek Marketplace added several new tenants including Pita Jungle and Sauce Pizza & Wine.
- Groundbreaking at the QC Fiesta – Phase 1 including Planet Fitness, Nando's Mexican Grille. QC Fiesta also added Someburro's, Raising Cane's and Aamco to the tenant mix.

2017 Accomplishments (by department)

- Gangplank Queen Creek expanded into a larger Town owned building and renovations are currently underway for a makerspace, educational space and continued coworking space.
- Processed two applications for the façade improvement program for commercial properties in the Town Center including Heart to Soul Reiki and Old Ellsworth Brewing.
- Continued the Business Retention & Expansion program through the efforts of the Chamber of Commerce.
- Completed the annexation of the Banner Ironwood Medical Center with Banner representatives.
- Continue to work with the Queen Creek Cultural Foundation on the implementation of the Queen Creek Performing Arts Strategic Plan.
- Awarded the Arizona Association for Economic Development (AAED) Golden Prospector Award of Merit for the Agritainment Marketing Postcard.
- Grand opening of Queen Creek's first brewery, Old Ellsworth Brewing Company.
- Worked with Swaback Partners, Gruen Gruen and Associates, and Dibble Engineering on the Town Center Plan Update that was approved by Council in October (VIDEO).
- Staff issued a Request for Proposals for a hotel/entertainment user on Town owned property and entered into exclusive negotiations with a hotel developer.
- Staff presented at the Alliance for Construction Excellence, Canada Arizona Business Council Quarterly meeting, Chandler-Gilbert Community College President's Advisory Council and several real estate groups.

Horseshoe Park and Equestrian Centre

HPEC hosted a total of 350 event days including 92 non-equestrian events. Revenues for December 2016 through November 2017, increased by \$95,000, over the same period last year.

New and Notable Events:

- Messy Fest moved to HPEC this year.
- Vintage & Vino added a spring event.
- HPEC partnered with Eileen Katz from Boehringer-Ingelheim to produce a three-part Equine Wellness Educational Series for the local community.
- Grand Canyon Pro Rodeo Association produced a Rodeo at HPEC in September.
- USDAA Dog Agility Regionals in March, returning in 2018.
- Interstate Miniature Horse Club held an event in April and will return in 2018.
- Hosted the Arizona Thoroughbred Breeders Sale.

Things to look forward to in 2018...

- Additional businesses to open including Salad & Go, Sodalicious, Wendy's, Planet Fitness, Nando's and more!
- Expansion of the Banner Ironwood Medical Campus.
- Grand opening of the new and expanded Ted's Shooting Range.
- Announcements on new commercial developments and exciting restaurants and retailers.

Finance

- Distinguished Budget Presentation Award, as well as Special Recognition for Performance Measures. This is the 15th consecutive year for the Budget Award.
- Paid off two development agreements saving an estimated \$11 million
- Created a Focus Group to participate in the ongoing update to our impact fees.

2017 Accomplishments (by department)

- Participated in statewide education and reform related to the Public Safety Personnel Retirement System.
- GFOA Certificate of Achievement for the FY2016 CAFR. This was the 12th consecutive year for the Town receiving the award.

Fire

- Completed construction and opened new Fire Station 1 in March 2017.
- Completed construction and opened new Fire Station 3 in August 2017.
- Academy 2017-1 graduated from their 16-week training academy. These firefighters endured 640 hours, each, of firefighting skills and team building to be successful in the field.
- Reduced overall average travel time from 4:49 in 2016 to 4:35 in 2017.
- Increased call volume from 3030 calls for service in 2016 to a projected 3421 calls for service in 2017, reflecting an 11 percent increase.
- Improved the Insurance Services Organization rating from a 4 to a 2.
- The 44 field members of Queen Creek Fire and Medical Department logged a total of 32,324 hours of combined training. The training includes Minimum Company Standards, Special Operations and Live Fire.
- The QCFMD has completed four phases of Active Shooter and Hostile Event training. ASHE was a yearlong project to give our crews the tools to respond to these events in a competent manner. All crews have been trained for the proper use and maintenance of ballistic armor equipment.
- Successfully completed review by AZ Department of Health Services and renewed QCFM Ground Ambulance Certificate of Necessity.
- Provided ongoing oversight and quality assurance process for private ambulance contractor, to assure compliance with contractual emergency response requirements.
- 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 59 child safety seat inspections.
- During the year fire crews and the prevention department take many opportunities to make contact with the public to educate them about fire safety; in 2017 QCFMD reached 1,021 adults and 3,404 children. 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.
- Throughout the year 52 special events that occurred in the town required inspections. Those would include:
 - QC Food Truck festival
 - Holiday Parade
 - Bacon, Blues and Brews
 - Roots and Boots Rodeo
 - 4th of July at Schnepf Farms
 - Lantern Fest
 - Queen Creek Block Party
 - Trunk or Treat
- New construction inspections
 - 2017 – 407 inspections
 - 2016 - 343 inspections
- Plan Reviews

2017 Accomplishments (by department)

- 2017 - 251
- 2016 - 242 plan reviews
- The Fire Marshal completed and passed the course in Fire Plans Examiner I. This course through Texas A&M Engineering Extension Service and sponsored by Arizona State University. The plans examiner's role is responsible for verifying code compliance of construction documents from the standpoint of fire protection and life safety. The course provided the skills and knowledge to review plans for adequate egress, proper occupant load, and interpretation of national, state and local fire codes.

CMR

- Continued the Better Roads Ahead campaign to educate residents about road construction and the Town's CIP.
- Planned and executed a ribbon cutting event for the new Law Enforcement/Community Chambers Building followed by a community event highlighting our MCSO services.
- Planned and executed a ribbon cutting event for the new Fire Station 1.
- Planned and executed a ribbon cutting event for the new Fire Station 3.
- Planned and executed an unveiling ceremony for the Town's first historical marker.
- Planned and executed a ribbon cutting event for the Ocotillo Road improvement in Town Center and Picket Post Square, featuring the Town's Founding Fathers.
- Planned and executed a groundbreaking event for Mansel Carter Oasis Park.
- Planned and executed a groundbreaking event for the Crismon Road extension.
- Assisted with the Best Places to Work recognition including submission, employee engagement and notification (marketing to employees and media package).
- Coordinated a Field Trip Friday with channel 3 highlighting the Town's agritainment assets.
- Hosted a Valley Leadership FAM tour highlighting our tourism and agritainment destination assets.
- Implemented a comprehensive outreach plan for the General Plan update and assisted with gathering information and review of materials including the draft plan
- Created a comprehensive outreach plan for the General Plan vote in 2018
- Created a comprehensive outreach plan to educate Town residents on the budget plan and process.
- Researched and gathered information for the Parks & Recreation Master Plan Update; created graphics and rewrote the draft plan.
- Assisted with annexation efforts including messaging and creating a centralized information resource on the Town's website
- Coordinated the bi-annual Citizen Survey, with continued positive results about Town programs and services.
- Assisted the Development Services Department with communications and marketing surrounded the continued rollout of the Development Nexus platform
- Assisted utilities with the development of an outreach plan for the new FlexNet system and implemented phase 1.
- Assisted Public Works with the development of an outreach plan for the new Stormwater Management Plan, and implemented phase 1 to include a public meeting.
- Assisted with creation and implementation of the "One Town. One Team" internal branding campaign.
- Implemented a new weekly video series: "Why Wednesday" to address rumors and questions in the community.

2017 Accomplishments (by department)

- Created opportunities for Citizen Leaders to participate in their local government, connect with their neighbors and positively give back to the community through multiple class service projects, classes, events and Town tours.

RECREATION

Admin

- Received the prestigious Playful City USA designation for the third consecutive year.
- Five staff members received professional development, continuing education, and networking opportunities at the National Recreation and Parks Association Annual Congress in New Orleans, LA.
- Seven Town of Queen Creek Recreation received professional development, continuing education, and networking opportunities at the Arizona Parks and Recreation Association (APRA) Annual Conference in August. Two staff members serve on APRA boards/committees.
- Staff processed 44 Special Event Permit applications and 12 Block Party applications.
- Brad Greer completed requirements to become a Certified Youth Sports Administrator (CYSA) through the National Alliance for Youth Sports.
- Staff attended the AZ League of Cities and Towns Youth Program Day with three area youth. The youth were selected by the Boys and Girls Club - Queen Creek Branch and Queen Creek High School.
- Christina Lopez, Recreation Technician, graduated from Arizona State University with a Bachelor of Science in Parks and Recreation Management.
- Four recreation staff members attended an ADA and Inclusion Workshop organized by the Arizona Parks and Recreation Association. The training included an overview of ADA regulations as it relates to parks and recreation facilities and programs.
- Two recreation staff attended the BizBash Live Expo in July. The BizBash Live Expo is a conference that is packed with incredible new activations, innovative new vendors, inspiring new education, and much more. The expo provided the perfect opportunity to connect, collaborate, and create lasting relationships with those in the event industry.

Customer Service

- 572 permits were completed for field, ramada, and room reservations
- 30,925 hours of facility usage
- 2576 total reservation transactions
- Over 7,400 participants came through our door for recreation programs

SIC

- Several new Special Interest Classes started this year including Lim Family Karate, holiday-themed Little Chefs and Mighty Kicks.
- The new holiday-themed Little Chefs classes had 51 participants over three classes.
- Lim Family Karate had over 300 youth participants in their inaugural year partnering with the Town.
- Partnered with Lim Family Karate for our first ever Martial Arts Tournament held in Queen Creek. The tournament had 137 participants. Participants came from all over the valley to participate in the tournament held at the Recreation Annex.
- Partnered with East Valley Kickball Association for our first ever Adult Kickball League. Over 320 participants played throughout the year.

2017 Accomplishments (by department)

- Partnered with Paladin Sports Outreach for a new Adult Softball League. The first season was a Men's League with 7 teams.

Events

- The Town continued to enhance community events, providing a positive experience and exposure for Queen Creek:
 - The 2017 Valentine's Day Love Bug Dance had a 10% increase of registered participants from 2016. In-kind contribution also had a 10% increase with more volunteer support from QCHS DECA, Target, ASU students, & Roots N' Boots Royalty.
 - The 3rd annual QC Block Party produced by Levitate Agency was held on March 5. The event had a great turnout with over 5,500 attendees, a 10% increase in attendance from 2016.
 - Spring Into QC was once again a success with lots of active participation and involvement from the community. There was an estimated 3,500 in attendance. The event included egg hunts, kids zone and tot spot with inflatable attractions, color splash, vendors, live local entertainment and more.
 - In honor of Valley Bike Month, the Town hosted the inaugural Cycle the Creek event. The event consisted of 5-mile round trip bike ride beginning at the end of the QC Wash Trail, vendors, DJ, and a bike obstacle course. The event had 85 registered participants take part.
 - Celebrated our 3rd annual National Park and Recreation Day at the Splash Pad with a Glow Party. This included a DJ, food vendors, glow games, and glow giveaways. There was a total of 750 in attendance, which is a 55% increase from 2016. There were 2 food vendors, and 3 glow booths which included SRP, Dignity Health, and Gateway Church of Christ.
 - The annual Ice Cream Social was held at the recreation annex in July and welcomed over 1,000 area residents. The event brought Town staff, class instructors and partners together and of course the ice cream was a big hit. Many of the guests commented on how they had never been to the recreation annex before.
 - Celebrated the 4th annual Founders' Day event. Founders Day had an estimated 4,500 participants in attendance, a 30% increase from 2016.
 - Trunk or Treat feedback indicate it was a huge success with an estimated 14,500 in attendance. This was the 2nd year the event was held in Town Center, which continued to receive rave reviews by those in attendance and participating vendors. New elements added to this year event included:
 - Paradox Escape Rooms - Partnership with Paradox Escape Rooms who hosted mini escape rooms inside the Recreation Annex.
 - "Hoof"oween Costume Contest - Addition of a canine and critter category to the contest. The area is in partnership with Friends of Horseshoe Park and Queen Creek 4-H.
 - Roaming Flash Mob performances
 - Zombie Fest (Teen Yard) - An area specifically dedicated to teens. This area is hosted in partnership with Cornerstone Church.
- The Food Truck "Festival" continues to be held every Friday at the northwest corner of the Queen Creek Library parking lot from 5:30-9 p.m. Attendance at the Festival for 2017 is estimated at 68,299.
- The 3rd annual Vintage & Vino event was held Oct. 13-14 at Horseshoe Park and Equestrian Centre. The event received great reviews from many of the estimated 4,000 attendees. The success of the event also led to the organizers hosting a self-funded Vintage and Vino event in the Spring at HPEC.

2017 Accomplishments (by department)

- The 3rd annual Bacon Blues & Brews event was held Saturday, Nov. 4 at Founders Park. The event received great reviews from many of the estimated 6,000 attendees, a 70% increase from 2016.
- Sponsored the 35th annual Kiwanis Holiday Festival and Parade. The festival had 80+ parade entries, 100+ vendors, and an estimated attendance of 10,000.
 - Recreation staff coordinated the entertainment stage and Recreation informational booth at the Holiday Festival and Parade.
- Volunteer hours for special events totaled 1,897.50 hours (Spring Into QC, Cycle the Creek, Founders Day and Trunk or Treat).
- Expanded partnerships with community organizations:
 - 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.
 - Continued and expanded partnership with Event Team, local event production company to provide more activities and entertainment at Town community events. Event Team currently sponsors Founders Day and Trunk or Treat.
 - Continued partnership with Central Christian Church to provide additional volunteers, activities, entertainment and support for the annual Founders Day event.
 - Dignity Health, Pediatrics of Queen Creek, Joyride Express Car Wash, SRP, Kids First Pediatric Dentistry, Cresleigh Homes, Hunter Contracting, Phoenix Mesa Gateway, Garn & Mason Orthodontics, Cornerstone Church and Central Christian Church were community special event sponsors totaling in \$38,700 (cash and in-kind) for QC special events in 2017.

Senior Program

- The third annual Young at Heart Senior Expo was a huge success, with a total of 28 vendors, 4 education sessions and 109 participants. Rockpoint Church, with a total of 8 volunteers, assisted staff with set-up, take-down, and handling the breakfast area to provide an informational and fun filled day. We also had an additional three volunteers from the senior program assist with check in and throughout the event.
- Seniors were able to help celebrate and honor our volunteers at our inaugural volunteer appreciation day in April. Eleven volunteers received a certificate of appreciation as well as a small token of gratitude from the seniors.
- In Celebration of Parks and Recreation month, the senior program held a "Get Your Play On!" day. Participants were able to take part in playing various games, winning cool prizes and took home a healthy snack goodie bag. Rockpoint Church volunteered their time and donated the goodie bags for participants.
- The Senior Program had a total of 723 volunteer hours and 3,692 attendees

Promotion/Marketing/Branding

- Staff presented to members of the Citizen Leadership Institute discussing park and recreation projects, programs and partnerships.
- Staffed the Live, Play, Learn booths at numerous community outreach events to help market events, partners, classes, and Town programs.
- Spread brand awareness through branded water bottles, cups, and wristbands distributed at community outreach events.

Special Projects/CIP

2017 Accomplishments (by department)

- Completed Mansel Carter Oasis Park design and contract process, with construction well underway (groundbreaking ceremony held)
- The QC Splash Pad had 58,000 users from March - October.

Policy/Procedure

- The Sun Devil Athletics Caravan stopped in Queen Creek as part of their community service project. As part of the caravan, coaches, student athletes and the spirit squad assisted with a community project. The group, along with staff from the parks and recreation divisions, placed more than 3,300 square feet of sod and 12 tons of granite at the Queen Creek Community Center Courtyard at Founders' Park. PRAC discussed and recommended a name for the West Park project; Town Council approved Mansel Carter Oasis Park in October.
- PRAC has been actively involved in the Parks and Recreation Master Plan throughout the year.

MCSO

- Enhanced Traffic Enforcement Initiative to Reduce Accidents and Injuries for Safer Roadways in Queen Creek
- Significantly Low Crime Rates in Queen Creek; Among the Lowest in the East Valley/Started Comp-Stat Meetings for all Supervisors
- Free Medic-Alert bracelet event for Alzheimer and Autistic persons
- "A Warm Welcome" to new Queen Creek residents from their neighborhood deputy (Over 1000 residents welcomed)
- Active communication presence with "Next Door"
- Over 6,000 Posse Volunteer Hours
- Numerous Community Events and Fun Activities:
- Coffee with a Cop/Child Identification Events
- DEA Drug Take Back Events
- School K-9 Demo/Opioid and School Threats Training
- Hispanic and Native American Cultural Squad Briefings
- Active Shooter Training for Local Entities/Businesses
- Various Ribbon Cutting/Grand Opening Events
- New Queen Creek Law Enforcement Building Opening
- Town Pancake and Ice Cream Socials/Christmas Parade
- Battel of the Badges (Sheriff's Office vs. Queen Creek Fire)
- Started Queen Creek Explorer Program/6-8 Participants
- Chick-Fil-a Family Night Participation
- Little League Opening Night/QC Town Cycle Event
- Various Community Meetings/Numerous Citizen Contacts
- Trunk-or-Treat Event and MCSO Car Show Fundraiser
- Sheriff Paul Penzone Town Hall Meeting
- Deputies Oaks and Douglas bought a new bike and helmet for an injured resident

Public Works

Completed Transportation Projects

The Town completed four Capital Improvement Program roadway projects in 2017.

- **Ellsworth Road and Queen Creek Road Intersection Improvements - Phase I**

2017 Accomplishments (by department)

- Improvements to Ellsworth Road, Old Ellsworth Road and Walnut Road included re-alignment of the roadways' intersection, adding and replacing pavement, adding parking spaces in front of the middle school and historical society, striping and signing, and adding bike lanes, sidewalks and landscaping. Completed March 2017.
- **Ocotillo Road Improvements (East) – Crismon Road to 218th Place**
 - Improvements to Ocotillo Road included two new eastbound travel lanes, a bike lane, median lane, curb and gutter, sidewalk drainage scuppers, a new waterline, sewer stubs, signing and striping. Repairs to failing westbound pavement, seal coating, and removal of the former bump at the Crismon Rd intersection were also accomplished. Completed May 2017.
- **Ocotillo Road (Central) – Ellsworth Loop to Heritage Loop Roads**
 - Improvements completed included widening Ocotillo Road to four lanes with a median and bike lanes, replacing the traffic signal and adding pedestrian crosswalks and decorative paving at the intersection of Ocotillo/Heritage Loop and Ocotillo/Ellsworth Road, adding street furniture and sidewalks, and installing decorative streetlights and landscaping. A small park was added at the Ocotillo / Ellsworth Corner including an iconic clock tower, a water feature, landscaping, enhanced paving, accent columns and other aesthetic amenities. Completed summer 2017.
- **Riggs Road: Recker Road to Power Road**
 - Construction of a seven-lane roadway with drainage improvements and utility relocations. Completed September 2017.

Under construction

The Town also began construction on an additional six Capital Improvement Program roadway projects that will be completed in 2018.

- **Crismon Road – Queen Creek Road to Germann Road (groundbreaking ceremony)**
 - Half-street paving, curb and gutter, bike lane, intersection, traffic signal, ITS and street light improvements will extend Crismon Road north to Germann Road with one lane each direction.
- **Ryan Road – Crismon Road to 220th Street (Interim Roadway).**
 - A two-lane interim roadway will provide access to the Town's new Field Operations Facility.
- **220th Street – Queen Creek Road to Ryan Road**
 - Half-street paving, curb and gutter ITS and street light improvements will extend 220th Street north from its current end 600 feet north of Queen Creek Road to the Ryan Road alignment; providing access to the new Town Field Operations facility, community recycling drop off and future park.
- **Riggs Road – Ellsworth Road to Crismon Road (MCDOT TT251)**
 - Phase One Improvements include half-street improvements providing one lane in each direction.

In Design (things to come)

Design is underway on the following Capital Improvement Program projects. Construction will begin in 2018 or early 2019.

- **Ellsworth Road – Empire Road to Hunt Highway**
 - Improvements to add a third lane and turn lane improvements to the existing roadway with new traffic signals, curb and gutter, and sidewalk.
- **Riggs Road - Power Road to Hawes Road**

2017 Accomplishments (by department)

- Construction of a five-lane roadway, drainage improvements, bike lanes and improvements to the traffic signal at Riggs and Sossaman Roads.
- **Ellsworth and Queen Creek Road Intersection – Phase 2**
 - Re-alignment and smoothing of the Ellsworth Loop-Ellsworth Road curve and shifting the intersection with Queen Creek Road slightly northward to improve traffic flow and movement. Improvements also include street drainage, irrigation, waterline, sidewalk, landscape and traffic signal improvements from Walnut Road to Fulton Parkway and 1/8 mile east on Queen Creek Road – **early 2018**
- **Power Road – Ocotillo Road to Brooks Farm Road**
 - Widening the roadway to three lanes in each direction with a center turn lane, curb and sidewalks. Improvements will also include undergrounding utilities, irrigation and a box culvert crossing Sonoqui Wash.
- **Riggs Road – Crismon Road to Meridian Road (MCDOT TT258)**
 - Phase One Improvements include half-street improvements providing one lane in each direction, realignment of the Rittenhouse / Gary Road intersection and associated drainage improvements.
- **Rittenhouse Road – 213th Street to Riggs Road**
 - Improvements to provide two lanes in each direction, traffic signal improvements and a new multi-cell culvert structure crossing Queen Creek Wash.

LOOKING AHEAD - UPCOMING ROAD IMPROVEMENT PROJECTS

- Power Road: Brooks Farms to Chandler Heights Roads
- Queen Creek Road- Ellsworth Road to Signal Butte Road
- Germann Road: Ironwood Road to Meridian Road (by Pinal County)
- Ocotillo Road – Ellsworth Road to Crismon Road
- Signal Butte Road and Queen Creek Road Intersection and Drainage

ENVIRONMENTAL SERVICES

Solid Waste Services

- The Curbside Trash & Recycling Program expanded by 1,008 household accounts, for a total of 12,100 household accounts in 2017.
- Twelve Queen Creek area Elementary and Middle School/Jr High schools participated in our Environmental Education in the classroom presentations, *Preserve the QC* and *Too Good to Throw Away*. The Environmental Education Exchange, a non-profit group based in Tucson, AZ, facilitated 100 presentations, to a total of two thousand seven hundred eighty students.
- The Household Hazardous Waste IGA with the Town of Gilbert diverted over 4 tons of hazardous material from households and the landfill, issuing 254 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 72 tons of material diverted from the landfill.
- The Neighborhood Recycling Drop-off Center helped divert over 172 tons of material from the landfill in 2017.
- The Town Cooking Oil Collection Program helped divert over 1,000 gallons of oil that was diverted from the landfill and/or the Town's sewer system in 2017.

2017 Accomplishments (by department)

- Over 40 attendees and more than 30 exhibitors were at the Annual East Valley Environmental Resource Fair held on October 26 at Chandler's Veteran Oasis Park. Partnering with East Valley Cities and Towns, public, charter, and home based schools participated in the event. The purpose of the event is to connect resources and information to Queen Creek area teachers and administrators, with a viewpoint on environmental education.

Stormwater

- As required by the Arizona Department of Environmental Quality Stormwater Permit, Town staff developed procedures for the Illicit Discharge Detection Elimination (IDDE) program to inform the public and train Town employees about pollution prevention. Five staff members completed the observation training in April, with additional follow up training in June.
- A Public Meeting was held on August 22 to share information about the Town's new Stormwater Management Plan (SWMP) in order to solicit community input.
- A GIS-based map layer and inventory was completed to show the Town's outfalls to the washes and the stormwater infrastructure. This map is used for maintaining the Town's stormwater structures and identifying any illicit discharges.
- The Storm Management Plan (SWMP) was finalized at the end of September and information was updated on the Town Website.
- On November 30, the Town submitted its first Phase II Stormwater Annual Report and Discharge Monitoring Report (DMR) to ADEQ, in order to meet the Small MS4 Permit requirements.

FACILITIES DIVISION

- The Facility Services department worked together with SRP and Siemens to perform an electrical shutdown and 2000-ampere main electrical service maintenance at Horseshoe Park. This procedure is performed in an attempt to maintain safety and efficiency as electrical systems begin to age. This procedure includes copper bus detail and associated circuit breaker inspection, cleaning, and hardware re-torque to manufactures specs. The 2000 amp main breaker was electronically tested and adjusted to meet engineering specs.
- The Facility Services department worked together with SDB Contracting to disassemble the Retired MCSO Sub Station and relocate the 5,000 sq. ft. structure to the new Field Operations Facility (FOF) for reassemble and occupied by the Public Works Department. The reuse of this building initiated a \$250,000.00 cost savings in lieu of building a compatible new structure.
- The Facility Services department logged 1,150 hours of Preventative Maintenance services. An estimated 23% decrease in mechanical and HVAC failures has been recorded as a result of implementation of a consistent preventive maintenance program.
- The Facility Services department worked with contractors on the construction of the PSB, FS1, and FS3 totaling 61,315 additional sq. ft. of facilities. The department assisted with the planning, design, and construction phases by supplying contractors with details of town facility standards and specs, reviewed designs for proper fitment, and observed the day to day jobsite operations for safety and quality. The Facility team attended trainings related to the operations of the newly completed facilities, and managed the completion efforts after move in.

FLEET SERVICES DIVISION

- In October 2017, Fleet Services purchased a Chevrolet Bolt, the Town's first energy renewing, self-sustainable electric car. The Bolt is roomy enough for five passengers, goes 238 miles between charges, and is 100% eco-friendly as it offers zero emission transportation.
- Fleet Services completed over 1,400 work orders during 2017 comprised of:

2017 Accomplishments (by department)

- 323 Preventative Maintenance and Safety Inspection work orders
- 903 Repairs work orders
- 179 “Other” work orders, such as vehicle transport, parts pick-up, and non-equipment repairs
- An approximate cost savings of \$30,039 on 37,755 gallons of diesel fuel was recognized by partnering with Queen Creek Unified School District in buying bulk fuel for public vehicles.
- An approximate cost savings of \$22,865 on 50,932 gallons of unleaded fuel was recognized by partnering with Queen Creek Unified School District in buying bulk fuel for public vehicles.

MUNICIPAL GROUNDS DIVISION

- Grounds Superintendent, Rich Purcell, received the Outstanding Parks Professional Award from APRA.
- The Municipal Grounds Division has invested over 400 man hours repairing and rebuilding wash areas affected by heavy storms and wash flows during 2017.
- Municipal Grounds Staff built a 700-plant capacity nursery which includes reusable pots, automated irrigations systems, and a greenhouse. All of the trees for the one mile Sonoqui Wash expansion project from Ellsworth to Crismon Rd were grown from seed in the Grounds Division nursery.
- Municipal Grounds staff cleaned over seven million sq. ft. (144 miles) of Town multi-use paths in 2017.
- More than 850 new plants and trees were planted at various locations within the Town including the Municipal Center, Library, parks, trails, and roadside landscaped areas during 2017.
- Over 7000 shrubs and trees were maintained by Municipal Grounds staff during 2017
- 780 tons of landscape materials such as granite, top soil, sand, playground surfacing, and ballfield infield mix was installed by grounds crews in 2017.
- 1400 cubic yards of unwanted vegetation within the town’s washes and undeveloped properties was cleared and removed by grounds crews during 2017.
- Grounds maintenance staff repaired 133 incidents of graffiti/vandalism this last year in Town properties, parks, and trails. All of which were repaired within 24 hrs or less.
- 3.8 miles of wash bottom equestrian trails were re-built in 2017.
- An estimated 360,000 guests visited Town parks and trails in 2017.
- 730 playground safety inspections were completed at Town-owned playgrounds.
- Municipal Grounds staff completed formal trainings in irrigation repair, playground safety inspections, CPR/AED/First Aid, dust control, hazardous waste disposal, athletic field maintenance, heat related illness (by QC Fire and Medical), 811 training, Horticultural practices, and pesticide application in 2017.

STREETS/TRAFFIC DIVISION

- An estimated \$1.1 million was spent on pavement maintenance of 9 miles of arterial and collector roadway and 17.9 miles of residential roadway, representing about 13% of the total network.
- As a result of following the long-term program of recommended asphalt maintenance, the pavement condition index (PCI) by which we rate the quality of our roads has held steady at around 85 out of 100.

2017 Accomplishments (by department)

- The Town replaced an estimated 10,900 square feet of sidewalk, ramps and aprons for safe and accessible use.

Throughout the year, safety enhancements to improve the Town's traffic conditions and transportation network were implemented by:

- Maintaining the Town's policies for transportation standards, ITS, and Traffic Impact Analysis.
- Continue enhanced safety at intersections by adding reflective tape on signal heads.
- Improved coordination with MCSO by establishing meetings on a regular basis regarding traffic patterns, enforcement, and traffic control plans.
- Continue enhancing the School Zone safety standards to bring public, private, and charter schools on arterial roads up to a consistent standard with improved signage, pavement markings, and flashing lights to control traffic, reduce incidents of speeding, and ensure pedestrian safety around schools.
- Battery Backup system installed at critical intersections
- Connecting more traffic signal to the traffic management center.
- Added 8 radar speed limit signs to enhance safety of the motorist traveling on Ellsworth Loop Road.

Three new Traffic Signal installs at the following locations:

- New signal at Power & Ocotillo
- New signal at Heritage Loop & Ocotillo
- New signal at Ellsworth & Ocotillo

Road Improvements were made at the following locations:

- Added right turn lane at Queen Creek & Ellsworth (west bound)
- Added left turn storage on Ellsworth at Queen Creek (south bound)
- Adding right turn into Schnepf Farm
- Adding left turn storage at Rittenhouse & Combs (south bound)

Utilities

CIP PROJECT MANAGEMENT

Design

- Completion of an update to the Town's Water Master Plan.
- Completion of an update to the Town's Wastewater Master Plan.
- Completion of Ryan Road: Ellsworth to Signal Butte Improvement Plans (2 miles water, 2 miles sewer, 1 mile irrigation).
- Completion of Riggs Road: Ellsworth to Signal Butte Improvement Plans (2 miles water, 2 miles sewer).
- Completion of 1.5 miles water and 1 mile sewer from Signal Butte to Meridian.
- Completion of CIP Planner Software – Project Management Tracking.
- Completion of Crismon: Queen Creek to Ryan water plans (0.5 miles).
- Completion of well, lake, and park design at Mansel Carter Oasis Park (VIDEO).
- Completion of Villages, Hastings, and Church Farms west well drilling design.
- Completion of Riggs: Sossaman to Hawes water plans (1 mile). This includes 6 new hydrants.
- Completion of Ellsworth and Empire Roads water and sewer plans (1.5 miles water, 1 mile sewer).
- Completion of Corp Yard utility line plans and building plans.
- Completion of design for a 16-million-gallon addition to the Wastewater Treatment Plant.

2017 Accomplishments (by department)

- Completion of Ocotillo Road: Sonoqui to Power Sewer Improvement Plans (3/4 Mile).
- Significant design work was completed on:
 - Bureaus of Reclamation/Queen Creek Irrigation District line and easement acquisition
 - Gary: Combs to Empire water line design
 - Barney Farms Utility Concepts and Design
 - Greenfield Water Reclamation Plant IGA
 - Power Road Trunk Line Sewer Rehabilitation Project
 - Repair and Replacement Master Plan
 - Well Site Radio Replacement Program
 - Rittenhouse Road: Riggs to Cloud Water Line
 - Cloud Road: Crismon to Rittenhouse Sewer Line

Construction

- Construction of 1,500' of sewer line and service lines at the new Corp Yard.
- Construction of a 65-foot antenna at the Victoria Well Site and installation of radio communication facilities.
- Construction of Ryan Road utilities including 5,400' of 16-inch water line, 10,400' of 18-inch water line, 15,800' of 24 inch Sewer line, and 5,000' of irrigation infrastructure.
- Construction of 1,000' of 8-inch water line and 800' of 8" sewer line on Riggs Road near Power Road.
- Construction of 1,300' of replacement sewer line and 2,800' of replacement water in Ocotillo and Ellsworth roads.
- Construction of 1,700' of new water line and 2,200' of new sewer line at Riggs Road between Recker and Power Roads.

Well Construction

- Shea North Well Rehabilitation, Equipping, and Site Electrical and Mechanical Improvements
- Sossaman Well Construction, Equipping, and Site Electrical and Mechanical Improvements
- Church Farms Well, Acquisition, Rehabilitation, and Site Planning

WATER REPAIR & PRODUCTION

In House Construction

- In house construction of 5,000' of 12-inch water line, hydrants, and services within the new Corp Yard.
- In house construction of 2,500' of 12" water line on Crismon Road north of Queen Creek Road.
- In house construction of 2,500' of 12" water line on 220th Street north of Queen Creek Road.
- In house construction of 5,300' of 16" water line on Riggs Road: Ellsworth to Crismon Road
- In house construction of 600' of new 12-inch water line for the new Church Farms East Well Site.
- In house construction of 650' of new 12-inch water line for Riggs Road at 190th Street.
- In house construction of a sanitary well seal for the Church Farms East site and prepared the new well equipment and
- In house construction of 100' of 12-inch sewer line for the Church Farms East well discharge and line flushing
- In house construction of 21 water service lines.
- Assisted with Town Wide Clean up after the major rainfall event.

Well Construction

- Well 4 Rehabilitation
- Hastings Well Rehabilitation

2017 Accomplishments (by department)

- Cortina Well Rehabilitation
- Schnepf Well Rehabilitation
- Shea South Well Rehabilitation

Water System Repair and Maintenance

- 35 in house hydrant repairs.
- 44 in house water service repairs.
- 3,000 in house water valves actuated.

INSPECTIONS

- Inspected 13.7 miles of new water line in commercial and residential developments
- Inspected 6.5 miles of new sewer line in commercial and residential developments
- Inspected 607 new water service lines.
- Inspected 401 new sewer services.
- Reviewed approximately 2,200 sheets of water and sewer construction plans.

GIS / BLUE STAKE

- Completed an estimated 14,500 Blue Stake tickets
- New iPad interactive Electronic Maps Created to be utilized by the Department:
 - Water Meter Change Out Map
 - Hydrant Pain Project Map
 - Valve Turning Map
 - Conduit and Fiber Map
 - Hydrant Meter Location Map
 - Landscape Shut Off Map
 - Sewer Main Cleaning Map
 - Sewer System Service Map

METERING

- Installation complete of Sensus FlexNet (AMI) meter reading towers they are set to go live with 14,482 meter accounts in February 2018.
- Hired two temporary employees in September 2017. For help in covering additional number of work orders for the remainder of the fiscal year until June 30, 2018.
- Completed 15,400 daily work orders that included installing 1,730 new customer meters, and changed out 1324 failed existing meters along with the following work orders.

2017 TOTALS

New Meter	1730
Meter Change Out	1324
Transfer	5602
Repair	704
MXU Change out/Repair	2119
Lock/Unlock	2129
TEST	123
New Work Order	0
Temp	29
Re-Read	290

2017 Accomplishments (by department)

Register Malfunction	0
Zero Use W/O's	568
Hydrant Meters	249
FlexNet Meter	498
FlexNet MXU	35
	15,400

WATER CONSERVATION

- The Water Conservation Division held 7 free water saving workshops for its utilities customers throughout 2017. This includes Smart Irrigation Controllers, Pruning and Maintaining Your Landscape, Basic Backyard Makeover, Saving your Trees from Monsoon Damage, Pleasing the Pollinators, Rainwater Harvesting, Drip system Design and Install for Raised Bed and Container Gardening. All classes were well received by attendees.
- SRP once again chose the Town of Queen Creek to host their Shade Tree Program on April 14, 2017. The Department worked with the American Leadership Academy to hold the event in one of their massive auditoriums. It was well attended. SRP has requested we hold it again in 2018. This program offers free desert-adapted shade trees along with advice on planting and tree care. Shade trees help reduce home cooling costs, which, of course, saves water by reducing the amount of water it takes to cool the power generators.
- The Water Conservation Division sent out 3,014 New Customers Welcome Letters as of September 2017 with an anticipated additional 1,500 by year end. These letters introduce new customers to low water-use plants, Xeriscape techniques, proper watering habits as well as education on how to determine if they have a water leak. A new process of collecting email addresses when the customer opens an account has allowed us to send most of these new customer notifications via electronic transmission. We are now able to include links to Recycling, Bulk pick and Sewer pages, and this enables us to reduce our carbon footprint.
- The Town of Queen Creek hosted the Water Use It Wisely Water Tower, which was staged at the Queen Creek Library for the month of May. The library supported water conservation through their activities at the library as well and held a “Succulents workshop” that drew a large crowd. The news release about the WUIW water tower in Queen Creek and its “Earth Friendly” promotions made the WaterSense news and was shared countrywide.
- Water Conservation was present at the 2017 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.
- “Our Water Our Future” program was created in 2016. Environmental Educational Exchange delivered 40 classroom presentations in 2017 to schools in the Town’s water service area of Queen Creek and San Tan Valley reaching approximately 1,000 4th and 5th grade students with lessons about the water cycle, local water sources and water management with a focus on water conservation.
- The Water Conservation Specialist worked with SRP, the City of Avondale, City of Surprise, City of Tempe, City of Chandler and Abracadabra Productions to create an activities booklet and magic show themed “The Adventures of the Water Warriors” which was offered to Town of Queen Creek and San Tan Valley Schools. This 30-minute program is presented in an assembly style and is offered to students 2nd through 5th grade. Our magician, Gary Lazok, uses magical illusions, comedy and audience participation to teach students and teachers about the

2017 Accomplishments (by department)

importance of water conservation, the water cycle and local water sources. They presented 20 assemblies and reached approximately 3,500 students. Teacher reviews have been wildly positive.

- The water conservation specialist supported the Town's partnership with Water Use It Wisely by attending Local First, a "Green Living" event held at Margaret T. Hance Park in Phoenix on Saturday, November 4. Approximately 70% of the waste collected at this event was diverted to the local landfill. Over 3,000 people attended this event.

WASTEWATER

- In house cleaning of 570,230 feet of Town's sewer system including all of the Town's sewer systems within arterial streets.
- Raised 2 manholes to ground level.
- Completed pot holing for Utilities at Empire and Ellsworth and on Cloud Road.
- Marked all off-road manholes with Sewer stakes.
- Sprayed all manholes located in subdivisions for pest control.
- Assisted the streets department in cleaning and maintaining the Town's storm drain system.
- Completed the revision of all Sewer Standard Operating Procedures
- Inspected 12 number of new interceptors and 55 number of new grease interceptors.

Workforce Technology

GIS Services

- Supported the Planning department by creating 9 maps for the 2018 General Plan update.
- Created interactive maps on the town's website for Queen Creek's voting districts and current planning cases.
- Hired a GIS Analyst to assist with addressing and mapping the town's utility and street assets.
- Mapped the town's storm water system to comply with MS4 permit requirements.
- Assigned 2,043 addresses, an increase of 217% from 2016.

Business Services

- Converted the Town's MUNIS financial system application from a hosted solution to a Software as a Service (SAAS) cloud system. The conversion has already saved the Town on time and money by reductions in necessary IT staffing and reliance on Town-owned resources. SaaS also provides full disaster recovery services, including the backup and storage of all system, data and image files in a secure off-site location.
- Tyler Content Management (TCM) is a document storage system that is pre-configured and fully integrated with nearly 200 Munis document types. Using Tyler Forms, Tyler automated the capture of thousands of form images that are normally printed. Clients scan additional documents related to core Munis business processes that originate externally. Users have easy access to all these securely archived documents, retrieving images directly from their Munis inquiry screens. Additionally, system generated reports are archived for future retrieval. TCM will allow the town to reduce eliminate paper, protect documents and retrieve a variety of related content.
- Configuration of file format requirement and integration with InHance for the Chase Lockbox services. The lockbox service provides the Town with fast, accurate and cost-effective payment processing. The lockbox staff at Chase review, process payments, and deposit checks into the Town's account. Utility/Finance staff using this functionality have access to see account activity—including deposit information and audit trails—all online. This solution, will assist

2017 Accomplishments (by department)

Utilities staff by saving time and money while improving customer satisfaction. Live anticipation date is January 2018.

- Approval of Scope of work to implement Cartegraph for Utilities staff with implementation to begin in 2018. Cartegraph software is currently being used by the Streets division to process work orders and proactively maintain assets and facilities which will now be used by Utilities staff. Cartegraph will help Utilities staff not only maintain assets & facilities, but assist with reducing operations through the web-based system that's updated in real-time by crews using mobile devices. The software also enables workflow efficiencies—like task automation and streamlined communication—to save time and money. Field staff will efficiently complete inspections and make repairs, sending real-time data back to the office staff or syncing as soon as you reconnect and provide Managers will data they may need at their fingertips.

Information Technology

- Served on development team for Fire Station 1, Fire Station 3, and Public Safety Building/Community Chambers
- Network switch upgrades to improve throughput of Town's data
- Upgraded VMware host environment for better server capacity and performance

Human Resources

- Successfully hired 15 firefighter recruits to attend QCFMD's first fire academy in anticipation of opening station 413.
- Voted Best Places to Work for 3rd consecutive year. This time made the top 10 for medium size companies. Also, QC was the only public sector employer.
- Conducted biometric screenings for 75 employees in conjunction with Health, Wellness and Benefits fair.
- Comprehensive employee handbook update
- 4th year of recommended premium rate pass (0%) for employees for medical and dental insurance, with decrease in insurance premium rate for vision insurance, affordable health insurance and in-depth wellness programs are a major contribution to Town's BPTW designation
- 12 pairs signed up for the Mentoring Program
- Charity Campaign raising \$25,000 for United Way and Community Health Charities