

FlashVote helps you make a difference in your community

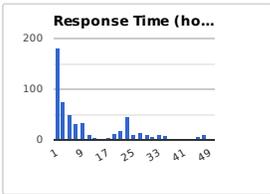
# Survey Results: Service Satisfaction

**Survey Info** - This survey was sent on behalf of Town of Oro Valley to the FlashVote community for Oro Valley, AZ.

**These FlashVote results are shared with local officials**

**536**  
**Total Participants**  
 534 of 934 initially invited (57%)  
 2 others  
 Margin of error: ± 4%

Applied Filter:  
**Locals only**  
 Participants for filter:  
**474**

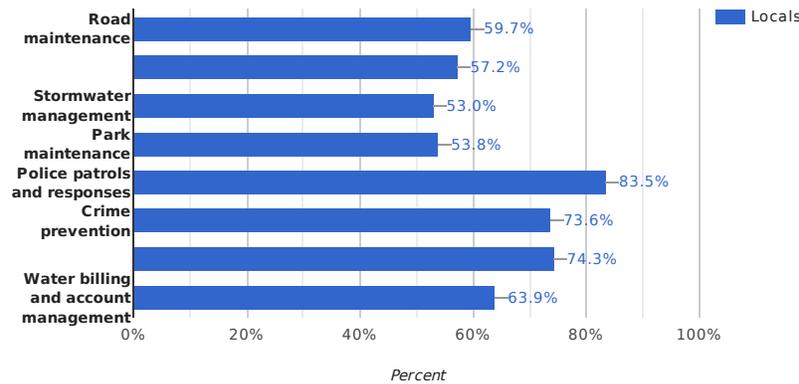


Started:  
**Feb 26, 2020 10:08am**  
 Ended:  
**Feb 28, 2020 10:07am**  
 Target Participants:  
**All Oro Valley**

**Q1** Which of the following Town of Oro Valley services are you **SATISFIED** with, if any? (Choose all that you are satisfied with, if any)  
 (474 responses by locals)

Options	Locals (474)
Road maintenance	59.7% (283)
Road safety design (signals, signage, striping, etc)	57.2% (271)
Stormwater management	53.0% (251)
Park maintenance	53.8% (255)
Police patrols and responses	83.5% (396)
Crime prevention	73.6% (349)
Water service (water quality, reliability)	74.3% (352)
Water billing and account management	63.9% (303)

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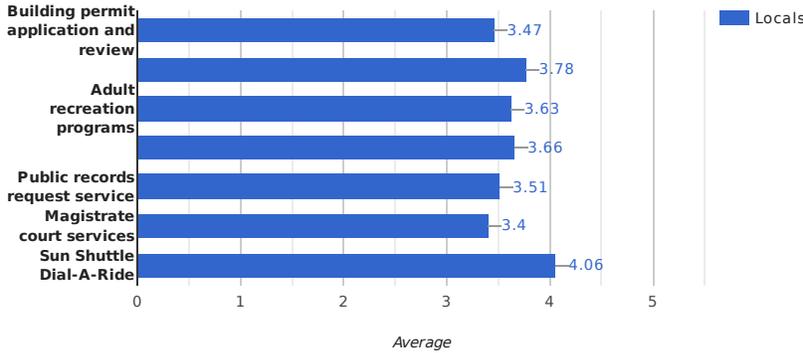


**Q2** How would you rate your level of satisfaction with the following services or programs?  
 (410 responses by locals)

Options	Locals (412)
Building permit application and review	3.47
Building inspections	3.78

Options	Locals (412)
Adult recreation programs	3.63
Youth recreation programs	3.66
Public records request service	3.51
Magistrate court services	3.4
Sun Shuttle Dial-A-Ride	4.06

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**Q3** What is the one service change the Town of Oro Valley could make to most improve your quality of life in Oro Valley?

(294 responses by locals)



A new mayor and vice mayor

Work on traffic flows in AM leaving and PM returning to improve flow rates. There are a couple of intersections where there needs a LOT of improvement. Oracle and Magee for instance.

Regarding Naranja park, remove the archery range. It is a deadly accident waiting to happen.

Streets are getting torn up. I know Oracle is a state road but it is in very bad shape

Better water quality

Less focus on Outdoor Playing fields for pre-professional sports teams (Traveling Youth teams), and more focus on indoor recreation for youth in the summer.

We haven't come across anything that we have been dissatisfied with.

Fix Oracle

Police patrol side roads/neighborhoods. I see a patrol car on my street maybe once a year.

Pedestrian/Bike pathways along Residential roadways.

Improve the community flying field at Naranja Park.

Install post-tension tennis courts at the Oro Valley Recreational Center.

Help with Solar Energy for our homes. Who can we trust to install and maintain these systems? How do we deal with HOA that are resistant to solar installations?

More police presence on Rancho Vistoso. Cars speed through the 35 mph zone regularly.

Coordination of stop lights on Oracle and on First Street between Oracle and Tangerine.... currently ,if you miss one light, you miss them all

KEEP THE GOLF COURSE FOREVER!

Fire Magistrate Dunsmore

Albuquerque, New Mexico allows its senior citizens (over 65) to travel on public transport, with a transfer for 35 cents. It would be good if Tucson and Oro Valley could do something similar. The Oro Valley library service is marvelous. Thank you, although I think that is to do with Pima County/d

Trim the trees in the JDK southeast parking lot. They are hanging low and scrape the tops of cars driving through the lot.

I live in Sun City Oro Valley. There should be a coffee shop in the tiny mall on Rancho Vistoso and Sun City Blvd. I understand the cost to open a small business in Oro Valley is prohibitive. I think it's sad that most of the shops are empty because of that. We all walk a lot here in Sun City - it would make so much sense to have a coffee shop and/or a frozen yogurt shop there.

less dense development approvals

Zoning changes to allow more commercial development, including retail establishments, i.e. Restaurants, etc. In my area (naranja/LaCanada)

We moved here 9 months ago from Coeur d'Alene, Idaho and we continue to be impressed with everything Oro Valley! My husband is currently involved in the Citizens' Academy and is thoroughly enjoying it. I plan to sign up next. Good job on the Moore roundabout. Excellent Police visibility, great communication. We have had occasion to be alerted by the Water (cannot think of the term) Dept's. notification when usage exceeds normal. Superior street/median/boulevard maintenance, nice library and Post Office. Everything is well kept, attractive. Oro Valley is doing a stellar job in our opinions. Thank you.

Zoning. Roads and lights are too congested and getting worse with all the building.

More parks and recreation for the youth! We NEED a splash pad, basketball courts, and more soccer fields!

Resurface the roads!!!!

Better access to all golf practice areas at our municipal golf course. Concept of members only area is outdated & unfair

No more approvals of strip mall-like structures such as those by Kneaders on Oracle Rd.

enhance requirements to maintain and improve beatification of roadways, malls and other public areas

Better traffic signal synchronization. Unsure if one is being used but if so, it should be evaluated for the 1st. Ave northbound corridor from Oracle Rd. Afternoon rush hour.....left arrow granted onto 1st Ave from Oracle seemingly always encounters an immediate red light at Main and more often than not at Lambert. Communication with ADOT with respect to SR77 through Oro Valley. Condition of the slow lane has deteriorated to the point where it is unsafe for older drivers because of the unevenness. Grooves and wear pull one's vehicles to either side.

keep more open spaces utilize what has been built before creating more empty buildings !!!

Invest in kids sports!

less apartments being constructed.

Better facilities at Naranja Park (baseball fields, RC flying field).

Be more transparent about strategic planning for new developments, land acquisition, .... for most of us, we don't have time to dig for the information. Create a page on the website that details the 5 and 10 year strategic plan... with a method to public ally provide feedback.

Take control of washes...small communities are unable to service and maintain a wash...nor should they be expected to. The town of OV needs to take possession of all washes.

Storm water management could be improved. Every time it rains the street near my house is a mass of mud.

convert rancho vistoso abandoned golf course into a greenbelt like in scottsdale

Make the handicap parking at the Library closer and easier to use. It is very difficult because of the distance of the parking spaces and the incline from those parking spaces to the front door. Because of this I never go to the library programs any more, which I miss doing very much.

Economic Development

Provide day trips for seniors.

If water quality is under the jurisdiction of the town, reducing the hardness of the water would be extremely helpful.

improve the condition of parks and offer more activities for families with children The town caters to the seniors in a very unbalanced way that makes it difficult for families to enjoy the community.

Better and more parks

the board needs to be more open with the citizens about what it is doing and not try to sneak things through that they favor like hiring a hot shot lawyer instead of more police

Have Town "staff / Volunteers" out in random public places available for questions and giving feedback. Out with the public

Have overlook restaurant open longer. i.e. better hours

Stop blading the desert and the unnecessary building! No more homes, apartments or storage facilities. Too many empty commercial buildings. Stop making it so difficult to be a business owner in OV.

Provide more for seniors who do not live in communities with provided classes/services. Wish we had stretching classes and a warm water therapy pool here.

Bigger new mailboxes

Renovate and expand the community center, including parking.

Invest in the community center rather than to cut their budget at every opportunity.

Enforce bicycle laws. Not being enforced because of incoming revenue, don't want to offend the bicyclist.

Have additional parks & rec opportunities & events at affordable pricing while expanding the trail options for hiking, biking, running.

A public safety campaign to keep pedestrians and cyclists safe. Drivers either don't know the rules of the road or are just rude. On a daily basis, drivers turn right in front of me (both left and right turns) at crosswalks, exit driveways and cross streets without looking both ways, and don't stop for me when I am clearly standing in a crosswalk .

A walk around square with bars and restaurants

Although I'm sure there are those in the city that believe they are communicating a lot, I would respectfully disagree. The weekly Explorer hits some of the highlights but the city needs a concerted effort to improve communication. Nextdoor Digest doesn't cut it either.

Get rid of the community center

A traffic light on Arrowsmith & Rancho Vistoso Blvd.

Put a pedestrian crossing light on the corner of La Canada and Canada Hills Drive please.

Get the street lighting on Rancho Vistoso from Big Wash to past Del Webb Blvd fixed! All the lights have been out for at least 4 years.

More bike paths! Drivers are the most terrible when it comes to bikes on the road.

you're doing great by me now, can't think of anything.

Repair the roads... Calle Loma Linda straddles OV & Pima county unincorporated. It is a highly used, albeit residential, street that looks like the surface of the moon. People use it to travel south from Calle Concordia so they can make a left turn from Hardy onto La Canada.

Better maintenance of trails in Naranja and Honey Bee parks.

Stop spending money on Parks. Let the insurance companies be the force behind taking unstable/inexperienced drivers off the road, rather than fining drivers who, know how to drive in all conditions, and have the experience to do so, just to make more money for the town to spend on BS!

More (better organized) kids events and focus on families with young children. Not all of us are snowbirds and retirees. The events they do put on are terribly organized and they always underestimate the amount of kids and families that attend and actually live here!!!!

More activities for seniors that don't live in a seniors community.

More events for outdoor gatherings

Some "push button" warning lights, so traffic slows down on Rancho Vistoso at the sidewalk crossing at Green Tree Dr. intersection.....does not have to be "Hawk" lights.

Highway 99 in front of Fry's. Put some magnetic reflectors so you can see the lanes in different light and smooth out the extremely bumpy road. Keep the costs at the Community Center for recreation and arts low so more people will utilize the services instead of go elsewhere for their needs.

Provide areas where we can walk, have more outdoor cafes, less over crowded housing with small backyards. No more apartments. Don't make this feel like another congested, big city community. We all escaped from that!!!

Continue to improve the rec center

Fix Oracle

More parks, more open space and trails

Take the speed bumps out of the new traffic circle on Moore and la canada.

Stop ignoring public sentiment when considering zoning changes

Never allow housing project construction in natural wash areas again!

Make it easier for new businesses to open

Please landscape the road medians, especially on Oracle - it looks terrible...weeds everywhere. The medians are a poor reflection of our beautiful community.

Improve pot holes on Oracle road. Needs to be repaved.

Stop building houses causing a strain on city revenues/resources

Interactions and response times with ask@orovalleyaz.gov. The Naranja park opening of Musette has created traffic flow that more than doubles the speed, no fence to protect the playground in Tangerine Terrace, no police monitoring of speeds on a narrow dirt road with traffic flying north and south at high rates of speed. I just hope none of the children who play on a playground less than 10 yards away, never run into issues with that traffic.

Perhaps allowing longer hours for restaurants, etc.

For the police to be able to enforce the lower speed limits in gated communities.

Park facilities in Northern OV featuring paved paths.

Protect the historic fabric of Steam Pump Ranch- maintain, repair and prevent decay. Keep the rodents at bay and notice problems when they occur.

Westbound light at Linda Vista and Oracle. Either install sensor or shorten the wait for westbound traffic. My wait is nearly 2 minutes even if there is no traffic on Oracle. Most Town services are well run:)

Please have more police patrol and give out speeding tickets for the stretch of road between Tangerine and Moore going North and South. There are too many speeders! I go 45-47 (speed limit is 45), and I am being passed by folks going 55-60.

Better parks

Keep up the good work!

GET RID OF THAT DAMN GOLF COURSE!!!!!!!!!!!!!!!!!!!!!!

I think that the building permit process is ridiculous. When building our home, our builder told us it could take over 3 months to get it. Oro Valley seems proud of that statistic, it prevents businesses from moving into our town. Getting permits in a timely manner and inspections.

Youth soccer league.

Advertising & specials to bring new golfers to El Con. Golf course is center piece of OV & should be celebrated.

reduce golf course subsidy and use funds for other services

More Parks Attract more businesses to Oro Valley Develop a "Downtown"

More pick up after your dog signs. Ugh

No requests.

decrease taxes

I am extremely satisfied with the quality of life in Oro Valley.

I Love Oro Valley, not sure I love the new mayor and council. I don't believe they have everyone's best interest at heart.

Water billing- it would be nice to have an autopay or recurring payment option.

Maintain the Rancho Vistoso golf course as an Oro Valley park.

Improve/expand parking at OV Rec Center

Get on board with providing amenities for all ages especially the golf course.

Preserve the defunct golf course in Rancho Vistoso as open space. Do not let developers build tract homes on it!

small, neighborhood parks on the south end of the town. Suffolk Hills has no area for neighborhood interaction, for example.

Manage and schedule road construction and improvements so not so many roads are affected at the same time. We almost cannot leave our house without being affected by road construction.

Allow beer at the parks

Change storm water design protocols to develop berms and vegetative swells, rain gardens and by encouraging use of less impervious surfaces in driveways and parking lots so that rain water stays closer to where it falls

More focus on parks and much less on golf

Not build tall buildings three stories or more

Allowing homes on postage-stamp sized lots is not helping this town to retain it's reputation.

Better road maintenance

Stop all the speed traps

More affordable community sports

Obtain a non-biased assessment of Oro Valley's capacity to serve additional building demands in the absence of water (as documented by news stories about the startling decrease in the CAP water reservoir level, developers drilling into groundwater supplies, the much-vaunted "100 year supply" claim made by the OV Water Dept.) and the seeming lack of consideration for water facts in the quest to cover every square inch of the desert with buildings, roads and bridges.

I've watched Chandler AZ change over the past 50 years. It was a farming community back then, now it's overgrown with office buildings meshed with apartment complexes meshed with single family homes meshed with strip malls every mile in each direction. I don't want to see Oro Valley become a "Chandler." However, I am beginning to see some disturbing trends.

police need to address the failure to yield situation at the new rotary @ La Canada & Moore. This is especially noticeable at high volume times of the day. My wife was 'T' boned by someone who failed to yield. Her hairdresser has so many close calls that she doesn't use the rotary. Hairdresser reports 5 of her customers also are so scared of rotary that they no longer use it.

The use of prisoners should be expanded to include along the roads and crack sealing.

I would very much appreciate it for OV to budget funds to provide better security inside the Pusch House on Steam Pump Ranch. Also - I enjoy things OV sponsors at SP Ranch, such as the monthly First Friday Night Music events. Thanks! SP Ranch is a wonderful town resource.

upkeep and improvements on the golf courses to include parking

street maintenance and traffic sign timing

If golf is part of parks and recreation, why doesn't the parks and rec manage know anything about it?

Please add more baseball/softball & soccer fields for the youth.

Please enhance the search feature on the website. When you search for Development projects (i.e. Capella or Big Wash) & town documents by name, nothing is found - not even the Council meetings when they were heard. Your average citizen has no idea where to look for the Comprehensive Economic Development Strategy (CEDS) as an example.

Traffic noise on oracle for the Casitas del Oro Norte townhouses is too loud for the short 40 year old wall built along the roadway.

Completing major road projects like LaCholla more quickly. Compared to other parts of the country it takes forever for major projects to be finished.

Better upkeep At Naranja dog park.

Road maintenance please

Better publicity about hiking trails located in various subdivisions.

Balance the water hardness throughout the community. Ours is some of the hardest.

I am pleased with the service I receive as an Oro Valley resident. Thank you!

Add a bike/pedestrian path on Naranja road. It is very dangerous for cyclists and runners trying to stay in the shoulder.

Road maintenance. I know some repairs are thru ADOT and not Oro Valley but some roads are in need of repair

Fill pot holes in roads. Especially, intersection of Oracle Rd. & Suffolk Dr.--east side.

Repair the crumbling roads especially the main thoroughfare of Oracle Rd from Magee to 1st Avenue

Continue with the same quota of police officers to citizens. I feel as towns grow, the police departments don't in many towns. I don't want that to happen to us. A safe environment is most important to me.

Water quality has had a few issues- green slime in water line several years ago. hadn't flushed hydrant in the neighborhood for several years. Storm water- not allowing for adequate storm water collection on newly built housing units or neighbor hoods. Don't understand why housing units / area are not required to have much larger retention areas to keep water from "down stream" neighborhoods.

Police enforcing speed limits, hands free ordinance, using turn signals, stopping for crosswalks and buses.

Improve the management of the golf course (s). The grounds have improved greatly, but the actual management & administration with regards to clientele, promotion, amenities, etc. is sloppy & disorganized.

I would like to see the motor patrol ..... Haven't seen enforcement on Moore or La Canada in a while.

Transportation choices for the older people no longer driving. Local bus/van or even car neighbor hood routes and schedules.

Eliminate excess overhead in all depts.

Stronger police coverage on Rancho Vistoso. At the lights at Highlands Drive the road and lights are used as drag racing and loud sports cars. Last night was the first time I saw a police car pull over a speeder.

speed patrols, come back to race way Moore ave. roads aren't the best but who wants higher taxes. would like to get emails on the updates of construction new in Oro Valley, just want to know. like the construction at Safeway. what is going on. and the construction at the park on Naraha..... email an update would be great. other wise the town is looking good. did notice the weeds growing on La Canada, time to spare them and weed them. like it here. don't touch the mountain..... what a beautiful view...

Keep and impoverish the community center including golf and the restaurant

Road maintenance could be much better in all parts of the town. I cannot drive in the middle lane on Del Webb Blvd because the intersections have so much variations.

The town should have a plan that encourages businesses with a broad appeal to locate to OV. I think that that we have enough mattress stores, banks, storage facilities, nail salons, gas stations, and assisted living and rehab facilities. Notice the absence of restaurants, shopping, and entertainment from the aforementioned list. May I suggest that the town survey the residents about the businesses they would like to locate to OV. There doesn't appear to currently be any forethought.

Stop building Homes.

Granting fewer zoning changes that increase density and degrade environment

Be more welcoming of new Or expanding businesses at the city government level.

School Zone speed limits on La Canada between Tangerine & Moore Leaman School Academy.

Time the traffic lights so traffic can move swiftly!!!!

Improve the roads. Many are in terrible shape.

Quality of water

Bring more PRIMARY jobs to Oro Valley!

implement town trash service with recycling

Keep the police chasing the speeders and reduce wrecks. They have been doing a great job in the last 6 months

Improve entrance to parks (specifically Oro Valley Aquatic Center) to ensure they showcase the park and all parks have a common theme.

Take over maintenance of Calle Concordia by La Canada. The county can't even fill a pothole and make it last 6 months.

Monitor the buying up of individual houses in neighborhoods and using them as rentals. Destroying our communities.

Maintain our open space as parks. Better maintenance of parks like Honeybee. Fix power line trail access in Rancho Vistoso. How can one neighborhood block access to an easement???

Can't think of any.

Sell / get rid of the golf courses

Oracle Road is an abomination and a black eye for the town.

Removal of the mayor and vice mayor

Stop adding more signal lights

Parks and Rec could be more active with adult things.

Fix Oracle Road. I know it's State but the conditions of the road between First Ave and Orangegrove is deplorable.

road maintenance

Economic development

Can't think of one.

Stop approving all the high and medium density housing communities, they've ruined the area!

Getting drivers to slow down.

Police Dept needs to stop and ticket (not warn) drivers who swing wide on turns, drive in the bike lane, talk and text.

Get the state to repave Oracle Rd and decrease the length of the signal coming out of LA Reserve neighborhood onto Oracle.

Cell phone (hands free) laws while driving need to be enforced.

Our streets in Monterra Ridge have 5 inch wide crevices in them. Also, bike and other street signs on Monterra Vista Dr. Are so weathered you cannot read them. Weeds along Monterra Vista Dr. On the Naranja Park side (sidewalk/street) are at least a foot high. All of these things are not being kept up.

With all of the additional traffic on La Canada right now, I would like to see more police presence to get folks to slow down and be more careful. We enter and exit along that road and it is just crazy out there most of the day!

Adult, senior activities

Make improvements and upgrades to the community center. That facility, along with the two golf courses are for us, the town's greatest and most desirable assets.

Better street signage and lighting

Better control of speeders and yellow/red light runners. The speed limits are useless and the roads are dangerous!

No change, but keep the quality of the police service.

Create more Town character and charm that attracts and reflects the true nature of our wonderful and diverse residents in a central, designated hub that allows pedestrians, dogs, and challenged folks to gather in a central location. ... Think Big! Doing s generally great job.

I'd like more parks and safe walking paths in Rancho Vistoso. We pay for our own community pocket parks and they aren't good for walking for exercise.

reline the roads.

Slow down development and improve traffic flow (Oracle and Magee intersection stacks up for northbound left turns onto Magee). Eliminate U-turns. They slow down the flow for those making left turns.

Close the gold course and return it to the desert

Repair roads

More information on police activity and/or crime statistics.

Provide a permanent flight park for radio-controlled model aircraft.

Offer free, single electronic payments for the water utility. OV water is the only bill I have that does not get delivered through email and it bothers me you charge extra to pay the single bill. (I do not want auto-pYments)

Bring the arts to Oro Valley in the form of performances at the high schools or somewhere else. Tired of going downtown for everything.

More playgrounds

Be friendlier to small businesses attempting to establish in town. OV doesn't need to turn into one giant homogenous big box store and that seems to be who they cater to.

Reduce high density developments or stop all together

Dog Park development. I know you are working on it! Thx!!

Improved roads.

N/A

Moderate and be smarter about development.

Community Center and golf courses improvements

maybe website design. sometimes not very user friendly

Get rid of the traffic light on La Canada at the rec center.

Preserve recreational space (park, etc.) in the former Vistoso Golf Course land.

There are NO Oro Valley Parks in Rancho Vistoso.

Make OV more open to businesses that residences want, e.g., retail shopping. All we've seen recently is the closing of stores, making it necessary to shop outside of OV. Once that habit is established, any new stores will have to work harder to attract new customers. Time to make OV welcoming to retail is now.

Inforce existing laws for speeding and mobile phone use. Seems like everyone is driving and using phone, Lambert is used as a freeway.

Require present owner of Vistoso Golf Course to maintain and return to previous condition the area along Highlands Drive that now has an ugly dry cement hole in the ground full of weeds. No individual homeowner would be allowed to leave a property like this. I pass this every day while walking or driving

If we must have so many apartment complexes, at least attempt to make adjustments for the additional resulting traffic. Better yet, nix any more apartment complexes. They usually seem to be an overall negative to their immediate surroundings.

Make the Community Rec Building fully ADA compliant and add more programs for seniors

Provide accessible green spaces that are not abused by dog walkers who allow their dogs off leash.

Recall the mayor and any town council who have drawn the financial terms imposed upon the Community Center golf course.

Road maintenance

Bring the Vistoso Golf course back as a golf course. Repair bad roads, like Oracle.

Oracle Road, especially north of Suffolk Dr. to Calle Concordia (both directions) is in dire need of resurfacing. That stretch of road is very rough and even has potholes starting.

Complain to ADOT about expanded road repairs of ORACLE ROAD!!!

Better stopping of traffic violators by drivers especially speeders

Sidewalk repair in locations where there are no private property owners abutting the sidewalks. City people need to look closer...not just drive down the street in their trucks.

repair the buildings in Steam Pump Ranch

Quit putting traffic signals in intersections where they are not needed.

stop allowing high density housing projects!!!!

Instead of just sitting on the side of Tangerine, the cops need to ticket the large number of speeders teaveling 60 mph plus.

Continue the quality of service and amenities the Town offers.

Designate more resources to the arvhery range. It is one of the few recreational pursuits that is revenue positive. Given its income, its appropriate to fund a bathroom and lighting!

Community Center Upgrades to include ADA and parking.

Study the police dept for proper force size. It seems to me that the dept is significantly larger than towns/cities of similar population. Police budget is a large portion of total town budget. I am very satisfied with police services but think that periodic study of proper sizing is appropriate.

We need flashing crosswalk lights on Rancho Vistoso in Sun City (like the one on Innovation). More speed limit enforcement on Rancho Vistoso- especially in Sun City.

Proper reporting to residences by Town Council members. Recent presentation to our HOA made no information that was important or false.

Water could taste better.

Repave Oracle.

Improve the safety, usability, and availability of biking options in Oro Valley

More open space. New neighborhoods on bigger lots and access for wild animals to walk thru neighborhoods.

Shuttle

Ensure water will be available for the next 30 years. Conserve water (stop massive residential development) to ensure a reliable supply of water in the future.

Keep taxes the same or lessen them while not reducing services and keeping the budget balanced with a small surplus every year.

Awhile back I would have said the OV Town website, but you are fixing that now. All is good!

OV police always hiding off the roads is so overkill.

More youth activities.

Rezoning. Quit building apartments. It is over crowding the Town of Oro Valley.

Less sales tax

I'm happy, keep it up

Recreation north of Tangerine. Partner with Preserve Vistoso to turn former golf course into nature and recreation park. 6 miles of paved trails!

Get rid of the golf courses. They are too big a drain on the budget.

I've found the Oro Valley employees I have been in contact with are very interested in helping our community to be a safer place to live, and finding ways to make things work better with inspection process. It's often much easier to find fault, but to find a way to correct a fault is where great people enter the picture.

More high end restaurants & entertainment...

I'd like to see us continue to develop the parks program

Water is too expensive!

Aquire/build performing arts center.

More roundabouts and less traffic lights

Get rid of the subsidies for the golf courses.

Treat all park and rec amenities consistently under one budget and develop a strategic plan to offset costs of fee-based amenities that are consistent across all of them (Community Center, Aquatic Center, park maintenance, golf, archery, picnic rentals etc). Make the park and rec budget reflect the demographics and size of OV population.

no improvements needed provided that the council does NOT change management of the golf course community center from Troon and make the improvements to the golf courses agreed to. This is a great town so lets keep it this way so all of the winter visitors and tourists keep coming and paying taxes and supporting our town and it businesses.

More limits on development. The are of lands are being destroyed by all the developement. Which means you are putting more pressure on water resources any more pressure on our environment. I like the look of the desert and am very concerned about developement

Water quality

Splash pad!

Not perform road maintenance simultaneously to ease departure and return home. Too frequently it is difficult to negotiate multiple projects at once.

More youth oriented parks and recreation facilities such as splash pads, fields, playgrounds, and bike parks, along with programming for youth that is inexpensive, such as cheap swimming lessons, basketball, cheap dance classes, etc.

Decrease the speed of traffic on La Canada. The amount of traffic has markedly increased in the three years we have lived adjacent to La Canada. The noise level is approaching a harmful decibel level. La Canada is now the major north-south conduit as Oracle is in such poor shape and the construction on La Cholla funnels traffic to La Canada. This is likely to continue for another year or so and with further development the traffic will continue. This will be a major problem and the Town needs to consider noise abatement solutions to decrease this noise level in this primarily residential stretch of highway.

Eliminating irrigation leaks on golf course and other areas and standing water to reduce mosquito population.

Traffic light synchronization. Always a nightmare getting through Oro Valley

Build an indoor facility for kids/youth recreation/sports, specially during the summer

The town does not need to provide me any more services.

Consult with public before changing street signals (for instance, adding the left turn only on green arrow at La Canada & Naranja).

work with cable and internet providers to offer better service -- and lower costs

Stop hacking the trees and plants in the medians and roadsides. Commercial property, too.

add community vegetable gardens

Less traffic patrol. If you can send 2 - 3 patrol cars to every traffic stop than the police force needs to be trimmed. I appreciate them but I am tired of paying for all them.

get rid of the majority of street lights on Rancho Vistoso need only 1 in 4

More public restrooms at Town Hall.

Invest more in the Steampump Ranch facility. It could be so much more than it is.

Road improvements

Police need to patrol Rancho Vistoso at Vistoso Highlands Drive because the gear-heads loudly speed through the intersection or rev up their engines while waiting at the stop lights. I realize that they are probably compensating for having small penis', but their actions can be irritating. It is especially aggravating when it happens late at night. Too bad that we do not have cameras to detect and assign speeding tickets on Rancho Vistoso. It would be a great money maker for Oro Valley.

Trash service!! Ugh! I do NOT like having all these independent trash companies. One municipal service would be so much better.

Fix Oracle Road. I recognize it is a state responsibility, but gee whiz. Could we use some of our OV money to leverage more consistent, faster state investment?

Easier for businesses to locate and remain in our community.

More parking at the Community Center.

Encourage better cell phone services by increasing cell tower permits

Repave Oracle Rd

Upgrade and maintain community recreation and golf facilities

Limit growth.

Signage on permit request. Info on what is being built

Invest in parks and recreation. Use excess reserves to build out Naranja Park and upgrade the Community Center. These have the potential to be real gems in our community.

Weed cutting on Lambert,

Build Little league baseball fields for Oro Valley Little League

Reduce road noise and light pollution at LaCanada and the entrance to the community center.

Our streets were resurfaced last year (Catalina Shadows) and the job they did was sub-par at best yet the City accepted it as being OK. They should have had to come out and re-do them and do it right. Our tax dollars paid for crap.

Park space in Rancho Vistoso

PARKS

Fix the roads

Fix Oracle Road pavement. It is horrendous and is tear our cars apart.

**Q4** Any other comments or suggestions about our services, including why you feel satisfied or dissatisfied with any of the services mentioned?

(160 responses by locals)

lane like<sup>good</sup> oro<sup>department</sup> lovenew provide  
go great

light town police best keep  
 use need service valley  
 left course water road live city  
 Water costs too high, especially the added cost for sewage at \$50.00 water rate  
 Love the town staff and job response well on Oracle park turn community

I feel as if the service providers are all very open with receiving citizen input.

Road maintenance is a constant issue.

The tennis program under the direction of Jennifer Fuchs is world-class. Please keep her!!!!!!!

Inspection appointments for residential homes are difficult to work around.

OV has been doing a great job in daily services.

Can't understand why the one section of street lights on Rancho Vistoso from Del Webb to Silverton has not repaired. It's dark and unsafe. It's the only dark section around the whole of Rancho Vistoso.

Would like additional monitoring of the traffic speeds WITHIN the Sun City community ... on Rancho Vistoso, Del Webb, and Sun City Blvd. specifically.

The OV water quality could be a lot better. It's already over-priced for what we get, extremely hard water. Publicize planning and community meetings a bit farther in advance. I'd like to attend some but hard to adjust my calendar for short notice.

Lots of police patrol. Police are always visible. Plenty of youth recreation programs offered. Several potholes popping up on Calle Concordia that could be patched.

See previous paragraph please.

The Explorer does not do an adequate job of covering Oro Valley city news (nor Arizona Star). Therefore, I think the city needs to provide more information about what is being considered and why and allow citizens more input.

While I like the Outlook restaurant convenience and location, the service and menu needs to improve. Why not provide a Bistro service for folks who work out at the Community Center in addition to the golfers.

Roads are good. We need more roundabouts where appropriate. No more parade permits on Naranja because we have no exits other than Naranja.

Move Forward on the Rancho Vistoso Abandoned Golf Course it is UGLY!!!!!!!

More Parks and activities for kids!

Everything seems to be done half assed. If there is road construction there is frequently little or no warning that the lane will end or the signs are left up for weeks after there is no longer construction. Loads of trash along the roads and parks. People need to be reminded to pick up their trash or be ticketed. Quit allowing the beautiful desert we all moved here for to be destroyed by roads, houses, and loads of empty stores. A great bus route would be appreciated. I am dreading the huge number of political signs on every corner for 6 months to a year. There need to be tighter rules about that blight! Some of the streets are awful due to potholes.. The traffic lights are bizarre. Some leading left, some left when clear, others only turn with left arrow. Red lights for no one, and then everyone wonders why there are so many accidents and so many people run lights. I warn visitors about the awful AZ drivers and the crazy lights. Otherwise OV is a nice place to live.

Roadway shoulder work to keep debris clear for aesthetics and visual impediments is outstanding.

The roads are terrible in particular Oracle Rd

over all great place to live just keep open spaces open

We live near the intersection of La Chills & Canada Hills Dr. The new construction of a 4 Lane road here leaves Canada Hills Dr uneven & prone to flooding at times. Was not like this prior to construction

Very happy with the traffic control change at the Naranja/La Canada intersection.

dial a ride is great-need more open space

The new round-about at La Canada and Moore road is wonderful. Thanks. Well done.

Water rates are too high, and the rates go up too often. They need to operate in a more efficient manner.

James Kreigh Park is a disaster. We spent a significant amount of money on the baseball fields and immediately stopped watering the grass and maintaining them. They are worse now than before the renovation!

the services are good, the leadership is weak

There are no recreational areas for youth, families or seniors north of Tangerine. Approximately 30%+ of the Town population is being left behind

Would like to see more police traffic monitoring along Tangerine Road. Traffic speeds keep increasing and recently seeing significant amount of 50+ speeds.

Oro Valley has a highly professional staff. Our interaction with employees is always terrific. Keep up the good work!

Congratulations to Kara Reilly and the OV Police Department

In general, services are excellent.

Overall excellent service from the Town from police, roadways, and more. Great place to live.

I love living in Oro Valley.

Police dept appears less professional than what I am used to. There are way too many officers for the size of the city. Responses to simple auto accidents with two or more patrol units is generally not warranted. Our own town crime scene unit - really? Get rid of reserves speeding around in patrol cars going nowhere.

The water department makes every effort to keep residents informed of their water usage. I was pleased when they offered workshops on how to use the online program to follow usage.

No, just keep up the police patrols. The school kids have a tendency to drive way to fast to our neighborhood (as a short cut to either Ironwood Ridge or Wilson K8) and it is good to see a patrol every once in a while.

The OV has a great reputation as a safe and reputable neighborhood.

Roads are the best in the area!

Keep the water costs down.....seems like they average your bill a whole bunch! Not fair to pay sewer based on water usage instead of per household if you're keeping up a pool.

Town is very well run, we're very happy here. Would love to get some more non-chain higher-end restaurants here; also more ethnic restaurants.

Mainroads are upgraded & maintained very well, but some side streets need attention!

Water Department and aqua hawk have been very helpful.

We live in a lovely community with gorgeous views. Let's protect those views for the future.

Parks are improved so much since a decade ago.

I'm not happy about the town council's issues with the community center and golf courses. The golf courses, in particular, are a great town resource that should be featured, complimented and viewed as the positive recreational and tourism resources that they are. Have a goal of making the recreation center and the golf courses the best operated and maintained facilities of their kind in the larger metropolitan area.

1) I think we need a traffic signal or 4-way stop at the corner of Rancho Vistoso Blvd and Welton. It's quite dangerous to merge into RV Blvd from Welton, due to blind curves and speeding traffic in both directions. 2) I have used Sun Shuttle, and I found it to be an excellent way to travel.

I think our police force is one of the best of any city that I have lived in my lifetime.

Stay vigilant on keeping Oro Valley undesirable for criminals, especially the drug related crimes.

Basic services are competing with programatic interests at Steam Pump Ranch. Money should be earmarked to protect the historic fabric since when it is gone it is gone forever. We do have a challenge when council members and others do not understand historic principle or appreciate historic preservation, but we can educate to change that. Meeting the historical societies' desire to do interpretive programs (nice but not urgent) shouldn't compete with basic repairs so we don't lose the historic buildings (essential and urgent).

Working with the city on wash issues is frustrating and "game-playing." The regulations put on HOA's as a result of negligence of the city when the wash was built, is unacceptable.

Oracle road needs maintenance

None

Police dept is the best, as is the library.

No.

I love that I can walk in to the water division or planning and zoning and receive a smile and a helpful attitude!

The roundabout at Moore and LaCanada was terribly designed. Cars don't know which lane to use and often change at the last second. The raised crosswalks are bothersome.

I always experience great personalized service at the Community Center, Golf Courses, and Overlook Restaurant. I chose to come to the facilities rather than other facilities like Crooked Tree because of the friendly staff at the Oro Valley owned amenities

Police department is the best! Congratulations on a very wise choice for Danny's successor (he can't be replaced).

Pothole reports get unfulfilled, at least not for a long time.

Would like an exercise trail geared toward seniors. The ones OV has are too hard for us older folks to do. Some towns have ones designed for seniors.

Town understands and appreciates the significant taxpayer investment made to public infrastructure & parks and maintains these facilities accordingly, ensuring their longevity.

Overall the town does a good job

Stop painting merge arrows in the turn only lanes.

I understand that Oracle Road is a state road. However, I live off of First Avenue and Palisades, and I have a need to daily turn left onto Oracle coming from the south. The two left lanes onto First are in dire need of repair. Whose responsibility is it to see that the state takes care of this issue? Can OV department of roads help us get this accomplished?

I've had just a few interactions with OV services during the past 20 years living here, and each time was excellent. This includes something as simple as paying a water bill, having a major water line break, to dealing with an "over-blade" situation with a lot that I owned at La Reserve. Great job!

Police and fire very good. Please advertise for the ambulance service, I was shocked at the cost but understand and now pay the 100 dollar yearly insurance.

Should be a system for people like us that are gone for over 90 days to decrease rates on water bill

Answers provided via Ask Oro Valley are often not clear. I recognize that that the lady has to go to various departments to get answers so it isn't her fault. Nevertheless, getting a straight answer can be like pulling teeth.

Fill in more of the potholes around town. Police are doing a good job.

Very satisfied with law enforcement and current (with one exception) composition of the Town Council. Special kudos to the "Park Lady" staff person! Feel confident in executive decisions made by the current Council majority; less so with one member whose conflict of interest in the golf course land should disqualify him from "bossing, criticizing and intimidating" both citizens and co-council-members.

Oro Valley has many programs targeted towards youth and senior citizens - but has seemed to forget about everyone in the middle.

No

I LOVE Oro Valley! It is a gem! I prefer that it remain primarily a retirement community.

Generally pleased with services except housing approvals with significantly under engineered storm water retention areas.

Some downstream drainages are being filled with silt and debris which is restricting flows.

you seem to try satisfying the constantly changing demographics of the town; a hard thing to do.

Well, since you asked... The coordination of traffic lights and crosswalk lights, I'm thinking specifically of the intersection of First Ave and Oracle. When you are at the stoplight on First, facing CVS, waiting to turn right on Oracle, the light turns green at the same time the crosswalk light indicates for a walker to cross Oracle. There are five lanes on First...and five lights...including two for the far right turning lane. The town is setting up both the vehicles and the walkers for an accident. The furthest right lane might actually see the walker but the second turning lane most likely will not. Both the walker and the turning vehicle traffic are in the "right" According to the signals. This seriously needs to be fixed before someone is hit, either a pedestrian, a car (with a green light) stopping for a pedestrian or both. Please examine all the town intersections.

Some local businesses need better signage , out on main streets. Signs next to the door aren't helpful when driving and trying to locate a store. Addresses are always visible to drivers.

I would like to see an updated email of projects going on in Oro Valley, then I don't have to search for them. simple. next door was too much liberal for me. I quit it.

Don't keep playing games with continuing the golf and Troon

El Conquistador golf courses are the BEST

It seems as the the more affluent neighborhoods have better roads than the less affluent areas. That may be a function of who owns the roads, but the city should get involve for the safety of the citizens. Also, Oracle through our fair city is horrid and borders on dangerous, if it isn't. Can't you encourage the highway dept to maintain it properly.

Very satisfied with police department - glad that an internal candidate was selected.

Think the new roundabout at Moore and La Canada was a Waste and the fact it really curtailed the ability of all 4 N & S lanes to proceed without merging to 1 lane each direction was a huge omission.

We are new to the area and so far everything is great!

Property taxes are extremely high. They should be reduced due to the growth of new developments that pay taxes. Quit wasting our money!

permanent solution to 9-hole golf course . . .

Don't propose a capital addition without having a funding mechanism for maintenance to go with it.

We all love to the views of the mountains. This is fast disappearing with the land being built up with three story multiple apartments and condos.

The Town staff and Police Department personnel do a truly outstanding job and deserve the awards and accolades they have received.

The new roundabout needs better signage for the bike lanes. I've seen bikes almost get hit in the auto lanes. Rush hour traffic is problematic in this spot.

The people that I have contacted, have all been responsive to my satisfaction.

Nope, sorry! I'm a happy resident aside from excess development, which doesn't come under services.

I'm sick and tired of paying country club welfare for the residents of Canada Hills!

sun shuttle dial a ride is the best transit system ever. !!!

Re-save the roads more frequently

I am dissatisfied with the "road preservation" service. The did our neighborhood a few months ago. The roads now look terrible. I have not used most of the services mentioned. However, I have spoken to the ladies at the water department on several occasions. They have always been professional, helpful & friendly. I have also had positive experiences with emergency response personnel.

Dissatisfied with Dunscomb, town magistrate. Needs to retire.

This town has become over-crowded and is no longer a pleasure to live in.

When I drive other parts of Tucson I am always so grateful to come back to Oro Valley. It is less hectic, I see less litter and major streets/roads are nice and wide. I just hope it is not spoiled by overgrowth, too fast. Good long-term planning is the key to keeping OV a wonderful place to live.

Get the state to repave Oracle Rd and lower our city tax

I found the process for signing up for automatic payment of our water and sewer bill to be less than easy! The system seems to be a bit out of date/behind the times compared to other automatic payments I have set up with other service providers.

I question to motives and logic that of those leaders that were behind the move to close the golf courses. I have to question their qualifications to serve this community when there was such overwhelming community support to keep the courses.

The quality of police service needs to be maintained.

I question the validity of the water usage since the new satellite monitoring (or whatever it is) was installed. With no change in water usage in a one person home my bill will be the exact same for 2-3 months then jump a lot the next months even when I've turned off irrigation. I much rather have the old meter that I can physically look at to see the meter running or not! I don't trust this new system that I have no way to check!!!!

Traffic engineering within the town seems a bit out of touch. For example, a speed limit of 35 mph on Moore Road between Rancho Vistoso Blvd. and La Canada Drive is unreasonably low for a 4-lane, divided road. Access to and from many businesses is unnecessarily restrictive. Walgreens at

La Canada and Lambert and Fry's at Oracle and Frist Ave. both come to mind.

I love the great service and frequent patrols the police department offer.

Love OV - best police department anywhere!! They are always present without being intrusive, they are always quick to respond - good group of humans. I love that I get to raise my children in such a safe well-looked after community. Thank you OVPD!!

The need for more pay for oro valley officers

Duration of Time for yellow lights on traffic signals are to short. Main intersections are large and signals turn red to quickly. This trips the Green lights of opposing traffic which catches cars in the intersection causing «T» Bone accidents.

N/A

Waiting to improve the golf course irrigation system is a mistake. It should be taken care of immediately to save money. The community center pool needs to be cleaned more regularly.

We will miss the expertise of, now retired, Police Chief Sharp!

Have a service to dispose of old TVs, etc. without having to pay for same.

Parks and Rec has not responded to my request for improvements to locker rooms at the Oro Valley Aquatic Center, including improved drainage in the ladies locker room.

While HOAs are probably not your direct responsibility, it would be nice if someone with a little clout would try to oversee them and hold them accountable. They seem to just brush off complaints... unless and until things become so bad that something has to be done. Otherwise, they just collect dues and you get a bare minimum for the money.

OV seems all about 'build, build, build'. How about a period of reflection? Let's stop and take a LONG look at the town - how we can improve what we already have, make it accessible to ALL residents, and not just a chosen few.

Oro Valley seems to be a safe, clean place in which to live. We have been here about a year and enjoy the services.

Very pleased with new Police Chief

I feel satisfied because you are asking

Building permits take too long to be issued.

I like the diversity of Parks and Recreation programs for all ages! I also appreciate the police dept. They do exceptional work in our town.

Consider bonding for the community center as a more economical approach to pay as you go. Shovel ready property for development should be encouraged .

Generally I feel the town is well run and provides valuable services to us all.

Very satisfied with police personnel and their coverage. Only suggestion is to better enforce street parking ordinance.

Less building. More wild space. Let Oro Valley Marketplace go back to Nature.

Too many building permits and developments being approved.

The online method of obtaining records yielded no results and no information on any other method of obtaining records.

Oro Valley is already a great place to live for most Americans - except low- or no-income individuals - maybe work on focusing services for the indigent as well as the general population. Do not allow the LEO executives (like the new Chief) to be corrupt in any manner, shape, or fashion. Hold every person serving the Town of Oro Valley as accountable for their actions as you would a resident or visitor of the town. Rumours of corrupt police destroy town's reputations faster than almost anything else. These days, everyone (and their doorbell) is recording and diligent - cops must be top-notch at all times, as they have been for many years with our other first-responders (golfer ranch/mountain view/northwest). I <3 OV

The police and fire departments are outstanding!

Permits were approved and grading commenced despite the fact that the grading stakes for a neighboring property were on our lot. Builders should have to survey and stake boundaries to prevent encroachment from happening.

Coordinate the lights at the intersections. Especially the one at Main and First needs to coordinate with the light at First and Oracle. Roads need to improve.

Tooooo slow on permitting.

Except for the golf courses, the town is well run.

Have not used.

The very best of town services includes infrastructure maintenance, public safety, and quality of town staff.

OV is one of the greatest places to live in this state. We are thrilled to live here and we are grateful for the police, fire, town management and all the volunteers who work so hard to keep us safe and a desirable place to live. Thank you all.

The water provided is very hard and causes problems with valves faucets etc.

Oro Valley seems behind other municipalities in a lot of youth recreation, and doesn't provide many inexpensive services like the county does. There aren't good basketball leagues for kids. Public records requests seem to take awhile compared to other governments. The road maintenance seems good, and so does the police response and presence. It appears storm water is good, as well. In general it seems people who work for the town are responsive.

Oro Valley is exceptional in its quality of its services. We feel very lucky to be a part of this community.

I'm overall satisfied with the services provided by the Town of Oro Valley

I already pay for services I don't need or use so I don't want more. It just means more fees and taxes.

road designs are poor in some areas---especially for left turn visibility (or lack thereof) , creating dangerous driving conditions

Thanks for this opportunity.

Any service not checked as satisfied is only because not used or aware of service level provided. OV does an excellent job with roads and services overall. That OV is making inquiries about improving and adding services speak highly of the Town's interest in continuing to be a first-class community. Thank you.

Storm Water management is a scam for Tucson Water customers. We pay city of tucson than pay OV for what???

most services are over developed we could cut back on a lot of them and stop watering golf courses.

None

My husband and I love Oro Valley and appreciate the parks and the well maintained roads here. We just sold our property here but will reinvest in another home right here. Most of our kids are closeby as well as all of our grandchildren. Can't get much better than that.

Allow full golf course improvements and clubhouse now rather than putting it off for years

Very proud of the decision to hire Kara Riley at the new OV Police Chief!

park maint. in riverfront park, trees are dying, trees are full of mistletoe, steel cable lying on ground in front of park,at least a year!!

Remove the signal light at La Canada and the Community Center.

You need to reduce the traffic and noise on LaCanada at Community Center Drive. This is a residential neighborhood.

We need to do the right thing to keep the golf course going and quit the political games. It adds a great value to our community and provides recreation for all ages.

Level of care from the police department is outstanding!

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