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NewsNet Daily Digest: "By the Numbers"

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Tucson NewsNet Daily Digest - A Service of the City of Tucson

City of Tucson departments and programs are hard at work every day, serving our community. Today, we take a look at some of the many statistics of the work performed during the 2024 calendar year. We hope you enjoy our annual "By the Numbers" special edition of NewsNet.

HOUSING AND COMMUNITY DEVELOPMENT (HCD):

- \$5.4 million awarded to 28 nonprofit organizations through the P-CHIP human services grant-making process
- \$4.5 million awarded in HOME funds to 7 affordable housing projects that will create or rehabilitate 821 units for low-income households
- \$720,000 awarded in HOME funds to 2 affordable homeownership housing projects that will create 25 homeownership opportunities units for low-income households
- 51 low-income homeowners assisted through owner-occupied rehab and lead reduction programs
- 82 low-income households assisted through rental security deposit program
- 3,376 residents residing in public and affordable housing units
- 4,923 Tucsonans utilizing Housing Choice Vouchers (Section 8) to rent on the private market
- 105 households enrolled in the Family Self-Sufficiency Program to increase savings among Housing Choice Voucher recipients
- \$500,000 Choice Neighborhoods Planning Grant awarded by U.S. Department of Housing and Urban Development (HUD) for the 29th Street Thrive Zone
- 3 murals and 2 sculptures and 1 banner project were completed in partnership with the Arts Foundation of Tucson for Thrive in the 05's Storytelling Public Art Action Activities
- \$22,000+ paid to people with lived experience of homelessness to review proposed tools, needs assessments, housing stabilization practices, event planning for newly housed individuals, and applications to support centralized landlord engagement initiatives
- 209 people (includes 57 children) housed at Wildcat Inn and 44 people at Amazon Motel through the Housing First Program
- 1,146 showers provided to 543 people through the mobile shower unit with the Housing First Program

PUBLIC HOUSING EVICTION PREVENTION:

- 26 participants provided with eviction prevention, \$70,000 was utilized

HOUSING FIRST:

- Approximately 7,200 safety kits provided
- 849 people were provided Coordinated Entry Assessments and referrals by Housing First
- 2,982 encampments were provided outreach and harm assessment
- 1,892 of the above became cases that required some resolution
- 291 people served by Cooltainers (people utilized the shower trailer 774 times)
- 44 people served by Amazon Shelter (open only a short time)
- 275 beds of Permanent Supportive Housing with wraparound services provided
- 256 people with 66 service providers at Hope in the Park
- 938 people provided essential move-in, eviction prevention, and housing stabilization

supportive service financial aid by the Crown to Home grant

COMMUNITY SAFETY, HEALTH & WELLNESS (CSHW):

- 2,700 individuals were offered information and referrals to social service resources to prevent or recover from instability related to housing, homelessness, mental health or finances. The top need in 2024 was eviction prevention
 - \$200,000 in assistance to more than 150 households to retain their housing or transition from homelessness into stable housing, thanks to the direct financial support provided by CSHW Care Coordinators
 - 277 households achieved greater stability and reduced mental health symptoms while receiving short-term Care Coordination. Care Coordinators provide individualized client advocacy, navigation to needed resources, and motivational interviewing for clients to achieve the goals they set for themselves
 - 39 households experiencing mental health or other social service needs helped as CSHW Care Coordinators collaborated with the TPD Mental Health Support Team
 - 2,527 community members were engaged through 60 events, including resource fairs, canvassing, community meetings, workshops, neighborhood cleanups, and popup on-site events across the four Violence Interruption and Vitalization Action (VIVA) sites
 - 930 community members participated in 9 resource fairs, where residents connected with agencies and resources focused on housing, legal assistance, behavioral health, and more
 - 84 volunteers took part in 4 neighborhood cleanup events organized by Community Enrichment Coordinators in collaboration with the City's 'Team Up to Clean Up' initiative
 - 168 community members attended 12 meetings, including neighborhood association meetings, pop-up gatherings, neighborhood modification meetings, and meet-and-greet events
 - 174 individuals reached through direct street and neighborhood outreach efforts, which included cafecito pop-ups, opioid overdose awareness with Narcan distribution, and extreme heat awareness through heat relief kit distribution
-

PUBLIC SAFETY COMMUNICATIONS DEPARTMENT (PSCD):

- 1,207,723 calls received for 911 and 311
 - 537,092 calls to 911
 - 140,294 calls to 311
 - 594,253 calls answered in 15 seconds or less
 - 691,016 answered in 40 seconds or less
 - 5,603 calls received July 14, 2024, the highest call volume day (2,200 calls above average)
 - 31 new team members hired and 28 promoted
 - 2,040 scenario-based training hours
 - 302 mobile radios programmed and initiated into police vehicles
-

TUCSON POLICE DEPARTMENT (TPD):

- 255,959 calls for service (breakdown includes 113,538 officer-initiated activities, 142,421 calls for service) as of mid-December
- 97.56% of homicide investigations assigned to TPD's Homicide Detective Unit were successfully solved
- 111 new team members added, representing a 9.4% overall increase in staffing (51 sworn employees, 32 professional staff, 28 community service officers)
- 6,534 drug related arrests were issued, categorized into the following: Criminal (943), Felony (2,254) Misdemeanor (3,437)

- 538 individuals who possessed small amounts of drugs or drug paraphernalia were deflected into treatment rather than arrested
 - 152 incidents where naloxone was administered by TPD officers for opioid overdoses
 - 80.8% of community members responding to a survey following their 911 calls were very satisfied/satisfied with the service provided by TPD
 - 6.7% increase in violent crime compared to 2023, down 0.77% compared to a five-year average
 - 30,518 citations were issued, categorized into the following: Civil Traffic (24,107), Criminal Traffic (1,746) and Written Warnings (4,665)
 - 5,354 Verbal Warnings were issued
-

TUCSON FIRE DEPARTMENT (TFD):

- 105,497 calls for service
 - 15,048 of the above were calls for Fire (fires, HazMat, Technical Rescue Team, other) and 90,449 for EMS
 - 00:09:06 average total response time for Fire incidents
 - 00:08:29 average total response time for EMS
 - 78 car seat checks
 - 41 car seats distributed
 - 271 community home safety visits
 - 73 community classes
 - 68 community events
 - 353 Tucson Collaborative Community Care (TC-3) referrals
 - 102,983 emergency dispatches
 - 219 fire investigations (73 accidental, 58 incendiary, 87 undetermined, 1 natural)
-

DEPARTMENT OF TRANSPORTATION AND MOBILITY (DTM):

- 25,500 sandbags distributed as part of Operation Splash
 - 57.41 lane miles of new street striping
 - 3,585 right-of-way permits issued
 - 30 intersections received "Adaptive Signalization"
 - 589 signs fabricated
 - 2,941 signs replaced and installed
 - 16,282 miles of roadways swept
 - 86,882 potholes filled
 - 116 LED light fixtures replaced and installed
 - 192 speed humps repainted
 - 10 projects completed under Safe Streets Mini-Grant
 - 538 lane miles of roadway have been repaved with Prop 411
-

DTM TRANSIT SERVICES DIVISION:

- 6,746,976 miles driven by Sun Tran buses
 - 1,558,944 Sun Link streetcar riders
-

TUCSON WATER:

- 114,191 acre-feet of CAP water delivered to be recharged at our underground storage facilities and groundwater savings facilities
- 18,500 acre-feet of reclaimed water recharged and delivered
- 45,493 water quality analyses conducted

- 1,208 conservation rebates given, resulting in 17,419,562 gallons of water saved
- \$1.7 million in low income assistance
- \$1.2 million in rebate programs and emergency repair
- 28.7 billion gallons of potable water delivered
- 4.75 billion gallons of reclaimed water delivered
- 4 new production wells drilled, installed, and tested under the Capital Improvement Project budget
- 7,240 water samples taken
- 993 water efficiency audits conducted
- \$2.1 million in bill adjustments
- \$17,500 in hardship adjustments
- 10,587 households received water bill assistance

CLIMATE ACTION TEAM:

- \$24.9 million secured from federal funding to increase urban forestry, enhance climate resilience and invest in workforce development
- 200 participants attended the team's first Southern Arizona Heat Summit with nearly 200 participants
- Created the now award-winning Heat Action Roadmap and developed the Heat Protection Ordinance for city contractors and administrative procedure for City employees
- 5 quarterly climate stakeholder conversations hosted, with nearly 300 participants
- 900 heat relief kits distributed to the unhoused and manufactured home park residents during the 2024 heat season

TEAM UP TO CLEAN UP TUCSON:

- 179 City-organized cleanups
- 9,050 bags of litter collected
- 2,050 volunteer registrations at cleanup events
- 339 hours time spent and volunteer hours

ENVIRONMENTAL & GENERAL SERVICES DEPARTMENT (EGSD):

- 20,919 graffiti spots cleaned up
- 2,014 illegal dump sites cleaned
- \$45,570 in Brownfields assessment grant funding spent on 4 Environmental Site Assessments
- 727,405 tons of trash collected at the Los Reales Sustainability Campus (221,334 tons from City of Tucson collections)
- 22,460 tons of City of Tucson recyclables collected and processed at the local recycling facility
- 305 tons of compost given back to Tucson community
- 468,111 pounds of Household Hazardous Waste collected, with 95% recycled or reused
- 6 new solar sites this year, totaling 1,796kWh
- 5 grid independent solar chargers were ordered and deployed to support the City's fleet electrification
- 4,264 Code Enforcement cases generated

TUCSON PARKS AND RECREATION:

- 3 new splash pads
- 2 new dog parks
- 6 new playgrounds with shade

- 6 new playgrounds with shade
- 314 lifeguards hired
- 1,603 kids taught in swim lessons
- 124 trees planted
- 61,955 park maintenance tasks completed
- 6,575 total memberships
- 41,736 Ready, Set, Rec! participants
- 890 leisure classes hosted with 9,587 leisure class participants
- 2,941 KIDCO participants
- 1,207 unique Senior Olympic Festival participants registered for 1,207 activities
- 8,402 Therapeutics participants
- 49,766 senior meals served

PLANNING AND DEVELOPMENT SERVICES DEPARTMENT (PDS):

- 11,378 permits issued
- 1,517 permits issued for new single-family residential (1,274 Residential Model permits and 243 New Dwelling permits)
- 328 units for new multi-family residential
- 167 permits issued for new commercial building
- 110 plans applied for Historic Preservation Zone/Historic Landmark plans
- 35 permits issued for casitas/ADUs
- 13 new rezonings
- 3 adopted code amendments
- 10 special exceptions
- 2 new Planned Area Developments

PLAN TUCSON:

PHASE 2:

- 18 Working Group sessions
- 6 Community Forums
- 11 pop-up events
- 7 virtual office hours
- 7 in-person office hours
- 677 Working Group attendees
- 285 Community Forum attendees
- 20 goals, 300 policies in initial Plan Tucson draft
- 2 drafts of Future Growth Scenario Map (FGSM)

PHASE 3 (IN PROGRESS):

- 14 goals for Preliminary Draft
- 186 policies for Preliminary Draft

OFFICE OF ECONOMIC INITIATIVES:

- 2 announced projects in 2024: Belden Inc., and Home Depot at Houghton Town Center. These two projects represent \$51 million in capital expenditure and 187 new quality jobs
- 4 successful community events produced: Gem and Mineral Show VIP Reception in January, SheTech workforce development event in March, El Pueblo Business Expo for small and local businesses in July, and Manufacturing Day workforce development event in October. More than 600 community members participated in these events
- 4 successful annexations, bringing 382 acres of developable commercial property into the

City

- 342 hours of technical assistance to small and local businesses
- 1,979 hours of training conducted for small business owners
- 1 International Economic Development Council (IEDC) Gold Award for the Academy for International Trade & Investment
- \$750,000 in grant funding awarded to 25 nonprofits engaged in workforce development and special events
- 2 new Government Property Lease Excise Tax (GPLET) agreements were approved by Mayor & Council: for workforce housing at 941 N Stone, and an events venue at 2 E Congress
- 2 new commercial projects broke ground in 2024: Lincoln Properties' I-10 International, and Schnitzer Properties' Corona Commerce Center. They will bring a combined 450,000 square feet of commercial and industrial buildings to market in 2025
- [Tucson ranks in the Top 15 up-and-coming markets for Tech Talent, CBRE, November 2024](#)
- [Tucson Ranks in the Top 10 Cities for Generation Z, Commercial Cafe, July 2024](#)

BUSINESS SERVICES DEPARTMENT (BSD):**BSD - PROCUREMENT/CONTRACTING:**

- 1,569 active contracts being maintained
- 479 new contracts awarded in 2024
- 10,125 public agencies piggybacked on Tucson's cooperative contracts in 2024

BSD - PROCUREMENT/SMALL BUSINESS ENTERPRISE (SBE) AND DISADVANTAGED BUSINESS ENTERPRISE (DBE) PROGRAMS:

- 189 contracts being tracked valued at \$365 million
- 362 unique subcontractors awarded valued at \$158 million

BSD - PROCUREMENT/DAVIS-BACON AND RELATED ACTS (DBRA) PROGRAM:

- 9 contracts being tracked valued at \$62 million

HUMAN RESOURCES:

- 936 new employees hired
- 1,739 employee job changes completed (e.g. transfer, promotion, etc.)
- 335 job postings since Workday Recruiting went live March 1
- 18,106 job applications submitted since Workday Recruiting went live March 1
- 561 verifications of employment processed
- Increased number of departments sponsoring Department of Defense (DOD) Skillbridge employees from 3 to 7 and increased veteran hiring from 43 to 57, bringing total to 428 veterans Citywide

OFFICE OF EQUITY:

- 24 employees and 19 members of City leadership trained in the Foundations of Equity
- 1,041 community members engaged to share what social vulnerability means to them
- 1 Special Achievement in GIS Award received for advancing equity through the Tucson Equity Data Strategy
- 800+ employees trained in non-biased hiring practices, ensuring fair and inclusive recruitment processes
- 16 Citywide initiatives supported with guidance on integrating equity, public engagement strategies, and equity-focused data analysis
- 8 community initiatives strengthened by incorporating an equity lens, fostering more

inclusive decision-making and collaboration

CITY CLERK:

- 700 notices for public meetings posted
- 112 appointments to Boards, Committees, and Commissions
- 241 liquor license applications processed
- 166 records requests received internally
- 1,183 claims processed
- 76 ordinances passed by Mayor and Council
- 149 resolutions passed by Mayor and Council
- 680+ agenda items processed for consideration by Mayor and Council
- 995 Public Records Requests received and processed
- 63 trainings on Public Records Requests
- 183 contracts issued and processed
- 500 files received at the Records Center for storage
- 494 records destroyed

INFORMATION TECHNOLOGY:

- 440 million cyber threats blocked
- 250+ upgrades to the City network
- 158 new external/public Wi-Fi locations
- 5 new City sites connected
- \$540,496 in combined cost avoidance and savings

CITY OF TUCSON SOCIAL MEDIA:

- 84,000 YouTube views
- 501 additional YouTube subscribers, for a total of 4,124
- 43,781 TikTok views
- 130.7 hours of livestream views
- 1,777 new Facebook followers, for a total of 33,343
- 1,393 new X (formerly Twitter) followers, for a total of 55,930
- 4,551 new Instagram followers, for a total of 14,913

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