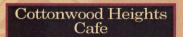
COTTONWOOD HEIGHTS

BITES IN THE HEIGHTS

RESTAURANT TOUR AUGUST 20 - 31

















CARL'S CAFE

Visit participating restaurants & enjoy a Bites in the Heights \$5/\$10 lunch or \$15/\$20 dinner.

Share photos of your restaurant visit with #CHFoodie for a chance to win gift cards!

For More Information

Cottonwood Heights Business Satisfaction Survey

August 16, 2016

Executive Summary

Businesses were asked to help the City evaluate the effectiveness of its services. Questions involved:

- Interaction with staff
- Staff response times
- Where we could improve

A total of 61 responses were received from approximately 600 surveys sent to customers.

Items on the survey included the following topics:

- How can service be improved
- How easy was it to find information
- How can we streamline processes

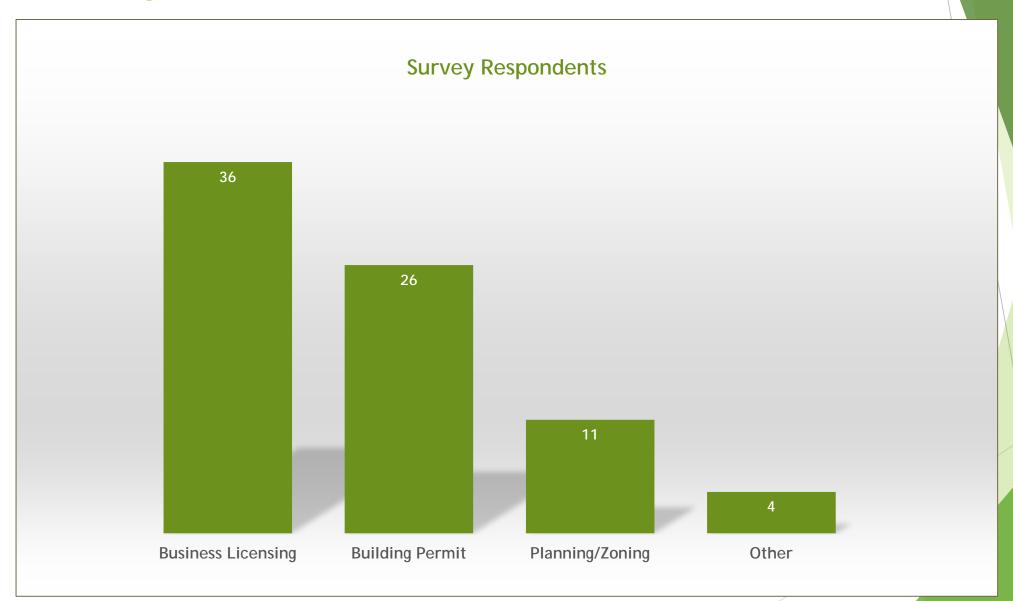


Methodology

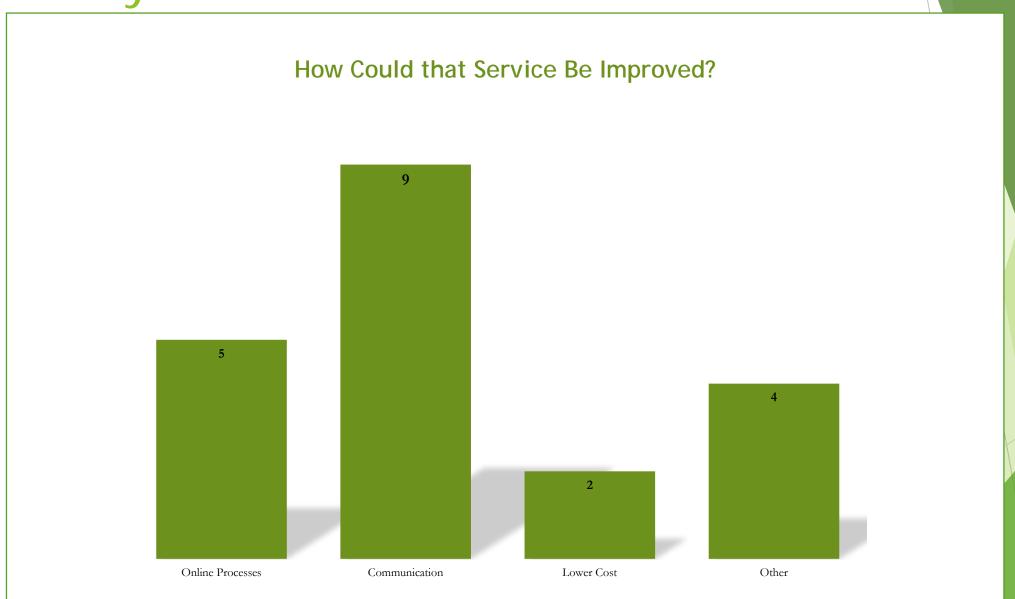
- Survey questions were created by the CED team
- Sent by mail (with business license renewals)
- ► Given out over the counter (for customers coming into the office)
- Sent by email to business owners, developers and property owners

The link was also posted on the CHBusiness.org website



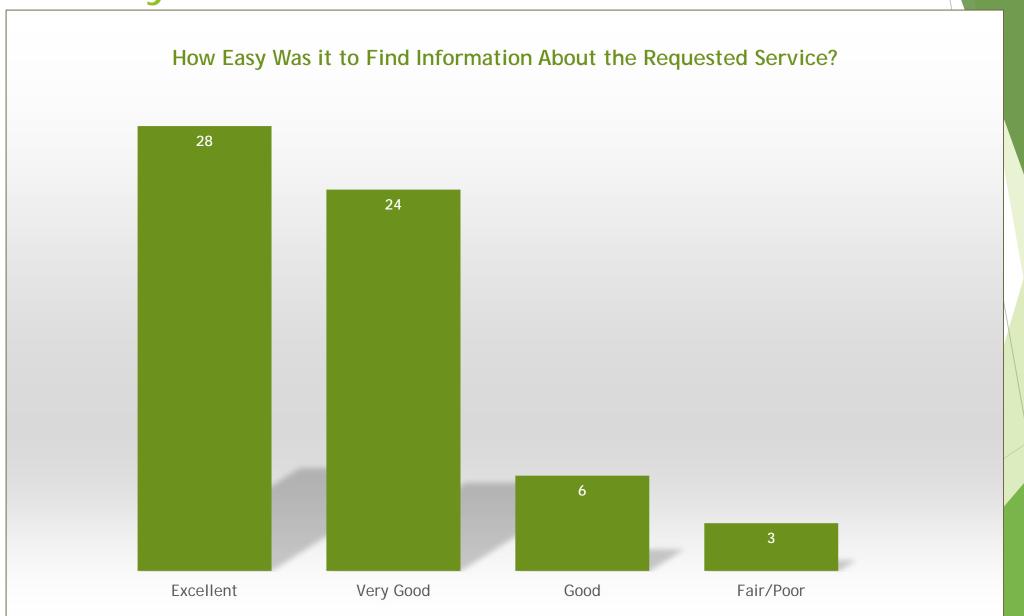


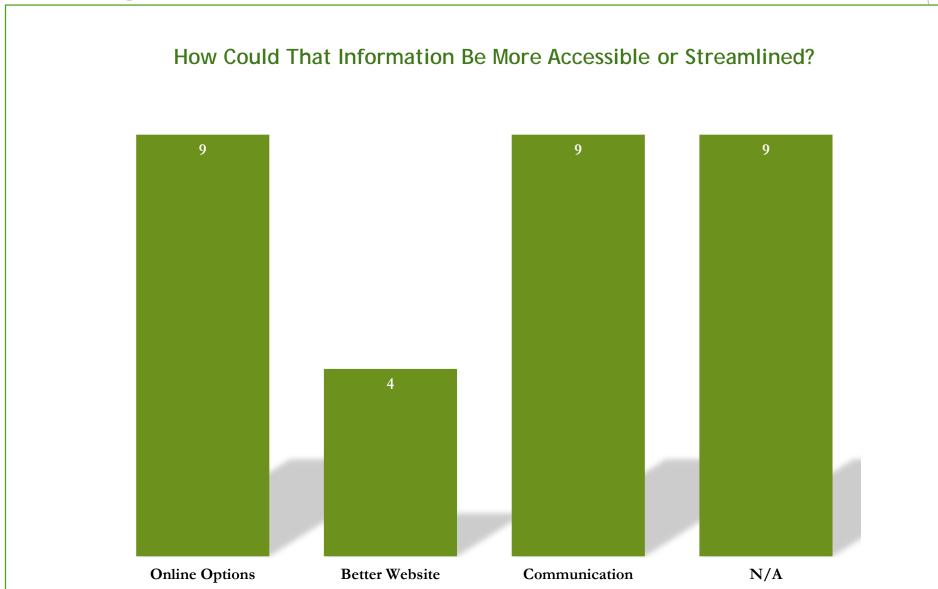




Additional comments: How could that service be improved?

- The communication and service has been very good through email and phone. [Staff] keeps us informed and supplies us with the opportunity to participate in many different activities.
- Service was excellent and the office staff was available and knowledgeable.
- Don't change
- ▶ You are better than most. SLC and County are by far the worst. Thank you.
- Did the job I needed from the building dept.
- ▶ Was great service. Changed my business to an LLC. You were great to work with and very timely. Received
- Great job. Excellent communication.
- So far I have had all the help I needed. You can tell the people in the office really care about their business owners and try to help them any way they can. I really appreciate all of the support.
- Networking
- No idea! Service was great. Very friendly to work with, quick turn-around on licensing, and great supportive community.





What other suggestions do you have to improve our service?

- One of my favorite cities to work with.
- ► Continue to provide emails concerning events and or post links to web pages on the CHBusiness, City sites. Thanks for the support.
- ► Keep our inspector and the easy nature of the relationship with us. Top City's I like are Provo. Lehi and now Cottonwood Heights. Least fav. Murray, Taylorsville, SLC., Saratoga Springs.
- ► Honestly, you all were very good. I have No complaints. I wish all others were half as good as your department. Thanks again.
- Move to your new offices ASAP!
- Dog park!
- Your office employees and business license gals are awesome and helpful.
- Move into the new City Hall which is closer to us :)

SNOW PLOWING ROUTES AND EQUIPMENT



Danny Martinez, Public Works Superintendent Cottonwood Heights Public Works

SNOW PLOW EQUIPMENT

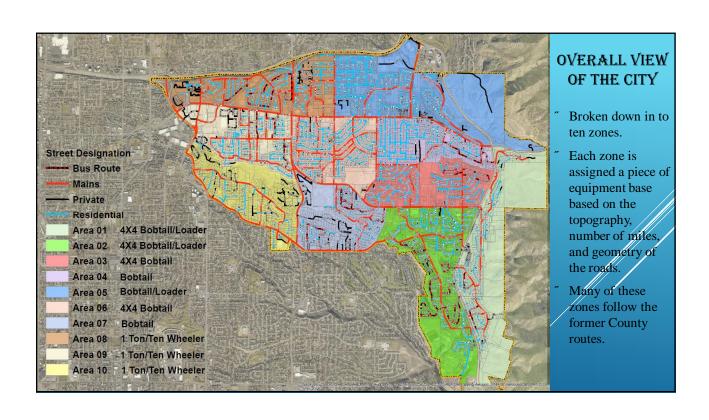


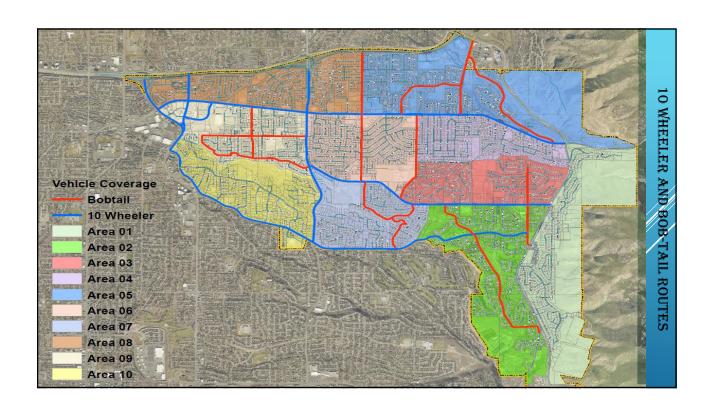
- Four (4) Ten Wheeler with Plows, Salters, and Brine Wetting Tanks
- Four (4) 4 X 4 Bob-Tails Dumps with Plows and Salters
- Three (3) Standard Bob-Tails with Plows and Salters
- Three (3) F-550 Pick Ups with Plows and Salters
- One (1) Ten Wheeler with Plow, Salter and Brine Wetting Tank (Back-Up)
- One (1) Top Kick (Smaller than Bob-Tail) with Plow and Salter (Cul-De-Sacs, Clean-up)
- Three (3) CAT 908 Loaders with Plow and Buckets (rentals) for moving snow to other locations and cul-de-sac backup
- One (1) CAT 950 Loader (rental) for loading salt at the Salt Shed
- Total Equipment: 20 Pieces for snow removal

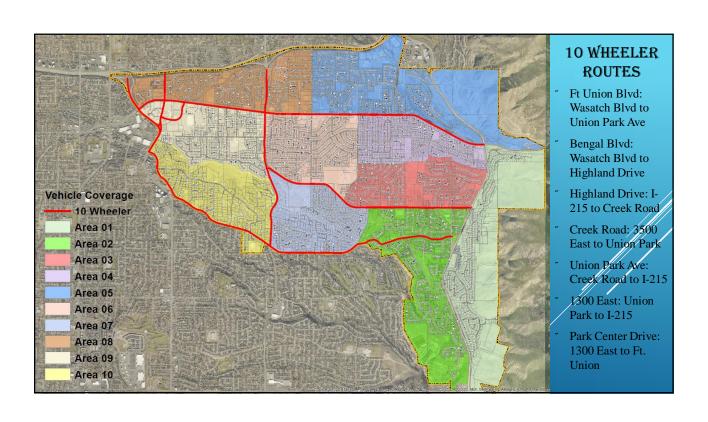
SNOW PLOW PERSONNEL

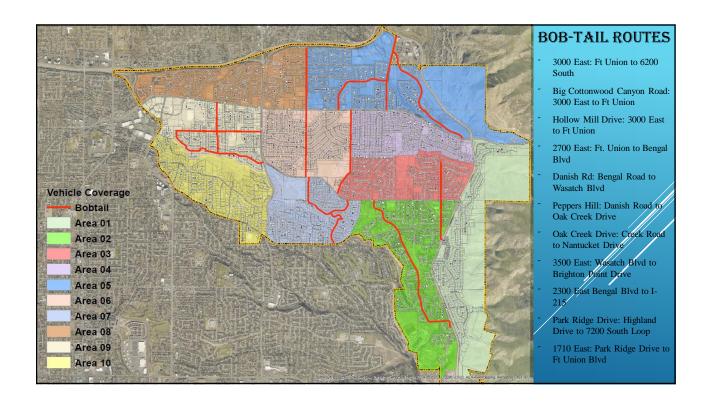


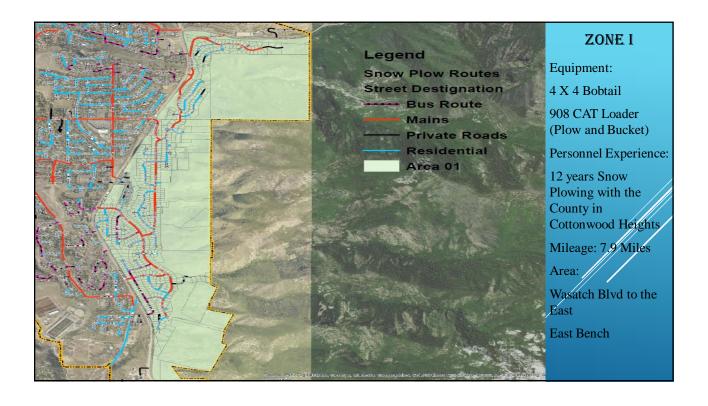
- To date we have hired eight (8) public works personnel
- This gives us 11 full time employees to plow snow
- Plus a possible two (2) staff members from other departments
- We are advertising for four (4) seasonal for October through April. We wongt know until there are seasonal layoffs what we will get at that time and when the seasonal layoffs will occur... So for us, this is an unknown
- We have advertised for on-call plow drivers.

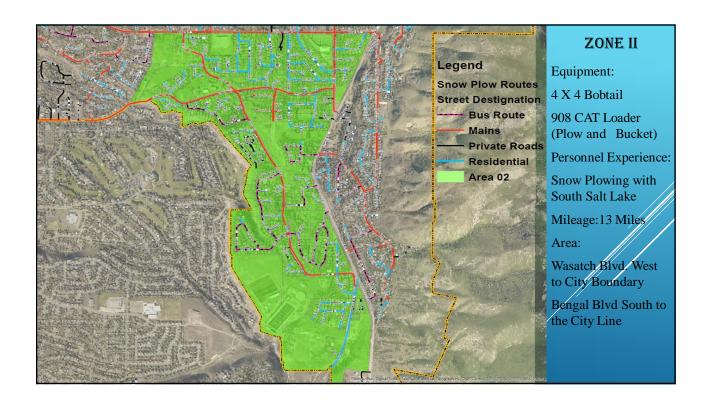




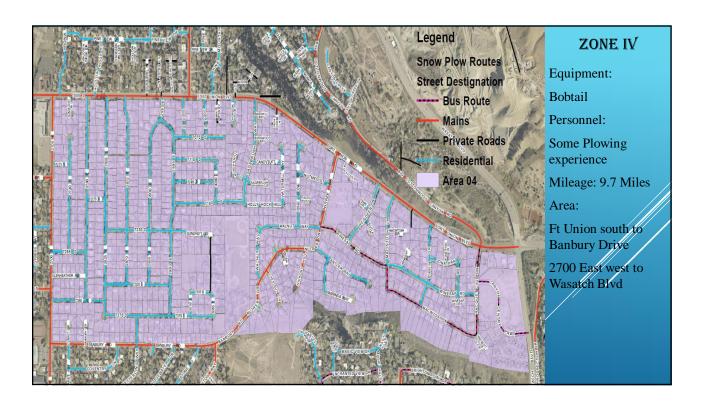


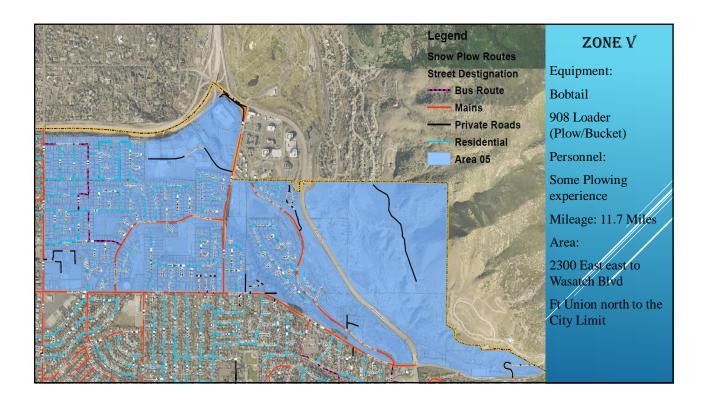


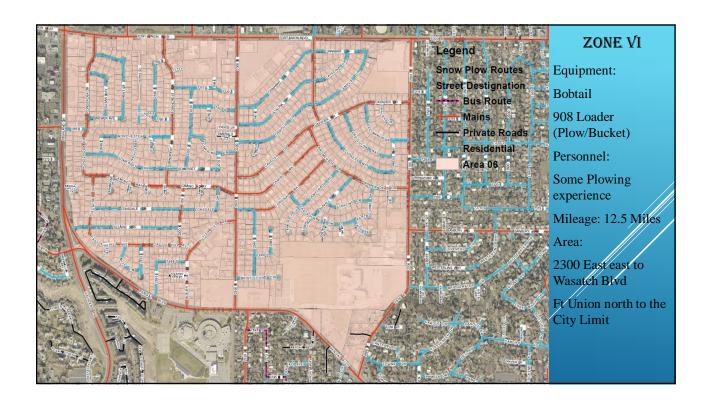


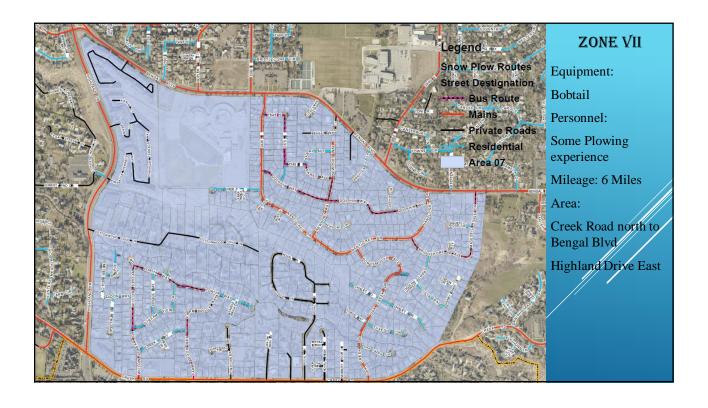


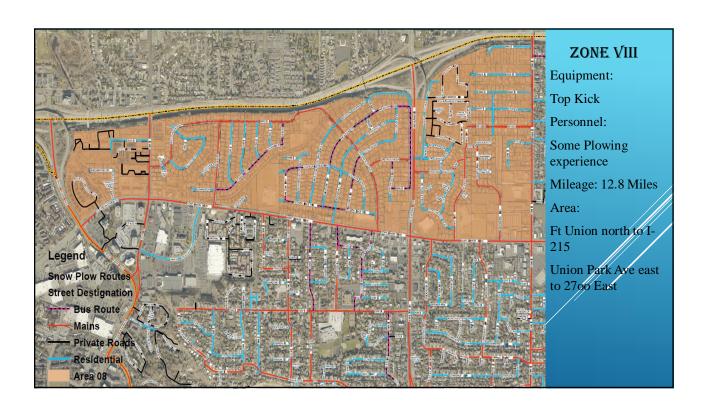




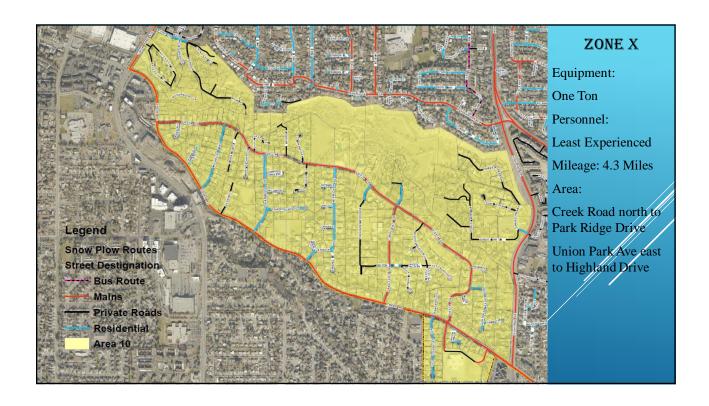












AFTER THE STORM: HOLD A PUBLIC WORKS ROUND TABLE TO REVIEW THE STORM

- Analysis:
 - Salt used
 - Fuel
 - Miles traveled (GPS Tracking)
- Maintenance
 - Clean all equipment
 - Maintenance of the Equipment

- Details of the Storm:
 - Duration
 - Snow Water Equivalent (How
 - Start time of the Storm
 - Date of the Storm
- Issues:
 - Identify issues during the storm
 - Identify issues during clean up,
 - Evaluate the issues

- Adjust the plan if needed PLAN THE PLOW AND PLOW THE PLAN

Council Residents, AND STAFF City Council Role: Direct residents to the Snow Line for concerns Input during the evaluation phase Educate the Residents Let the staff work the plan Other?

COUNCIL, RESIDENTS, AND STAFF Resident Resident

COUNCIL, RESIDENTS, AND STAFF

Staff & Role:

- □ Communicate to the City Council
- □ Plan the Plow
- □ Plow the Plan

PLAN THE PLOW PLOW THE PLAN

COTTONWOOD HEIGHTS PUBLIC WORKS TRANSITION PLAN APRIL 1 - NOVEMBER 1 CURRENT WEEK TASK IN PROGRESS TASK COMPLETED TASK BEHIND SCHEDULE DEADLINE STARTED CALENDAR DATES LAPSED	April 4 - 8	April 11 - 15	April 18 - 22	April 25 - 29		May 9 -	May 16 -	May 23 - 27	May 30 - June 3		June 13 - 17	June 20 - 24	June 27 - July 1	July 4 - 8	July 11 - 15	July 18 - 22	August 1 - 5	August 8 - 12	August 15 - 19	August 22 - 26	August 29 - September 2	September 5 - 9	September 12 - 16	September 19 - 23	September 26 - 30	October 3 - 7	October 10 - 14		er 24 - 28	October 31 - November 4	
Terminate Contract with Terracare through Council Approval process							1																					Т	一	$\overline{}$	7
Negotiate the purchase of TerraCare equipment per paragraph (b) of Section 7.9 of the																													十	-	7
original contract.																															_
Have equipment evaluated and determine what will stay in the fleet and what must go.																															
Meet with Terracare to develop transitional plan																													_		_
—in-house development of transitional plan																		1											ightharpoonup		_
— negotiation with Terracare																													_		4
Closeout Terracare contract																														丄	_
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Establish list of equipment that is needed and when it will be needed.																													_		4
Large equiupment and timeline																													\dashv	-	4
— small equipment/handtools list created																													\dashv	-	4
Sweeper rent with option to buy																															4
Vactor truck purchase (lease/contract)																														-	4
Terminate sweeper contract (month to month contract)																													-		4
Rent loaders October to mid march																													+	+	-
Sander Stands Ordered																													\dashv	+	\dashv
HGAC Contract Approved					т.		Dali		v Calaa	dula																					
3-Ford F-550 trucks					11	ruck	Den	very	Sche	auie	e				a II															$\overline{}$	4
															3				0		1								+	+	\dashv
3-10 wheeler dump trucks 3-Bobtail trucks																			2		1								+	-	\dashv
4- 4x4 Bobtail trucks																			2		1		0		2				+	-	\dashv
4- 4x4 Doutan trucks						l l	Fo	cilit	l-s.z														2		4				\rightarrow		
Talk to Ross	1						10	lemi	L y												1							Т	\vdash	一	٩
Follow-up with Cate Equip as alternate location											\dashv							1				\vdash						\dashv	+	+	\dashv
Contact commercial realtors											-							1										\dashv	+	+	\dashv
Email area city managers																													-+	-	\dashv
Commit to a site																													一十	-	\dashv
			**********	<u> </u>	Fa	ciliti	ies at	t City	y Proj	pert	V		manar na						: <u> </u>												
Utility Location and service confirmation																													T	T	
Temporary Office ordered and set																		Set	up V	Wedı	nesd	lay A	lugu	ıst 1	7				\dashv	\top	7
Connex storage buildings aquired and delivered																												\neg	一		7
Shop planning, bidding and acquistion																															
Site grade and prep																															1
Salt storage construction																							Fo	ootin	ıg ar	nd					_
Shop construction																							Fo	und	atio	ns					
							Per	soni	nel																						
Establish list of positions needing to be filled and when they need to be hired.																															
Public Works Director Advertisement and Hire																															
CDL license - requirements																															\perp

COTTONWOOD HEIGHTS PUBLIC WORKS TRANSITION PLAN APRIL 1 - NOVEMBER 1 CURRENT WEEK TASK IN PROGRESS TASK COMPLETED TASK BEHIND SCHEDULE DEADLINE STARTED CALENDAR DATES LAPSED	April 4 - 8	April 11 - 15	April 18 - 22	April 25 - 29	May 2 - 6	May 9 - 13	May 16 - 20	May 23 - 27	May 30 - June 3	June 6 - 10	June 13 - 17	June 20 - 24	June 27 - July 1	July 4 - 8	July 11 - 15	July 18 - 22	July 25 - 29	August 1 - 5	August 8 - 12	August 15 - 19	August 29 - Sentember 2		September 12 - 16	September 19 - 23	September 26 - 30	October 3 - 7	October 10 - 14	October 17 - 21		October 31 - November 4 November 7 - 11
Department Structure Finalized																														
Job Descriptions																								1						
Advertise for PW positions																														
Interview and Reposition Employees Internal																														
Interview and Hire New Employees External																								1					\neg	
CH Rec contract review and re-negotiation																								1					\neg	
Policy and Proceedure Draft																								+	H			$\overline{}$	\dashv	+
	20000000					Bud	get a	and F	inar	nace							<mark>.</mark>													
Identify equipment purchases and dates for financing																				T	T	Т	T	T	T			T	\Box	\Box
Mack Truck cab and chassis payment																								1					\neg	
F-550 Purchase								H														1		+	H			$\overline{}$	\dashv	+
Pursue capital funds from the County																								 	\vdash		-	$\overline{}$	十	_
and the suprairies and the suprairies						P	ublic	c Rela	atior	15		0-0-0-0-0-0-0-0-0-0				[404040404040]	::::::::::::::::::::::::::::::::::::::	1-0-0-0-0-0-0	1404040404			_								
Create public relations campaign on what the City is doing with public works and how						_																								
it will initiate changes to improve those services to the City.																														
Prepare response report for public perception issues and how they will be dealt with i.e. clearing culdesacs, training methods, routes, snow storage areas, etc.																														
Article for newsletter																								1					\neg	
Truck parked in public locations for Public Works Week																					1			1	H				\neg	
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Training plan on snow plowing	[
Snow removal plan/snow storage plan																			P	<mark>res</mark> en	ted t	o Cit	y Cou	ncil						
Snow plow training and route manual																														
Order logo wraps																						I								
Number system for trucks																														
GPS tracking system operational								Ш																					$\perp \! \! \! \! \! \! \! \! \! \! \! \! \! \! \! \! \! \! \!$	
Purchase hand-tools	L '																								\perp '				[