

SOUTH JORDAN CITY
CITY COUNCIL STUDY SESSION

February 4, 2014

Present: Mayor Pro Tempore Steve Barnes, Councilman Mark Seethaler, Councilman Chuck Newton, Councilman Don Shelton, Councilman Chris Rogers, Interim CM Gary Whatcott, City Attorney Rob Wall, IS Director Jon Day, City Council Secretary MaryAnn Dean

Others: Julie Holbrook

Mayor Pro Tempore Barnes welcomed everyone present. He indicated that Mayor Alvord is absent today, and he was selected as Mayor Pro Tempore for this meeting. He noted that Councilman Seethaler is not present at this time.

Interim CM Whatcott offered an invocation.

I. 2014 LEGISLATIVE UPDATE – ACM/City Attorney Wall

City Attorney Wall reviewed how the City Council can track legislation that is being worked on during this session. He reviewed HB 0057 regarding animal shelter amendments. South Jordan's animal control officer testified and the bill was changed to give the cities the right to determine their own euthanasia.

City Attorney Wall reviewed HB258, by Representative Anderegg, banning cities from having the ability to license home businesses. He said 52 percent of the businesses in the city are home based; this bill would impact that greatly. The purpose of the license is to protect quality of life, enforce codes and zoning, and leave residential zones residential. The league is opposed to the bill. Mayor Pro Tempore Barnes indicated that he and Mayor Alvord know Representative Anderegg and can contact him, if needed.

City Attorney Wall discussed a bill regarding the beer tax for DUI enforcement. That bill has changed to say that 10 percent of that tax, or the equivalent to that amount, must be used towards education. They can use the general fund, state grants, etc. The expenses for DARE are well within the 10 percent requirement.

City Attorney Wall reviewed a bill that they have been fighting for 3 years relative to disorderly conduct if a person is carrying a weapon. He said the law states that unless the individual is breaking the law, the officer can't approach them. The city is in favor of language that states if reasonable people have fear or concern, the officer can approach them. Councilman Newton noted some states are prohibiting long guns to be open carry. City Attorney Wall said Senator Bramble will be proposing language that says any complaints should be referred to a committee that oversees carry permits. They can review any changes to the law that may be needed in 2 years. The league will be proposing new language to the bill. That language is not released yet.

II. MAYOR AND COUNCIL ITEMS FOR REVIEW AND DISCUSSION

None.

III. STAFF PRESENTATIONS AND DISCUSSION

A. Discussion: Pit Bull Ordinance (*Police Chief Shepherd*)

Police Chief Shepherd introduced animal control officer Pam Rasmussen. He said there is a bill to do away with breed specific bans on animas. He said South Jordan has a restriction on pit bulls, and they would like to see that ban continue. They feel it should be up to municipalities to decide on the ban. ULCT will support whatever position they take. They feel the ban on pit bulls is a safety issue for the residents and city employees. He said the problem with a pit bull is the severity of the bite. No residents are grandfathered under the pit bull Ordinance.

City Attorney Wall said the argument is local control. Mayor Pro Tempore Barnes agreed that they should have local control on this issue. He has not looked into issues with pit bulls specifically. Councilman Rogers said he is opposed to the proposed legislation. The City Council concurred.

City Attorney Wall noted that there will be a news story done about this bill and South Jordan's ban. Mayor Alvord was interviewed and gave his personal view on the issue. City Attorney Wall said he is comfortable with the lawfulness of the city's ban on pit bulls.

Police Chief Shepherd said they have more positive feedback and people saying they moved to the city because of the ban rather than people complaining that they can't have a pit bull.

B. Discussion: Jordan Station Development (*Community Development Director Shaw*)

Community Development Director Shaw said this issue was removed from the January 7th City Council meeting. The City Council has expressed a desire to interact with the developer on complex developments.

Kyle Spencer, Northern Engineering, said they are working with the group requesting a rezone from C-F to TOD Mixed Use. He reviewed the facts of the development. It is a multiphase development. The first phase is apartments with a commercial component. The second phase would be an extension of the apartment complex and possibly some senior housing or an assisted living center. This development is kiddy corner to the front runner station. They feel the development is consistent with UTA's mission statement. The apartments will be 1-2 bedrooms, and they target young professionals. They feel the development compliments the city. Right now, the zoning on the property is commercial freeway. They are coming in with a residential component, with 302 doors, and that is what commercial in the area needs. This development will support businesses in the area that are struggling.

Mr. Spencer said they are aware of letters that were submitted at the January 7th meeting. He referred to a letter regarding random rezones. He said this plan is consistent with the future land

use map. He said the number of students they anticipate is 0.16 students per household. This will not have a negative impact on the schools. This will be a quality development.

Councilman Newton said he agrees with the comments regarding schools. Without 3 bedroom units, it won't impact the schools. He said the City Council has not discussed how they want their TOD to be developed. This is all the area that is left on the east side of South Jordan Gateway, and they need to make sure it is done correctly. He feels the TOD project is appropriate for high density commercial and residential. He feels the proposed density is too low. He said they already have many assisted living centers in the city, and they don't want that to take commercial property. He feels they should make the apartments 5-6 stories to allow for more commercial development. This weekend, they have a visioning meeting and they need to work through the issues and have discussions relative to their vision for the TOD development.

Councilman Seethaler noted that they have a transit oriented development study that will soon be public. He said landowners have the right to develop, as long as it fits the vision of the city. Have the developers talked with residents in the area about their concept? Mr. Spencer said they talked to the Kings. Their feedback is that this is the area where they want high density.

Councilman Seethaler said the concept for this location has not been socialized. They are cautious with apartments, and they have concern with school and traffic congestion. Another concern is taking commercial property and converting it to residential. They need time to review the TOD study, so they can identify opportunities in a coordinated way.

Councilman Shelton said he is also concerned about changing commercial to residential. He understands that they need residential to support commercial. He asked if they have considered for sale condos in the area? Mr. Spencer said there was an approved plan for condos in the area, but financing could not be secured.

Micah Lewis, real estate agent for the investor, said they have considered condos and senior living. They want to know what the city wants.

Councilman Seethaler said the market will dictate if senior housing is appropriate.

Councilman Rogers echoed Councilman Seethaler and Councilman Shelton's comments. He feels this development is premature considering the TOD study that has been done. He said there are some good ideas. He has some concerns, some of which were expressed by Councilman Newton. He said he is also concerned about green space within the development. He said the City Council is still trying to figure out what to do with the area.

They discussed the timeframe for this development. Mr. Spencer said they wanted the first building to be completed in December, which means they would need to break ground in April. They would continue with the larger unit in 2015.

Councilman Rogers said the number one topic at the last election was high density housing. There has been an explosion of it recently, and the residents are highly sensitive to it. They have also seen a lot of senior housing projects.

Councilman Barnes said they are having their first visioning meeting this weekend. Interim CM Whatcott said the TOD development will be discussed. He asked the developers how long can they delay this before it starts to financially impact them? Mr. Lewis said right now, they can make this project work with interest rates and building costs. He said the costs are tight, but they can make it work because of the location of the project. The sooner they can get the project done, the better.

Mr. Spencer said they have parking under the majority of their units. They are close to the required numbers needed for the project.

It was noted that Forest City is planning to present their study to the City Council on February 18th in the study session. At some point, they will need to hold the hearing for this application.

C. Report to Council on Government Business Licensing Study (*Commerce Director Preece*)

Commerce Director Brian Preece referred to a survey sent to all South Jordan businesses that have applied for a license in the last 10 years. He passed out a report on the survey results (Attachment A). He reviewed the results of the report, which were generally positive.

COS Cunningham reviewed the Council review status for Title 5 (Attachment B).

Mr. Preece asked for feedback from the City Council on the business license process. He noted that they currently do not allow any businesses to operate outside of the home, which can be problematic if they are a mechanic shop, etc.

Councilman Shelton asked why a business cannot be run out of a garage. Mr. Preece said it can often times be disturbing to the neighbors. They can have noise restrictions, and regulate the hours of operation.

Councilman Rogers said he likes the current business license process. He asked why the city is more restrictive than the state regarding home day cares. Mr. Preece said the biggest concern from the business license perspective for daycares is the traffic. The state regulates different issues than the city. COS Cunningham said they would bring the daycare issue back for a separate discussion.

The City Council discussed having businesses in garages and shops, etc. The concern is a matter of noise and traffic. Mayor Pro Tempore Barnes said he would be okay with a cabinet business, for example, if they could regulate hours of operation and provide safeguards for the neighbors.

Councilman Seethaler asked how they could be faster and more transparent with the application process? Mr. Preece said they are working on a software upgrade.

Councilman Seethaler said they need to determine what to do with the information they receive from the surveys.

Councilman Newton asked about submitting business license applications on line. Mr. Preece said their process has gone from 8-10 weeks down to 3 weeks. Staff is trying to make the process easier and faster.

D. Housing Study Review (*Planner Jake Warner*)

Planner Jake Warner said the City Council directed them to do the affordable housing study. An RFP was sent out last fall and the bid was awarded to Zion's Bank Public Finance. The study is being paid for through the RDA housing funds. They want to ensure that the final outcome of the study reflects the City Council's vision. As part of that, they would like a member from the Planning Commission and City Council to serve on an informal steering committee. Currently, the Planning Commission has recommended Alex Winder. He asked for the City Council to also appoint someone to the committee. He noted that the city is getting more diverse housing types, but they are still not meeting the affordability criteria.

Councilman Seethaler said because of his work with the RDA and TEC Committees, he would be willing to serve on this steering committee. The City Council concurred.

ADJOURNMENT

Councilman Newton made a motion to adjourn. Councilman Rogers seconded the motion. The vote was unanimous in favor.

The February 4, 2014 study session adjourned at 5:56 p.m.

This is a true and correct copy of the February 4, 2014 Council Study meeting minutes, which were approved on February 18, 2014.


South Jordan City Recorder

City of South Jordan

*Business Licensing
and
Economic Climate
Survey Report*

August 2013





Office of the Governor

State of Utah

GARY R. HERBERT
Governor

GREG BELL
Lieutenant Governor

RECEIVED AUG 13 2013

August 9, 2013

Mayor Scott L. Osborne
1600 W Towne Center Dr.
South Jordan, Utah 84095

Dear Mayor,

As Governor, I wish to express my appreciation to you for accepting the challenge to conduct a business regulation review in your community. The feedback from municipalities has been very positive.

Mayor Caldwell from Ogden City, which finished the business regulation review first, said, "Over the last 10 years, Ogden has positioned itself as the place to do business in Utah. We have tried to create an environment where local businesses can grow and thrive, while attracting new and expanding businesses and jobs to the community. Conducting a city-wide business survey, we have implemented policy and procedure changes in our Business Licensing Division to streamline our processes and create a more conducive and responsive licensing protocol. I would encourage communities from around the State of Utah to participate in the Utah Business Regulation Review. I believe it will go far in improving our local business climate, and Utah's as a whole." His statement mirrors the comments received from other participating cities and towns.

In addition to Ogden, a number of cities adjusted their regulations or policies in order to ensure their regulatory environment is as favorable to business as possible. They include South Jordan, Provo, Cedar City, Brigham City, Marriott-Slaterville, and LaVerkin. Additional communities, including Wales, Myton, Washington City, Riverdale, Manti, Santaquin, Santa Clara, Enoch, Kanab, American Fork, Ephraim, Highland City, Goshen, Independence, Eagle Mountain, Kamas, Beaver, Lindon City, and Moab, are currently in the process of concluding their reviews.

Thank you for your efforts to advance economic growth in our great state. I look forward to designating each Utah municipality that completes the business regulation review as a "Utah Governor's Business Friendly Community." Please contact either my Deputy Chief of Staff, Mike Mower, at (801) 538-1924 or mikemower@utah.gov, or the project coordinator, Andrew Hill, at (801) 538-1335 or ahill@utah.gov, if you have questions or concerns, or to submit the results of your business regulation review. Ongoing information about this project is also available at businessfriendly.utah.gov. My staff and I look forward to sharing *your success story* with others.

Sincerely,

Gary R. Herbert
Governor

Executive Summary

Introduction

During his 2013 State of the State Address, Utah Governor Gary Herbert asked South Jordan City, Cedar City, Provo, and Ogden to participate in "...a pilot project to engage in regulatory reform at the local level that I hope could be a model for every city and county". (Hebert, 2013) In response to this request from the Governor to the Mayor of South Jordan, the City of South Jordan appointed a committee of South Jordan City personnel and a public relations consultant which worked together to produce a survey and study on South Jordan City's economic climate and municipal policies and procedures related to business licensing. This report includes the results of the survey and study and recommendations for further action.

Survey Methodology

During June 2013, the City sent 1800 surveys to all business license holders within the corporate limits of South Jordan City. Each general business license holder and home occupation license holder had an opportunity to respond. During the following 30 days, South Jordan City received 377 surveys from 140 general businesses and 237 home occupations. The return rate is for this survey was approximately 20%. Professional and academic opinion researchers report that the typical acceptable return rates for surveys mailed to businesses and other organizations nationally average about 15% rate of return. (Baldauf, Reisinger, & Moncrief, 1999) (Tomskovic-Devey, Leiter, & Thompson, 1994) Return rate is important as it helps to reduce any possible non-response bias. Non-response bias describes the condition where the answers of respondents differ from the potential answers of those who did not answer.

The compiled results of these surveys are attached at the end of this report. Since this survey was not done on a random basis, these results do not have an applied plus or minus error factor, but the results can be viewed as directional data. Directional data will provide important information as to the questions asked. The results herein actually provide significant empirical data that can and should be used to make recommendations for administrative and council actions.

Survey Results

In general, South Jordan businesses have a positive association with the personnel and policies of the City but the results do indicate suggestions for improvement. From the survey, several important results from general business licenses holders emerge. Sixty nine percent of respondents obtained their first South Jordan business license since 2006. Sixty five percent (65.8%) of respondents reported obtaining their business license in less than two weeks. Seventy percent (70.5%) felt that their business license took about how long they expected it would, and 76.2% said they felt they were treated very well by City staff. Most telling, 93.9% of respondents with general business licenses felt that South Jordan's business licensing requirements were "about right". "Location" and "good people" were cited most frequently as the reasons general business licensees liked operating a business in South Jordan City.

Survey Results (continued)

Among home business license holders, 59.8% have obtained their South Jordan City home occupation business license since 2006. Over 48% of respondents said it took more than three weeks to get their home occupation license. Given that length of time it took to obtain the home occupation business license, 68.3% felt it took about as long as they thought it would take and 78.9% felt they were treated very well by City staff. Approximately half (50.7%) said they only had to contact one staff member to get their license. An overwhelming majority (88.3%) of respondents felt that the City's home occupation business license regulations are "about right".

Committee Recommendations

Based upon this survey and our committee's consultations, the committee makes the following recommendations for policy changes:

- ***Reducing Home Occupation Licensing Requirements:*** Regarding home occupations, the City should change the licensing procedures to have an affidavit to be signed by the applicant verifying that their home occupation will not increase neighborhood traffic or create any negative impact on the surrounding neighborhood. If the applicant signs this affidavit, the applicant will be able to walk out of City Hall with a license in hand rather than wait for the average of two weeks it may take to complete all of the intervening work. In the event that the applicant was not accurate in attesting to the fact of no negative neighborhood impact, then the license will be reviewed and appropriate action taken. In the event a negative impact is suspected, the applicant would then have to follow the ordinance of sending letters out to their neighbors and follow existing City policy.
- ***Elimination of Inspection Requirement for New Office Tenants:*** Regarding general businesses, if the building where the business is to engage is new and already has received its certificate of occupancy, then the applicant should be able to walk out of City Hall with a license in hand rather than have to have the required City departments re-inspect the premises.
- ***Elimination of Inspection Requirement for Changing Office Tenants:*** Regarding general office business, if the business to be licensed will occupy a space that has already housed a similar office business, and if there has not been any physical alterations, then the applicant should be able to walk out of City offices with license in hand.

Committee Recommendations (continued)

- ***Utilizing Online Business License Software to Reduce Wait Times and Paperwork:***
The City needs to strongly consider putting the great majority of our license applications and activities on line. This will greatly expedite the applications from new or renewable businesses as well as speed up our municipal work for these applications where applicable. There are a number of advantages for a system such as this:
 - All departments will have an electronic copy of the application at their disposal. Not only will they have access to the electronic application, but they will be able to view all the information provided by the applicant that will be scanned and attached to the application.
 - Paperless systems reduce printing and supply costs. Basically a simple electronic form with boxes to check will be required to approve or deny a business license.
 - Most importantly, the business owner will have their business license in hand sooner, thus allowing them to open for business as quickly as possible which is a benefit for both them and the City.
 - Electronic online business licenses could generate automatic notification to applicants when their license was complete or additional information or clarification was required. This ability to interact seamlessly with City staff will enhance transparency.

Conclusion

While most respondents to the two surveys felt that getting a business license took as much time as they had expected, the committee believes that through the reduction of some requirements combined with the usage of licensing software the City can potentially increase the speed and transparency of the business licensing process. The ultimate goal of software would be to create a seamless electronic business licensing process that can help applicants to know where their license is at any point in the process.

By increasing the speed and transparency of the process, this will lead to the Governor's goal of removing obstacles to business within South Jordan City. The City is grateful for the leadership from Governor Herbert in encouraging local governments throughout the State to find ways to reduce impediments to new businesses and business growth. The State of Utah and its political subdivisions can work together to improve the economic conditions of the State.

Works Cited

- Baldauf, A., Reisinger, H., & Moncrief, W. C. (1999, July). Examining Motivations to Refuse in Industrial Mail Surveys. *Journal of the Market Research Society*, 41(3), 345-353.
- Hebert, G. (2013, January). *State of Utah - Governor - State of the State Address*. Retrieved August 13, 2013, from State of Utah - Governor:
<http://www.utah.gov/governor/docs/stateofstate/2013StateoftheStateAddress.pdf>
- Tomskovic-Devey, D., Leiter, J., & Thompson, S. (1994, September). Organizational Survey Nonresponse. *Administrative Science Quarterly*, 39(3), 439-457.

**South Jordan Business License Survey Results
GENERAL BUSINESS – 140 Surveys Returned**

1A. What year did you get your first tax EIN (Employer Identification Number)?

A	Pre 2000	25.0%
B	2000-2005	27.4%
C	2006-2010	26.6%
D	Post 2010	21.0%

1B. What year did you register your business name with the Utah Department of Commerce?

A	Pre 2000	24.2%
B	2000-2005	28.3%
C	2006-2010	28.3%
D	Post 2010	19.2%

1C. What year did you obtain your first South Jordan City business license?

A	Pre 2000	10.0%
B	2000-2005	20.9%
C	2006-2010	34.9%
D	Post 2010	34.1%

2. Recalling the time when you got your first South Jordan City business license – Once the application was submitted, how long did it take to get your business license?

A	1 week or less	23.3%
B	2 weeks	42.5%
C	3 weeks	6.8%
D	More than 3 weeks	27.4%

3. Was the time frame:

A	Longer than you thought it would take	13.4%
B	About how long you thought it would take	70.5%
C	Shorter than you thought it would take	16.1%

4. Would you say city staff treated you:

A	Very well	76.2%
B	Just okay	23.0%
C	Not well	0.8%

5. How many city staff members were you in contact with during the application approval process:

A	1	62.8%
B	2 or 3	31.9%
C	More than 4	5.3%

6. How difficult or easy was it to comply with the South Jordan City business licensing requirements?

A	Very difficult	0.8%
B	Somewhat difficult	8.5%
C	Not too difficult	53.5%
D	Very easy	37.2%

7. Do you think South Jordan City's business licensing requirements are:

- A Restrictive 5.3%
- B About right 93.9%
- C Very easy 0.8%

If you answered restrictive, what licensing regulation(s) would you say is too restrictive or confining? Please be as specific as possible.

- Sign and temporary sign ordinance is too restrictive 5
- Building code requirements 1

8. Compared to South Jordan City, was working with the State of Utah:

- A Easier 25.2%
- B About the same 64.1%
- C Harder 10.7%

9. In addition to the Utah Department of Commerce, which other State agencies have you worked with or work with regularly? Please be as specific as possible.

- Tax Commission 17
- DOPL 15
- Workforce Services 9
- UDOH 5
- Insurance 2
- Labor Commission 2
- Agriculture 2
- Real Estate 1
- DABC 1
- DCFS 1

10. Speaking of the State of Utah, are there any business regulations or provisions that you believe are too restrictive or confining?

- A No 90.3%
- B Yes – Please explain specifically 9.7%
 - Sign ordinance and signage 5
 - Other 4
 - Personal property tax
 - Alcohol restrictions
 - Too difficult to get licensed as a hair stylist
 - For state licensing - no category for preschool, camps and sports instructions

11A. Do you now, or have you ever had a business in another Utah city?

- A No 37.4%
- B Yes 62.6%

11B. Compared to other cities you do or have done business with, would you say doing business in South Jordan City is:

A	Better	25.6%
B	About the same	60.0%
C	Worse	14.4%

If you answered better or worse, please explain:

Better	6	
	City staff pleasant and quick	3
	Other cities more difficult	3
Worse	5	
	S. Jordan more expensive	2
	More difficult than other cities	1
	Building code requirements too restrictive	1
	More restrictive regulations	1
	Signage a problem	1

12. Is your business licensed for:

A	Restaurant/food	12.1%
B	Retail	15.9%
C	Office	36.4%
D	Other	35.6%
	Please specify:	
	Dental	12
	Hair and salon	7
	Medical & physical therapy	6
	Lodging and assisted living	3
	Auto	3
	Manufacturing	2
	Technology	2
	Miscellaneous	12

13. How many employees do you have:

A	None	7.6%
B	1-5	47.0%
C	6-10	18.9%
D	11-30	16.7%
E	31-50	4.5%
F	More than 50	5.3%

14. Why did you open your business in South Jordan City?

Location	51
Live in South Jordan	20
Growing community	17
Business opportunity	13
Like South Jordan	8
Other	14

15. What can South Jordan City do to assist you in operating a successful business?

South Jordan is doing fine/nothing	17
Ease sign ordinance	12
Streamline regulations	11
Help with advertising/networking	6
Provide more online services	6
Improve public safety	4
Build a relationship w/businesses	4
Improve business communications	3

Other:

- Need more business
- Beautify roads and overpasses
- Improve technology/provide faster wifi
- Better street signage
- Enforce laws on recycling
- Lower water rates
- Keep South Jordan standards high
- Keep fees down
- Quit changing overall plan

16. What do you like most about operating a business in South Jordan City?

Location	30
Good people	19
Clean, peaceful city/feel safe	15
Growing community	9
City is friendly and helpful	7
SJC is a progressive city	3

Other:

- Able to run my business the way I want
- Good commerce
- Things are all right
- On line renewals
- Great community center
- Food and supplies are easily accessible
- The District's flow of customers
- Always liked the city
- More favorable taxes
- It is a new area

17. What do you dislike most about operating a business in South Jordan City?

Nothing/have not had any problems	20
Signage issues	10
Temporary signage	6
Regulations	4
Overtaxed	3
Traffic	2
Water and sewage fees	2
AED ordinance	2

Other:

- City does not take care of berm and grass strip even though I have an agreement
- Fire department doing inspections
- City is not very supportive
- City employees are very rude and inflexible
- City needs a better website
- Empty commercial buildings
- The surveys
- It was very inconvenient for me to follow up on a citation I received
- Recycling laws are not strict enough
- Too many dental offices
- Undue influence of LDS Church
- Have to speak with too many people to get things done
- Business in city is too expensive
- Need more customers
- Too much competition nearby
- False alarm fees

18A. South Jordan has a provision in its ordinances requiring certain businesses and buildings to have an automatic external defibrillator (AED). Does your business have an AED?

A	No	59.2%
B	Yes	40.8%

18B. If yes, do you support or oppose this provision?

A	Support	73.4%
B	Oppose	26.6%

19. Have you tried to contact South Jordan City for any reason?

A	No	64.5%
B	Yes	35.5%

If yes, what was the reason?

- Licensing
- 2007/08 had problems with licensing renewals
- Park reservations
- License renewals
- To discuss water bill
- Whenever have issues

What was the result/were you satisfied?

- yes
- yes
- yes, very responsive and prompt
- yes, everyone helpful and friendly
- no – nothing they could do
- yes, they are very helpful

- Sign ordinance
 - Satisfactory
 - Many different issues
 - Sewer smell in my building
 - Zoning restrictions on property I was buying
 - Chamber of Commerce
 - Park strip issues (along Redwood Rd.)
 - Business license
 - Parade entry, water problems – irrigation
- Alarm permit info
 - Business license
 - Business and permit helps
 - Permits
 - To talk about license
 - Change of address
- Placing a sign near the street
 - To find out about community events
 - Sweep my street
 - Water issues
 - Development, events, meetings, etc.
 - Personal water bill on my home
- Water bill info
 - Questions on renewing business license
- Building structure signage and ...(unreadable)
- For two successive year about four year ago I did not receive a business license renewal as I approached the expiration date and I called to request a renewal
- Cardiac React classes
 - Very prompt doing it thru the website
 - Getting business license fast
 - CPR class
 - About business license
 - Building permit and banner permit
- The lady who helped me was very helpful and nice.
 - Water meter problem, City license, theft on our business.

yes
yes
yes
no – they tried to help – but I solved it
no
Yes
Not resolved
Yes
Positive customer service, quick response
I was taken care of immediately
You should allow online applications
Ok
Somewhat
Good
My question was answered but the process was cumbersome
No
Yes
Yes
Yes
Perfect!
No – charged a late fee for my payment 1 day late. I felt very excessive charge
Yes
Once the person got in the office, they were helpful
It's just business and we go on because we don't have time to waste thinking about it.
I did get the renewal forms, but the person I talked to claimed she had sent the renewal both times and the post office must have lost them. I didn't believe her.
Very

Very friendly and helpful
Good, yes
Nothing help because they go with guildine. No I am not satisfied.
Thank you.
Police did nothing even when I gave them a lead.

- Honestly, I try not to have to deal with the City. I find them to be okay but not very helpful at times. I especially dislike the Police department. If you have a real problem they don't do anything. Just pass out speeding tickets. Very RUDE! I wish something could be done about that. It is a farce.
Harassment of citizens. Our office complex was robbed nothing is patrolled, but tickets for lights being out are given regularly.
- Mainly trying to get our building permit and when we moved across the street we had to get a new business license
- Licensing issues – mainly paying it
- To talk to the judge, city manager, police
- Regarding payments

Both were challenges

My questions were answered thoroughly and politely.

Satisfied

Yes, we were satisfied

**South Jordan Business License Survey Results
HOME OCCUPATIONS – 237 Surveys Returned**

1A. What year did you get your first tax EIN (Employer Identification Number)?

A	Pre 2000	35.6%
B	2000-2005	16.1%
C	2006-2010	30.7%
D	Post 2010	17.6%

1B. What year did you register your business name with the Utah Department of Commerce?

A	Pre 2000	33.2%
B	2000-2005	15.4%
C	2006-2010	31.3%
D	Post 2010	20.2%

1C. What year did you obtain your first South Jordan City business license?

A	Pre 2000	21.3%
B	2000-2005	19.0%
C	2006-2010	30.6%
D	Post 2010	29.2%

2. Recalling the time when you got your first South Jordan City business license – Once the application was submitted, how long did it take to get your business license?

A	1 week or less	16.3%
B	2 weeks	27.5%
C	3 weeks	8.1%
D	More than 3 weeks	48.1%

3. Was the time frame:

A	Longer than you thought it would take	15.1%
B	About how long you thought it would take	68.3%
C	Shorter than you thought it would take	16.5%

4. Would you say city staff treated you:

A	Very well	78.9%
B	Just okay	19.8%
C	Not well	1.3%

5. How many city staff members were you in contact with during the application approval process:

A	1	50.7%
B	2 or 3	47.0%
C	More than 4	1.3%

6. How difficult or easy was it to comply with the South Jordan City business licensing requirements?

A	Very difficult	2.7%
B	Somewhat difficult	11.9%
C	Not too difficult	55.8%
D	Very easy	29.6%

7. Do you thing South Jordan City's business licensing requirements are:

- A Restrictive 9.9%
- B About right 88.3%
- C Lenient 1.8%

If you answered restrictive, what licensing regulation(s) would you say is too restrictive or confining? Please be as specific as possible.

- Too long of a process/too many letters to send 9
- Neighbors acceptance 2
- City employees a problem 2
- Vehicle restrictions 1
- Penalty for late renewal is excessive 1
- Regulations Too restrictive 1
- More flexibility is needed 1

8. Compared to South Jordan City, was working with the State of Utah:

- A Easier 18.9%
- B About the same 59.2%
- C Harder 22.0%

9. In addition to the Utah Department of Commerce, which other State agencies have you worked with or work with regularly? Please be as specific as possible.

- Tax Commission 42
- DOPL 15
- Workforce Services 15
- UDOH 6
- Labor Commission 5
- Real Estate 4
- DPS/BCI 3
- Insurance 3
- Agriculture 3
- DNR 3
- UDOT 2
- U of U 2
- Courts 1
- AG 1

10. Speaking of the State of Utah, are there any business regulations or provisions that you believe are too restrictive or confining?

- A No 89.8%
- B Yes – Please explain specifically: 10.2%
 - Tax Rates and issues 5
 - Excessive insurance requirements 3
 - Miscellaneous 10

11A. Do you now, or have you ever had a business in another Utah city?

A	No	61.1%
B	Yes	38.9%

11B. Compared to other cities you do or have done business with, would you say doing business in South Jordan City is:

A	Better	25.8%
B	About the same	56.2%
C	Worse	18.0%

If you answered better or worse, please explain:

Better	13	
	City is easy to work with	7
	Fees and regulations are reasonable compared to other cities	5
	Supportive of small business	1
Worse	13	
	It is too long of a process	5
	Sending letters is a problem	4
	City staff is disinterested (10 years ago)	1
	Licensing process needs amending	1
	Building inspectors are a problem	1
	Sign ordinance	1

TITLE 5 Business Licenses & Regulations - Council Review Status

Section	Status	Purpose of review
1. Pawnbrokers, Secondhand Dealers, Junk Dealers and Similar Businesses (5.48)	Tabled 1-7-14 pending consideration of KLC concern.	Ordinance is current, prioritized review of zoning locations requested by Councilman Newton.
2. Check Cashing	Work Session 8-6-13	Ordinance is current, additional review requested by Councilman Newton.
3. Mobile Food Vehicles and Carts	Work Session 9-3-13 No current ordinance.	Council feedback obtained – OK with trucks if brick and mortar businesses can be protected, not receptive to carts.
4. Business License Generally	Currently being drafted.	Administrative processes of business licensing, reconsider the appeal process, provide for provisional licenses.
5. Home Occupations	Need to be moved from Zoning Code. Work Session 2-4-14	Need Council direction on neighbor notification, philosophy, and garage and shed use.