springville
ART CITY

UPDATE AUGUST 2023: CITY ADMINISTRATION

PATRICK MONNEY

UPDATES FOR 2023:

City Recorder

Kim Crane



Deputy Recorder

Jenn Grigg



- All City Council minutes are up to date. This goal has been reached each month for several months.
- GRAMA requests are coming in weekly and are completed in a timely fashion (usually within 10 business days). Some GRAMA requests do take longer, depending on the depth of research.
- The project continues to digitalize historical documents (minutes, etc.). This will continue for . . . years.
- Kim recently received her MMA title.
- Quarterly newsletter continues to be a success. Thank you Jen!





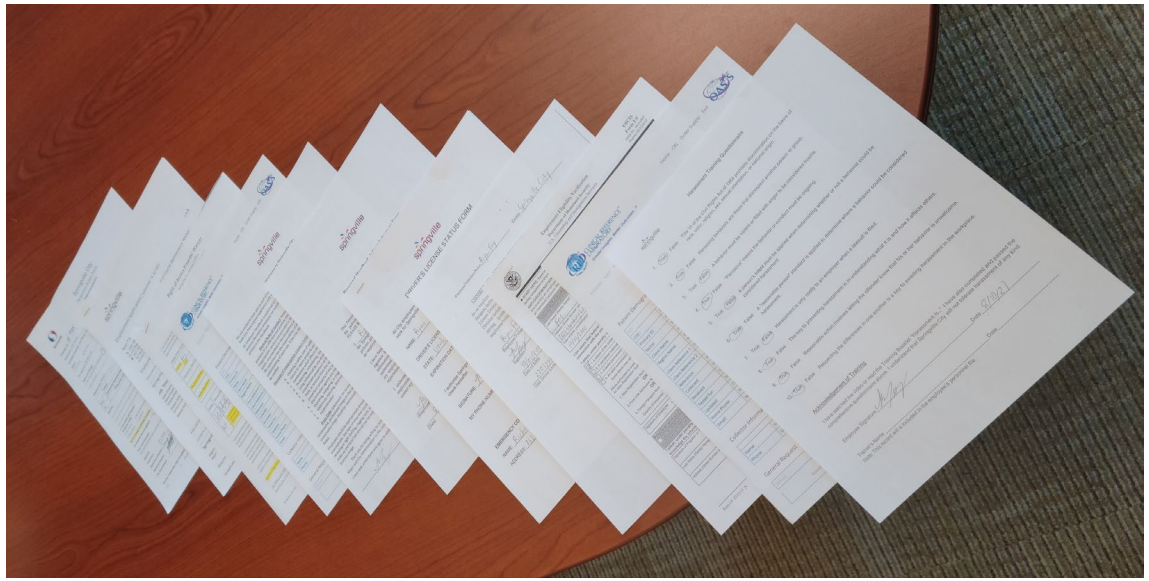
UPDATES FOR 2023:

Human Resource Generalist

Kathy Hansen



- The city continues to keep our HR Generalist busy. In the month of August we processed over 37 new hires, and 16 terminations. Whether full-time, part-time, or seasonal, each new employee requires a similar amount of time onboarding.
- Help is on the way. We will be hiring a part-time HR Generalist to assist with our HR demands. The primary focus will be to bring additional technology into our processes.
- The paperwork should be reduced by moving all personnel files to a digital system.



UPDATES FOR 2023:

Information Services

John Gleave

Network Administrator

Stephen Boone

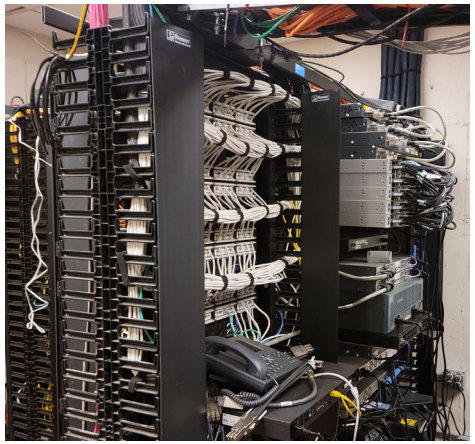
IT Technicians

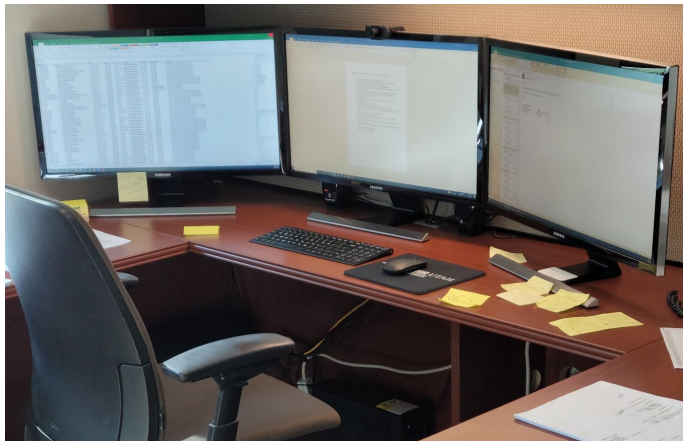
Sandy Harward

Trevor Bluth



- Website visits have exploded with over 90,000 views in August.
- Council Meeting/Planning Meeting continue to grow. We had 115 views in August.
- IT help tickets continue to keep our team busy. We had 277 help tickets in August. These tickets are created each time IS needs to assist with email, software and hardware issues.
- Device upgrades/replacements slowed for August. We had 6 devices we upgraded or replaced. We recently received our annual shipment of new computers that are scheduled for this fiscal year.
- LOOKING AHEAD – something to think about, as we move into the next few years many of our hardware vendors (data security and backup, email servers, software providers) are moving to SAAS and cloud based systems. This will impact our budgeting needs to maintain the same service level. We continue to look at alternatives and ways to prolong our in-house systems/services. We are working on a 5 year and 10 year look ahead plan to see potential impacts and policies we can change to save money.





UPDATE FOR 2023:



Municipal Justice Court

Honorable Eric Jewell

Clerk Supervisor

Ashley Burt

Court Clerks

Melanie Hansen

Mari Bird

Tracy Farnsworth

- We increased our Court Clerks FTE by one this past budget. We have hired on our new full-time court clerk. The move has made managing the load from Judge Jewell mandatory annual conference next week (two days).
- Judge Jewell secured a new “computer booth” for the court. This allows additional court attendees to have a sound proof place to attend on-line court if they do not have a system at home. There was no cost to the city, as the state had a surplus.





UPDATES FOR 2023:

Management Analyst & SMS

Jack Urquhart



- August was a great month in terms of bouncing back from a slow July. More posts, likes, comments, and shares. 230 podcast downloads and 615 YouTube views.
- Since the first of the year, we've added: 497 FB followers, 513 Instagram followers, and 111 YouTube scribers. That means that so far in 2023, there have been 1,121 new subscriptions to regularly see our content.

We are consistently working on additional ways to reach our citizens. Between our social media campaigns, website and quarterly news letter, we feel we are accessible to over 95% of our citizens, if they choose to participate. We are open to additional ideas to further reach our citizens.

UPDATE FOR 2023:

Administration Assistants & Passport Agents

Nicole Nielsen & Heather Lacy

Arianne Nemelka & Derick Paulsen





- Through August this year we have processed 2019 passports for a total of $70,665 in revenue.
- Passport photos reached a new milestone. We have taken over 1,868 photo with revenues of $20,760.
- We now do fingerprinting and offer notary services.
- Starting to prepare for our annual safe trick or treat in conjunction with the Springville Chamber, and starting to plan for our annual employee holiday party.
- And sooooo much more.



