



GREATER SALT LAKE

**Municipal Services**

**District**

**2023 Accomplishments**

## **Administrative**

1. Strategic Plan
  - a. S.W.O.T. Analysis
    - i. Completed by management team
    - ii. Expanded to work groups
    - iii. Findings are consistent between the two groups
  - b. Leadership evaluated existing Strategic Plan
    - i. New mission statement
    - ii. New vision statement
    - iii. Values and Pillars effectively remained unchanged with one additional pillar
    - iv. New goals created
    - v. Will be presented to the Board the end of January
2. **Office Building**
  - a. Visits:
    - i. Las Vegas
      1. Identified workflow
      2. Departmental dependencies
      3. Space utilization
        - a. Public access
        - b. Lighting
      4. Privacy of public facing staff
      5. Office configuration
        - a. Shared with other agencies
      6. Amenities
        - a. Kitchen
        - b. Break area
        - c. Outdoor amenities
    - ii. Kearns
      1. Visit to Oquirrh Elementary School
        - a. Not enough space
        - b. Remodeling cost will be too high
        - c. Location isn't central
    - iii. Salt Lake County Department of Health
      1. Departmental dependencies
      2. Public access
      3. Privacy
      4. Lighting
      5. Amenities
    - iv. Utah State Taylorsville office building
      1. Lighting
      2. Security
      3. Office layout



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- b. Analysis of requirements
  - i. IT
  - ii. Office configuration
    - 1. Conference rooms
    - 2. Types of offices
    - 3. Public space
  - iii. Office equipment
- 3. Active search for a suitable office space
  - a. Visited several buildings
  - b. 3 10 Bearcat Drive
    - i. Did a walk through with the landlord's architect
      - 1. Will receive some preliminary renditions by the end of December
      - 2. Began negotiations with the landlord
        - a. Provided financial information
        - b. Informed the broker of the MSD's timeline (February for evaluation of a contract)
        - c. Landlord isn't being very flexible
    - ii. Visited two other sites
      - 1. Old Morris Travel building
        - a. Sent a letter of intent
      - 2. Old Convergys building in Taylorsville
        - a. Sent a letter of intent

### Financial

- 1. Timely completion and filing of required financial statements and financial reports.
- 2. Ensured that expenditures in our town, metros, unincorporated county, capital, and general fund were under budget.
- 3. Completed the Justice Court refund request.
- 4. Reconciled the payroll accrual accounts.
- 5. Formalized an annual capital project selection process SOP that takes input from each council and their respective engineer to come up with a priority list of new capital projects for the upcoming year.
- 6. Trained a backup that can process bonds when our bond specialist is out of the office.
- 7. Sent financial statements to all council members quarterly.
- 8. Comprehensive Fee Study
  - a. Final report presented to Board at Sep 13th meeting with proposed fee schedule presented to board at Sep 27 meeting; schedule distributed to members thereafter with follow up calls and attendance at Council meetings as invited to answer questions.
- 9. Issuance of RFQ for Park Maintenance and Snow Removal Services;
  - a. Identified a provider
    - i. Contract negotiated and signed for landscape services in September.



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- ii. Contract finalized for snow removal pending final legal review. On November 8 the Board authorized GM to sign once finalized
- 10.** Issuance of RFQ for Structural & Plan Review and Building Inspection Services; RFQ issued in late August. Selection committee formed and four firms identified and negotiations have commenced, including meetings with firms in November. Contract award expected in December or January.
- 11.** Invested CARES2 funds previously in MSD checking account into PTIF account to take advantage of higher interest rates.

### Human Resources

- 1. Created a “success”ion plan
  - a. Identified qualities and strengths to provide the necessary services to constituents
  - b. Reviewed and updated job descriptions
    - i. Job descriptions have been reviewed and signed
    - ii. Job analysis has been completed
  - c. Evaluated existing skills of staff
    - i. Focused on plans examiners, code enforcement officers and building inspectors
    - ii. Created an internal development plan for plans examiners and building inspectors
      - 1. Financial incentive for completing and successful certification
      - 2. Four employees are participating in the program
- 2. Training on new personnel manual
  - a. Conducted a virtual training
    - i. Focused on major changes
    - ii. Focused on code of conduct and expected behavior
  - b. Distributed and received signed copies.
- 3. Started the annual update of Human Resources Policy Manual
  - a. Reviewed manual for changes or updates in laws
  - b. Reviewed manual for known deficiencies and made updates
  - c. Will be completed in February, 2024
- 4. Training on GoCo
- 5. Ongoing monthly employee newsletters
- 6. Ongoing leadership training
  - a. Completed group one that consisted of existing supervisors
  - b. Group II started in September for 12 employees. Final group in winter of 2024
  - c. Formalized the leadership training program to enable ongoing offering to new employees and review to existing employees
  - d. Multiple employees have received 360-degree assessments and establishing goals for improvement based on results
- 7. Ongoing cultural change initiatives (APPA goals)



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- a. **A company culture is a set of attitudes, values, beliefs, goals, and other characteristics an organization follows to create a gratifying working environment.**
- b. Reviewed existing APPA form
  - i. changed the name to Comprehensive Annual Performance Evaluation (CAPE) for 2024
  - ii. Addressed deficiencies in the performance review process and form to tailor the process and goals to match the nature of an employee's job description and duties.
  - iii. Changed the look and functionality of the form
  - iv. Create a new point range to % of merit raise
- 8. FLSA Job Classification project
  - a. Contracted with third party who assessed classifications for non-exempt and exempt positions
  - b. Assigned classifications to non-exempt employees in GoCo
  - c. First payroll with new designations completed week of August 25, 2023
- 9. Salary Survey
  - a. Started the salary survey
    - i. Found that code enforcement needed an increase when compared to market
    - ii. Found that the MSD's compensation is consistent with Salt Lake area's market rates
    - iii. Taking a deeper dive into the data
- 10. Long Service Awards program
  - a. Identified levels of recognition (5, 10, 15+ years)
  - b. Identified the types of award to be offered
  - c. Reviewing vendor options to supply the options for awards earned (Corporate Traditions?)

### Capital Projects

1. 4700 South reconstruction (Kearns)
2. Cyprus Master SD Phase (Magna)
3. Canyon Stabilization Project (Emigration)
4. Sego Lily Drive (WC)
  - a. Sent out to rebid
  - b. Will start in 2024
5. Copperton Strom Drain (Copperton)
6. Brighton infrastructure (was this done in 2022?)

### Emergency Management

1. Training:
  - a. Staff has completed IS 700 and IS 800
  - b. Marla, Brian, Trent, Kirk and Alex attended:



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## 2023 Accomplishments

- i. FEMA Basic Academy Course LO102, or Science of Disaster
- ii. NIMS ICS
  - 1. 700 and 800
  - 2. 300 Intermediate ICS for Expanding Incidents
  - 3. 318 Mitigation Planning for Local Communities
- iii. FEMA ATC 20 training with SLCounty Engineers
- c. Marla has completed NIMS ICS 400 Advanced Management training
- d. Tabletop exercise with other county entities was completed on Oct 3 at 9:30am.
- 2. Memorandums of understanding (UFA); met with State of Utah DEM officials concerning state-to-state agreement (EMAC) to obtain evaluators (evaluators, inspectors and engineers) post-earthquake response; state DEM to brief the board this fall. State Earthquake Program Manager presented to Board in October.
- 3. Developed emergency response structure with UFA
- 4. Identify resources with surrounding cities and enter into mutual aid agreements:
  - a. Public Works
    - i. Allocation of resources by Salt Lake County (SLCo) Public Works Operations (PWOps) between recipients
  - b. Engineering
  - c. Building inspectors
  - d. Met with Verizon to discuss their Emergency Frontline program, mobile internet and cellular equipment package option identified for potential purchase.
- 5. Update office emergency management/evacuation protocols
  - a. Be incorporated into the government center processes
    - i. Participated in the government center trainings
    - ii. Attended active shooter trainings
    - iii. Reviewed emergency response plans and procedures at an October all-staff meeting.
  - b. Updated MSD's processes to optimize evacuation procedures
    - i. Review existing processes for efficiencies
    - ii. Changed the span of control for area sweeps
    - iii. Train the staff on evacuation behaviors that will improve safety
    - iv. Create/provide emergency kits for each employee; ATC-20 kits have been built and distributed to facilitate building evaluations in the event of earthquake event.
- 6. Updated and finalized COOP; commenced updated of the Comprehensive Emergency Management Plan (CEMP) to replace MSD EOP.
- 7. Emergency Duty Officer rotation with a dedicated phone number

### Information Technology

- 1. Improve IT support services to the MSD.
- 2. Developed a mock version of 311.



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## 2023 Accomplishments

3. Made enhancements to the existing workflows in Cityworks.
4. Implemented frontend software Centricity to enhance customers experience.
5. Developing SOPs for Technology department and for internal/external users on how to use Centricity.
6. Met with SLCo IT to discuss MSD technology needs for the new building.
7. Created multiple GIS applications and maps, such as Emergency Response maps for Emigration Canyon during initial spring runoff and Magna Parks maps for Community Council maintenance RFP.
8. Worked closely with Mayors, USPS, and MSD planners to clean up/assign addresses in various communities.
9. Acquired a drone. MSD IT team has two drone pilots with current Part 107 Drone license. Utilizing the drone in evaluating difficult to reach geography and development projects.
10. Enhanced GIS infrastructure on Google Cloud Platform.
11. Presented at the Utah Geographic Conference Council (UGIC) and ESRI User Conference.

### Communications

#### **1) Building the brand recognition and understanding of the MSD.**

- a. Explanation of the MSD and the services it provides in both the May and September printed newsletters mailed out to 27,000 households.
- b. Employees wearing MSD logo clothing, for those working outside in the field and employees who work with the public and attend public meetings. Every employee has a minimum of two branded clothing items, and those working in the field have at least six clothing items. Every employee that wants one has an MSD hat and an MSD beanie.
- c. Attended 14 community summer events. Branded MSD booth, handouts and MSD frisbees.
- d. Clear 3-dimentional signage in the hallway and offices of the MSD.
- e. Photo montages of the beauty in the communities we serve placed in MSD offices.
- f. Placing logo and information about the MSD in every printed publication or postcard we send out.
- g. Clearing explaining the MSD on the website and detailing the summary ??number of services we provide to match the legislation.
- h. Installation of a monitor in the public area with MSD messaging and information.

#### **2) Emergency planning and preparedness.**

- a. Training – successfully completed the following NIMS classes for Public Information Officers:
  - i. IS-29A: Public Information Officer Awareness
  - ii. IS-42A: Social Media in Emergency Management
  - iii. GO290: Basic Public Information Officer Course
  - iv. IS-120A: An Introduction to Exercises
  - v. IS-100: Introduction to Incident Command System
  - vi. IS-200.C: Basic Incident Command System for Initial Response



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## 2023 Accomplishments

- vii. IS-700B: An Introduction to the National Incident Management System
- viii. IS-800.D: An Introduction to the National Response Framework
- ix. Attended three in-person training classes offered by Salt Lake County Emergency Management
- x. Attended the Salt Lake County Active Threat Training
- b. Put together a Public Information Office Go-Kit
- c. Prepared prewritten emergency press releases for earthquakes, flooding, landslides, power outages, road closures, and severe weather.
- d. Worked with Brian on a Duty Emergency Contact List
- e. Assisted Emigration Canyon and the Town of Brighton during the spring flood of 2023 with press releases, social media posts, talking points and photographs documenting the event.

### 3) Publications and outreach.

- a. MSD printed newsletter 2X/year to 27,000 homes at a cost for printing and postage of \$.57 per mailer.
- b. Monthly online newsletter to more than 1,000 subscribers via MailChimp – open rate 48%
- c. Town of Brighton Code Enforcement brochure
- d. Kearns Easement brochure
- e. Emigration Canyon Dark Sky brochure
- f. Town of Brighton Fridge Magnet
- g. Copperton Fridge Magnet
- h. News Release Templates and Letterhead for all MSD Communities
- i. Translated all publications mailed to Kearns and Magna into Spanish.
- j. Door hangers for sinkhole in Magna

### 4) Websites

- a. Updated construction information on large projects on the Kearns website
- b. Regular updates for events and meetings on the Copperton website
- c. Promoted “Notify Me” on MSD website
- d. Fixed broken links

### 5) Transitioned all communities to Utah.gov websites per SB 137 Cybersecurity Amendments Legislation and Kearns to Utah.gov email addresses

### 6) Community Survey

- a. Long-term success of community: Safety, Quality of Life, Traffic Management
- b. Knowledge of MSD: Code Enforcement, Building Permits, Road Projects, Snow Removal
- c. Best receive information about community: Newsletter in mail, Online newsletter, Postcards, Website, Facebook
- d. How do you Report issues in community: Call in on phone, website form, Citizen Reporter tool, Phone app.
- e. we are using iPads at local events to have residents fill out a short survey.

### 7) Social Media

- a. Scheduled social media posts throughout the year on Facebook and X.

**8) Press Inquiries**

- a. Responded to inquiries from the press regarding flooding, construction, sinkholes, legislation, etc.

**9) Monthly Employee Newsletters**

- a. Transitioned newsletters to MailChimp to measure open rates

**Planning and Development Services****1. Shared Planning Accomplishments:**

- a. The processes to update and adopt revised titles 18 and 19 were completed for Kearns, Magna, White City, and Copperton.
- b. The model Versions of titles 18 and 19 were revised and customized for Brighton and presented at workshops for discussion. Brighton's code update is on track to be adopted in February of 2024.
- c. Emigration Canyon is in the midst of its code update process for titles 18 and 19. The anticipated time for adoption is towards the middle of 2024.
- d. An updated Title 18 is nearing adoption by Salt Lake County. The DA's Office, in consultation with the Mayor's Office, have worked with the Planning Staff to tailor the model subdivision code to meet the County's needs. The Planning Commissions have held their public hearings and adoption is anticipated in January 2024.
- e. Planning Staff presented an amendment of the FR and FA ordinances concerning horses in the unincorporated county to the Mountainous Planning District and Salt Lake County Planning Commissions, for a total of 4 public hearings/meetings, each of which included approximately 2 hours of presentation and public comment. This ordinance is on track for adoption in January 2024.
- f. The Planning Staff have submitted the Title 19 model code to Salt Lake County and will work with the County in the new year to tailor the model and adopt the result by the end of 2024.
- g. Created Staff Report Templates for typical applications such as Rezones, Text Amendments, General Plan Amendments, Subdivisions, Site Plans, Conditional Use Permits
- h. Worked with UDOT, Ivory Homes and the Magna Council to remove an unused runaway truck ramp, thereby creating the opportunity to create a accommodate a 4 way intersection at Corderro Drive and 8400 West. This 4-way intersection will allow vehicles and pedestrians to safely cross 8400 West between the Mahogany Ridge and Gateway to Little Valley projects.
- i. Worked with Ivory Homes to amend the master plan for the 830 unit Mahogany Ridge project to accommodate a 4 way intersection at Corderro Drive and 8400 West and to create wider roads to allow on street parking.
- j. Have begun work on a Title 14 model ordinance, continuing a series of conversations with Salt Lake County Engineering to amend this outdated Title concerning highways, sidewalks and public places



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## 2023 Accomplishments

- k. 4 members of the Current Planning staff attended the Utah Chapter of the American Planning Association's spring conference in Vernal Utah
- l. 9 members of the Current and Long Range Planning staff's attended the Utah Chapter of the American Planning Association's fall conference in Ogden Utah
- m. Planning Staff attended 123 Council, Planning Commission, Workshop, and other local meetings or events for a total of 275 planning staff meetings attended.

### **2. Current Planning**

- a. Created Standard Operating Procedures (SOPs) for processing Rezones, Subdivisions, Site Plans, Conditional Use Permits, FCOZ projects, and Zone Amendments applications. Current planning team has completed these most critical SOP's and will soon start work on the less critical ones that are used less often.
- b. Created Application Guides to help citizens apply for Rezones, Subdivisions, Site Plans, Conditional Use Permits, FCOZ projects, and Zone Amendments.
- c. Currently working on a FAQ guide for citizens to access via the MSD website.
- d. Worked with Building department to create a more streamlined ADU (accessory dwelling unit) application review process
- e. Processed 18 Conditional Use Permits, Including:
  - i. 4 Wyssen avalanche control Towers at Snowbird,
  - ii. Site Plan approval of a large Construction Office and Shop in Magna,
  - iii. Site Plan approval for a Seminary building in Magna,
  - iv. Site Plan approval for a Chipotle restaurant,
  - v. Site Plan approval for an 8.4 Million Gallon water tank (located in unincorporated county, for South Jordan City)
- f. Conditional or Permitted Use approval on 5 buildings for the Northrup Grumman facility expansion
- g. Processed 88 Permitted Use applications
- h. Processed 22 Subdivision, 4 lot line adjustments, and 2 plat amendment applications
- i. Processed 6 Planned Unit Developments, Including:
  - i. 2 phases of the ongoing Gablers Grove project in Magna,
  - ii. The Sky Ranch Condominiums in unincorporated Salt Lake County
- j. Processed 15 Rezones applications
- k. Processed 2 roadway or alley vacations and 13 improvement waiver requests
- l. Processed 21 GRAMA requests
- m. 1 Appeal and 2 variance requests
- n. Approved approximately 235 single family home permits, 550 townhome permits, and 7 Multi-family permits for 49 dwelling units.

### **3. Long Range Planning**

#### **a. Brighton:**

- i. The Brighton General Plan received the Outstanding Plan Award from the Utah Chapter of the American Planning Association.



- ii. Brighton completed its Digital Infrastructure Plan and submitted it for inclusion in the State's Digital Connectivity Plan.
- iii. Brighton received \$121,000 from the WFRC Transportation and Land Use Connection Program to complete a Neighborhood Nodes Design Plan.

**b. Copperton:**

- i. Copperton adopted updates to Titles 18 and 19.
- ii. Copperton hosted a community BBQ to engage residents in the Active Transportation Plan process.
- iii. Copperton partnered with Salt Lake County and other southwest municipalities to complete the Southwest Waterways Plan. The project is supported by \$118,000 in funding from WFRC's Transportation and Land Use Connection Program.
- iv. Received a grant for \$77,830 to add pickleball courts to Copperton Park.

**c. Emigration Canyon:**

- i. Emigration Canyon adopted its Dark Skies Ordinances.
- ii. Engaged the public at the annual Firewise event for preliminary feedback on the Open Space and Trails Plan Update Project.
- iii. Completed an Education and Outreach Project with the University of Utah Department of City & Metropolitan Planning to provide a study on Preserving Green Space and Trains in Emigration Canyon.
- iv. Introduced new Open Space, Public Institutions, Public Facilities, and Neighborhood Mixed-Use Zones with the Comprehensive Code Update Project.

**d. Kearns:**

- i. Kearns was selected as a 2023 U.S. Department of Transportation Thriving Communities participant.
- ii. Kearns adopted updates to Titles 18 and 19.
- iii. Kearns received priority funding status from the State based on its efforts toward moderate-income housing creation and preservation.
- iv. Kearns adopted its first active transportation plan.
- v. Kearns approved its first rezone to a new mixed-use zoning district (Corridor Mixed Use).
- vi. Kearns held its first "Block Party" in the proposed Town Center Area, connecting residents with local businesses.
- vii. Completed an Education and Outreach Project with the University of Utah Department of City & Metropolitan Planning to provide a "Assessing Walkability Indicators and Urban Vitality Potential" produced for Magna and Kearns.
- viii. Staff worked with UTA to get the west-bound 5400 S bus stop moved in front of the library and to add a sheltered bus stop. This will become effective in early spring 2024.



- ix. Received a grant for \$21,500 to fabricate and install ten historic panels at Kearns Veterans Memorial Plaza.

**e. Magna:**

- i. Magna adopted updates to Titles 18 and 19.
- ii. Magna adopted its first active transportation plan.
- iii. Magna approved its first rezone to the new Historic Downtown Mixed-Use Zoning District.
- iv. Received \$10,000 from the Utah Main Street Program from an Expedited Enhancement Grant. Resulting in a new wall Mural in the Historic District.
- v. Hosted a visit of the Historic District from the Main Street America Program, and renewed Membership in the Utah Historic Main Street Program.
- vi. Completed an Education and Outreach Project with Utah State University's Landscape Architecture and Environmental Planning 2023 Open Space Studio to produce design ideas for Copper Park and Mantle Park the Main Street Corridor.
- vii. Completed an Education and Outreach Project with the University of Utah Department of City & Metropolitan Planning to provide a "Assessing Walkability Indicators and Urban Vitality Potential" produced for Magna and Kearns.
- viii. Participated in 6 Public Engagement Events, including the creation and distribution of 3 digital surveys, in support of the Magna Historic District Plan Project.
- ix. Partnered with SLCoED to support the role out of the: 2023 Façade Grant Program, 2023 Façade Lighting Grant Program, the installation of 2 wall murals through the 2023 Mural Program, made significant progress toward the instillation of the update of the Magna Mantle Park. All project funding was supplied by the Magna Main Street Community Development Agreement.

**f. White City:**

- i. White City adopted updates to Titles 18 and 19.
- ii. White City adopted its first active transportation plan (Walk White City).

**g. Unincorporated:**

- i. The Sandy Hills General Plan was adopted by the County Council.
- ii. Staff completed drafting of Title 18 updates, which are now heading to public hearing.

**h. Professional Development:**

- i. In 2023, Kayla Mauldin received a scholarship to attend the International Sign Association's Sign Expo in Las Vegas. The Sign Expo and intensive workshops helped Kayla further develop the MSD's model sign ordinance, which was adopted in its various forms by the Metro Townships this year.
- ii. With the Thriving Communities Program, Bianca Paulino had the opportunity to attend a convening in Washington D.C. with Brian Tucker and Mayor Bush. The group heard presentations from various federal departments, including a



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session by U.S. Secretary of Transportation Pete Buttigieg. The two-day event provided additional knowledge and skill training to aid staff in applying for and managing federal funding opportunities.

#### i. Other:

- i. Matt Starley joined the statewide effort to create a Sensitive Lands Toolkit for use by planners and development professionals.
- ii. In the Spring, Matt Starley presented “Building and Using ArcGIS Urban Datasets” at the Utah Geographic Information Council (UGIC) Conference with Alex Rudowski.
- iii. Matt Starley presented his poster on waterwise landscaping at the 2023 Salt Lake County Watershed Symposium.
- iv. We wished Erin O’Kelley all the best as she took on a new job opportunity in the northwest. We welcomed Morgan Julian to the team as a Long Range Planner II, serving White City and Brighton.
- v. The Long Range Planning team recorded its standard operating procedures (SOPs) and continues to improve upon its processes.
- vi. The Long Range Planning team completed an Education and Outreach Project with the University of Utah Department of City & Metropolitan Planning to provide an “Equity Database” produced for the Metro Townships.

#### 4. Building Department

##### a. Ongoing training and certification

- i. Have attended multiple trainings
  1. Utah Chapter of ICC (International Code Council)
  2. EduCode
  3. FEMA
  4. Utah Chapter of IAEI
  5. National ICC membership conference
- ii. Worked to help develop the new Employee Development Program that gives exiting staff the opportunity to get certifications towards building inspections and plan reviews
  1. Currently have 4 employees signed up for this program

##### b. Issued **2,727 building permits including:**

- i. 1,039 Residential electrical/mechanical/ plumbing permits
- ii. 207 Residential solar permits
- iii. 206 Residential Single Family Homes
- iv. 528 Residential townhome permits

##### c. Inspections: **15,931 building inspections completed**

##### d. Hired new building inspector

#### 5. Code enforcement

##### a. Enhanced Public Education Efforts by:



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- i. Worked closely with our communications team to post announcements on social media, our website, the newsletter, flyers, and brochures.
  - 1. For instance, Mike Milne initiated a community engagement approach by photographing Kearns residents working in their yards. These photos inspired the creation of a "We See You" column in the newsletter, recognizing residents who maintain their properties. Exploring the potential of replicating this approach in other jurisdictions to uplift community morale.
- ii. Collaborated with Maridene to develop a flyer addressing chicken ownership regulations in White City.
- iii. Nearing completion on a Spanish-language flyer for officers to carry, aiding communication with non-English-speaking residents in an effort to reduce miscommunication gaps.
- iv. Implementing a *Repeat Weed Height Violation* notice, serving as a warning for property owners who consistently violate weed height ordinances, emphasizing the importance of timely compliance. This will enhance the effectiveness of enforcement for these properties and convey to the property owners the gravity of the situation.
- v. Continuously improving the website, including updating the citizen reporter tool.

**b. Community Engagement, specifically at council meetings and events.**

- i. Attended Kearns Block Party.
- ii. Attended Magna Township meetings to give code enforcement stats
- iii. Attended Brighton MSD meeting to give updates on Parking Enforcement
- iv. Attended a few SLCO Community Council meetings to answer questions about enforcement:
  - 1. Sandy Hills: The main focus of attendance was to explain our complaint system. For example, we reviewed the following questions: How do people inform us of issues? Do we protect their identity? How do we handle multiple complaints against the same property?
  - 2. Granite: The main focus was on Short Term Rentals. We discussed the procedures for filing a complaint, what steps we take for enforcement, etc...

**c. Worked closely with those who are exploring the possibility of changing parking enforcement from a criminal to civil enforcement process.**

- i. Transitioned SLCO Unincorporated to civil enforcement of parking notices by collaborating with attorneys and council members to ensure a



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smooth process.

- d. **Continued to meet regularly with UPD, UFA, Animal Services, Health Department, attorneys, and mayors in jurisdictions upon request.**

2023 Goals Accomplished

- i. RJ and John regularly meet with UPD in Magna. Upon request, they will also meet with the Mayor to bring him up to speed with their efforts. Since David joined, RJ has met with him and kept him in the loop with major Magna cases.
- ii. CAT meetings in Kearns no longer needed, instead we are able to communicate with UPD and the Health Department on as needed basis about cases. Due to this improved communication and coordination, we have been able to more efficiently handle properties w / multiple violations that span across different entities.

- e. **Assisted with the code rewrite, specifically titles 12, 18, and 19.**

- i. Actively participated in discussions and ensuring uniform adoption of civil penalty fees across townships.
- ii. Updated Notices to reflect the new ordinance.

- f. **Created new SOP according to any and all changes made to title 12.**

- i. Smith Hartvigsen assisted by creating a memorandum which outlines GRAMA principles as they apply to enforcement case documents. We have implemented this into our own SOP and plan to have further training in record protection next year.
- ii. Utilized Flow Charts and outlines to create new SOPs, including Zoning Enforcement, Weeds Enforcement, Parking Enforcement, SharePoint Best Practices, Vehicle Maintenance, and Enforcement involving Animal Services and UPD.

- g. **Trainings for code enforcement officers**

- i. A couple members of the team attended the UOCA (Utah Ordinance Compliance Association) training in March, which focused on de-escalation, updates from the 2023 legislation, property rights, and more.
- ii. Some team members also attended an emergency training focused on earthquake response.
- iii. Most recently, we had a training on record maintenance and protection for the parking tickets.

- 1. As a related accomplishment, the MSD has secured an agreement with



## 2023 Accomplishments

the DMV to have access to the Titles, Liens, and Registration (TLR) information.

- h. Assisted in drafting Scope of Work for Magna parks maintenance by adding a section for weed abatements.
  - i. This has helped us to get weeds abated in each jurisdiction.

### **6. Grading, Floodplain, and Storm Water**

- a. Hired a new Grading, Floodplain, and Storm Water manager. Alex Rudowski was promoted to this position and has been doing a great job developing that team and working on improving the processes of his team.
- b. Hired a new grading review specialist
- c. Worked to improve the Floodplain Development Permit process
  - i. Floodplain Development Permit application was moved into the online CityWorks system
  - ii. Working with SLCO engineering team on the review of those applications
- d. Continued to work with FEMA and with local duck club owners to come into compliance with the floodplain ordinances. This has been a long and time consuming process, but it continues to progress.
- e. Working on SOPs for the Floodplain Development processes
- f. completed 751 stormwater inspections (up from 680 last year)
- g. received 39 post-construction inspections (up from 34 last year)
- h. added 13 new sites for a total of 114 post-construction sites
- i. issued 22 commercial and residential grading permits (down from 37 last year)
- j. issued 19 FDPs (Floodplain Development Permits) since online tracking started in March

### **7. Business License**

- a. 3 staff members attended the annual Utah Business License Association conference/training
- b. Changed/updated the Home Compliance form, removing zoning questions from the application and adding them in to the home compliance signed form as a document.
- c. Worked with the town of Brighton and Public Utilities on new requirements for short - term rentals.
- d. Business License Enforcement
  - i. Tracked and/or noticed 630 businesses notice Failure to Renew Business License
  - ii. Issued 103 notice of Violation Failure to Obtain a Business License
  - iii. Issued 7 Administrative Citations
  - iv. helped 104 business license applicants that had not completed their application
- e. Revise and updated notice of Violation Failure to Obtain Business license and Notice of Violation Failure to Renew Business License
- f. Created a new form for missing documents, fees, or inspections for business licenses.
- g. Worked with Attorneys to bring Colonial Reception Center, LLC into compliance.



GREATER SALT LAKE

**Municipal Services  
District**

## 2023 Accomplishments

- h. Help to get the Administrative Citation for the Townships
- i. Worked with planning on the one application for short-term rentals and daycares.
- j. Worked with Senior Planner and Town of Brighton on process of short-term rentals.
- k. Worked with planning on a combined application for short-term rentals and daycares.

### **8. Other things to note**

- a. Cross training – constantly exploring opportunities for cross training between employees.
- b. SOPs
  - i. Working across teams were possible
    - 1. Close to finishing an ADU application that combines both the planning and building department reviews for a single application process
- c. Review and analyze our processes – This is a continual process that is constantly being evaluated
  - i. How can me make things better for both the customer and our staff
  - ii. Think outside the box
  - iii. What are the pain points and how can we solve them