

MINUTES OF THE WORK/STUDY MEETING OF THE SPRINGVILLE CITY COUNCIL HELD ON TUESDAY, NOVEMBER 14, 2023, AT 5:30 P.M. AT THE CIVIC CENTER, 110 SOUTH MAIN STREET, SPRINGVILLE, UTAH.

Presiding and Conducting: Mayor Pro Tem Snelson
Elected Officials in Attendance: Liz Crandall
Jason Miller
Mike Snelson
Chris Sorensen

Excused: Craig Jensen, Mayor Matt Packard

City Staff in Attendance: City Administrator Troy Fitzgerald, Assistant City Administrator/City Attorney John Penrod, Assistant City Administrator/Finance Director Bruce Riddle, Deputy Recorder Jennifer Grigg, Parks and Recreation Director Stacey Child, Community Development Director Josh Yost, Public Works Director Brad Stapley, Police Chief Lance Haight, Fire Chief Hank Clinton, Library Director Dan Mickelson, Power Distribution Superintendent Brandon Graham, Administration Director Patrick Monney and Museum of Art Director Emily Larsen.

Excused: City Recorder Kim Crane, and Golf Pro Craig Norman.

CALL TO ORDER

Councilmember Miller moved to appoint Councilmember Snelson as Mayor Pro Tem. Councilmember Crandall seconded and all present voted aye. Mayor Pro Tem Snelson welcomed everyone and called the meeting to order at 5:31 p.m.

COUNCIL BUSINESS

1. Calendar

- Nov 21 - Springville Municipal General Election
- ~~Nov 21 - Work Study Meeting 5:30 p.m., Regular Meeting 7:00 p.m.~~
- Nov 23-24 - Thanksgiving Holiday Observed (City Offices Closed Thursday and Friday)
- Dec 05 - Springville Municipal General Election Canvass 7:00 p.m.
- Dec 05 - Work Study Meeting 5:30 p.m., Regular Meeting 7:00 p.m.

Administrator Fitzgerald informed the council that Mayor Packard canceled the November 21, 2023, City Council meeting.

2. MAYOR, COUNCIL, AND ADMINISTRATIVE REPORTS

a) Community Board Update - Mayor Packard/Cl. Crandall

Councilmember Crandall acknowledged Director Larsen and her presentation at the Community Board last Thursday and Director Mickelson is scheduled for the December Meeting (which will be at the library). Director Yost has the Request for Bids/Qualifications ready for the new General Plan.

b) Library

Director Mickelson reviewed statistics at the library. He introduced the soundproof quiet study pod for adults which increased the number of enclosed study rooms from two to three and was funded by a \$22,000 grant from the Utah State Library administered through the LSTA (Library Services and Technology Act.) in addition, there was a generous donation of video games and the state health department is providing free COVID tests through the library. There are English classes every Tuesday with 30-40 people attending each evening. The library also hosted a solar eclipse event with 600 glasses funded by another grant. He reported that according to most surveys, the people of Springville are the favorite thing in town. Councilmember Snelson clarified volunteers are teaching the English class. Mayor Packard arrived at 5:41 p.m. Director Mickelson explained a change in the state code requiring all library staff to have a criminal background check, which is already policy for all Springville City employees. He explained *Open AI* and its increasing corporate valuation. The library is watching AI to see its impact on the book industry and looking forward to *Chat GPT* helping librarians. He introduced a new winter reading program starting December 1, 2023. Councilmember Snelson asked about competing with the new library in Spanish Fork. Director Mickelson explained competition is for residents' time—even the CRC is a competition. Many non-resident patrons pay for a \$125 out-of-town library card. Current programming is well attended and he looks forward to continued growth and the future of Springville. He noted that Spanish Fork is using some of the same programs as Springville, but quipped the staff are still friends. Mayor Packard said that is a huge compliment to the Springville Library. Councilmember Snelson agreed and confirmed that he used the library online while he was rehabilitating from his bicycle accident.

c) Public Safety

Chief Haight reported on one of the cases this week. An officer assigned to special enforcement was surveilling a particular drug dealer, known by his street name Tarzan, who was selling drugs out of his business. Orem Police reported that Tarzan fired three shots at one of his drug runners. After his name was entered into the database Springville Police contacted him and served a search warrant on several locations where four pounds of methamphetamine, 7700 fentanyl pills, (in the freezer) some marijuana, and two guns were recovered and two individuals were arrested. Chief Haight said this is one example of the great work Springville police officers are doing to get drugs off the street. Fentanyl in particular is a great danger to the community because there is little to no quality control when manufacturing these pills. A single dose of fentanyl could be lethal so the danger is to the community as well as law enforcement officers. Councilmember Sorensen asked about street value. Chief Haight answered about \$5 to \$20 a dose and fentanyl pills can be manufactured in China for a penny a piece. Mayor Packard said he is amazed at the drug smuggling process. Chief Haight said his officers are going after federal indictments instead of misdemeanors. He continued by explaining that firefighters work 48 hours on with 96 hours off and some of them suggested changes to paid time off (PTO). He explained that when a 40-hour employee takes a sick day, it counts as an eight-hour day. When a firefighter gets sick and takes off a day, it is a 24-hour day. He is working with Chief Clinton to fix it.

Chief Clinton stated his presentation would cover issues with PTO, providing ambulance/fire service services to our residents as well as up the canyon, reserve recruitment to revitalize the volunteer fire department, and how the current staffing model (approved by the City Council earlier this year) reduced mutual aid by half. He said firefighters are concerned about PTO. Currently, they are earning 1.2 hours which is 20% more than the average employee. Some cities are converting overtime into PTO. Chief Haight said in this policy, no day counts as a holiday as far as getting paid. Instead, they get 9.6 extra hours and time and a half for working any holiday which is converted into PTO. Chief Clinton said the firefighters value time off more than extra pay. Councilmember Sorensen said it appears the staff is perfect for each shift and asked what happens when someone needs PTO. Chief Clinton answered there

is a way to fill vacancies with full or part-time firefighters from other schedules and the department is trying to add part-time firefighters as well.

He continued by stating Springville City opted out of the contract for ambulance/fire service in the canyon but service will continue until Utah County finds a replacement. Councilmember Snelson asked if the county has an incentive to find another resource. Chief Haight said Mapleton is working toward a contract at the latest the end of this fiscal year. Chief Clinton explained the plan to rejuvenate the volunteer system which would improve emergency response time. Councilmember Snelson asked how many current volunteer firefighters. Chief Clinton answered only three. Councilmember Sorensen asked about the definition of a volunteer firefighter. Chief Clinton said the volunteer/reserve firefighter is redefined because they are hired but on call. Chief Haight explained the past definitions of reserves and part-time firefighters when he was hired. He said that with the new dorms, firefighters hired as reserves are required to live in Springville. In the current job market, a trained firefighter can get a job anywhere—shrinking our pool of applicants. The pool of volunteers has also shrunk. Councilmember Snelson asked how the department is recruiting volunteers. Chief Clinton answered street flags, posters, and social media and said that Chief Silva started advertising for volunteers and has already found two recruits plus three volunteers. The goal is 36 total volunteer/reserve firefighters. Mayor Packard said people do not volunteer as much in today's society and asked about the alternate plan. Chief Clinton said Springville could return to increasing the use of mutual aid which works, but delays response time. Mayor Packard asked if volunteers left because of the frequency of calls at night or because they felt unappreciated. Chief Clinton said the volunteers have always been appreciated. Chief Haight said the training requirements and call volume increased which makes volunteering hard. Chief Haight said EMS training added to the time commitment, creating a huge demand in the past, but today reserve training is reduced to just firefighting. Chief Clinton explained the initial assignments in a fire structure response require 15 firefighters. Administrator Fitzgerald said Provo and Orem have 15 full-time firefighters and asked about other cities. Chief Clinton said other cities depend on mutual aid and volunteers.

Chief Clinton moved on to retention and using social media to recruit more firefighters. EMS is limited to full-time firefighters. He explained staffing before January 2023 compared to today and stated it will take 36 reserves to meet their goal to reduce mutual aid and response time. Councilmember Snelson asked about call volumes. Chief Clinton explained that 84% of our calls are EMS which matches national standards. 40% of medical calls require multiple units because they require more staff. He reported that Springville transports an average of 74 patients per month with a revenue of \$66,500 deposited. Administrator Fitzgerald asked for clarification on revenue. Chief Clinton said his department switched billing companies which increased revenue. Councilmember Snelson asked about the range of ambulance transport costs and Chief Haight said it depends on how it is billed and the type of insurance.

Mayor Packard asked about the January 2023 switch to staffing the fire station 24/7 to decrease response time and mutual aid and asked if more people were saved. Chief Clinton said 24/7 staffing has reduced response time and human suffering because the patient was not alone and the problem was solved quicker. He explained how reduced response time increases survival. Mayor Packard said there is a point where value equals benefit and this change is good as Springville plans for the future. Chief Clinton said future Station 42 is strategically planned near Walmart and call volume will determine an increase in service. Councilmember Crandall clarified that all full-time firefighters are EMTs and ambulance drivers. Chief Clinton said yes which saves tax dollars. He added that if they choose, police officers can be trained as volunteer firefighters. Provo has five fire stations. Springville averages ten mutual aid requests each month. Councilmember Crandall asked why other cities do not need mutual aid. Chief Haight said Mapleton has voted to fund two ambulances staffed day and night and Spanish Fork is transitioning to more full-time staff.

d) Finance

As Director Riddle set up his presentation, he reported that after a request to the City Council several meetings ago, only one Non-Resident Canyon Clyde Recreation Pass has been sold. He showed the internal audit program or self-evaluation program in the Finance Department which was implemented two years ago as a best practices recommendation from the state auditor. The Finance Department has a part-time employee working 12-15 hours a week on the audit functions including accounts payable, procurement policy, p-cards, the Amazon business account, Fuelman cards, credit card merchant accounts, cash receipting, payroll, utility billing, accounts receivable and Xpress Bill Pay. One of the discoveries during auditing was that many P-card transactions included sales tax over the last three years so refund paperwork was submitted and the anticipated return will be \$10,059. He said the key objective of auditing is a training mechanism for each department.

He showed where auditing found noncompliance in our city sales tax reporting/collected and energy sales and use tax. Additionally, the tax rate at the golf course is not the same as the city sales tax rate because the golf course is outside of city limits so that was corrected. Campground rentals should be charged the transient room tax so the city also corrected that. Utility accounts were audited as well. In addition to self-auditing the State Tax Commission audited the city over three years. When he worked in Provo the state audit resulted in about a six-digit remittance. Because Springville City started proactively self-correcting auditing, the state audit found an error rate of only .17%, the lowest error rate of current municipal audits—remitting only \$12,000. He said audits can help each department update new employees on compliance and policy. Councilmember Sorensen asked about fraud prevention. Director Riddle said an audit is not required but adds points in the recently discussed ethics assessment. Auditing is also a deterrent to fraud and each department knows someone is looking. Councilmember Sorensen stated there are two distinct purposes of an audit—find noncompliance mistakes and prevent fraud.

He asked about reading WIFI electric meters and Director Riddle turned the question over to Superintendent Graham who answered that the Power Department received a recent shipment and one crew changed 175 meters today. The new meters are read over power lines or with radio frequency (RF). The Power Department has switched about 50% of the meters in the city to RF meters. Administrator Fitzgerald said because there is no power to water meters there is not enough return on investment to change out the existing water meters. However, in all the new developments, for the last 10 years meters that are ready to have the module installed to be read remotely have been installed. Administrator Fitzgerald said there is a grant to install some water meter reading modules and staff can use that grant to study the associated cost. Director Stapley said hiring water meter readers can be problematic.

d) Community Development

Director Yost started his presentation by showing his department's quarterly development priority report. (Faded indicates completed and underlined indicates in progress. Out of 18, ten are complete, and six are in progress.)

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| 1. Allen's Block | 9. <u>Zoning and Subdivision Ordinance Overhaul</u> |
| 2. Accessory Dwelling Units | 9. <u>Gateway Plans</u> |
| 2. Lakeside Master Plan | 9. Highway Commercial Zone Study |
| 3. <u>1600 South Corridor Plan</u> | 9. Active Transportation Plan |
| 4. Streamline Development Process | 13. Short-term Rentals |
| 4. Commercial Design Standards | 14. <u>Economic Development Leakage Analysis</u> |
| 6. <u>General Plan Update</u> | 15. Sign Ordinance Review |
| 7. Main Street (Reframing Downtown) | 15. Downtown A-Frame Signs |
| 7. Process to Update Council/City | 15. <u>Downtown Beautification</u> |

He showed a flow chart illustrating how all these projects fit together and reviewed some projects like the adoption of the Active Transportation Plan and the Reframing Downtown Plan. The Station Area Plan will be in its final draft and the kick-off meeting for the North Main Street Plan will be this month. The



1600 South Plan numbers are being recalibrated and will be complete for adoption by the end of the year. Per Administrator Fitzgerald's approval, Director Yost is issuing the RFQ (Request for Qualifications) for the update to the General Plan next week.

He updated current construction including several buildings and developments completed or near completion including the new [Wavetronix](#) West Building, the Utah Food Bank, the [Lakeshore Industrial](#), and [Hobble Creek Business Park](#) including its upgraded public improvements. [Lakeside Landing Development](#) has preliminary approval for about 150 units on 15 acres, and staff received a preliminary application from [Thrive Development](#) for potentially 310 units on 28 acres to the north of [LGI](#) (contractor for Lakeside Landing Development) and [Westfields Central](#) has 40 lots contracted and 31 applications for design reviews. The Allen's Block site plan is approved but construction is not anticipated this fiscal year and there is a concept application for 25-32 townhomes east of the Jefferson School.

He continued by listing permits to date for the year by showing that single-family living permits are low. There are lots of remodels and alterations, not much commercial, and one pool for a total permit value of about \$14 million a third of the way through the fiscal year which is way behind 2023 and 2022. Two high-stakes projects could turn those numbers into Springville's best year ever, but make the big swings in building hard to keep inspection staff busy. Councilmember Sorensen asked about the new high school connection fees. Director Yost answered there are some impact fees, some credit for existing infrastructure and the school district will pay the difference.

3. ADJOURNMENT

Motion: Councilmember Crandall moved to adjourn the meeting at 6:47 p.m. **Councilmember Miller seconded** the motion. **Voting Yes:** Councilmember Crandall, Councilmember Jensen, Councilmember Miller, Councilmember Snelson, and Councilmember Sorensen. The motion **Passed Unanimously; 5-0**

4. CLOSED SESSION, IF NEEDED - TO BE ANNOUNCED IN MOTION

The Springville City Council may temporarily recess the work/study meeting and convene in a closed session to discuss the character, professional competence, or physical or mental health of an individual, pending or reasonably imminent litigation, and the purchase, exchange, or lease of real property, as provided by UCA 52-4-205.

There was none.

This document constitutes the official minutes for the Springville City Council Work/Study Meeting held on Tuesday, November 14, 2023.

I Jennifer Grigg, do hereby certify that I am the duly appointed, qualified, and acting Deputy Recorder for Springville City, of Utah County, State of Utah. I do hereby certify that the foregoing minutes represent a true accurate, and complete record of this meeting held on Tuesday, November 14, 2023.

DATE APPROVED: December 19, 2023

Jennifer Grigg
Deputy Recorder

