

Provo Youth City Council



“[Youth councils are] a popular and effective way to get more youth involved in solving local problems and more actively engaged in the community.”

“Promoting Youth Participation” National League of Cities 2002

Helen Patterson

- Counselor, Utah's Statewide GEAR UP Education Program, Utah Valley University
- GEAR UP
 - Federal grant program that provides college access for low-income students
 - works with the GEAR UP students in the Provo School District
- BYU MPA
- 7 years at Provo HS as college and career advisor, advisor for the Sterling Scholars and National Honor Society and taught student success classes for grades 9-12
- Community work also includes
 - Communities that Care (Youth Council)
 - South Franklin Community Council.
 - Provo Promise, a non-profit scholarship program for PSD graduates

Chapter 2:37

Provo Youth City Council

- The Provo Youth City Council is primarily a youth citizen's committee intended to give advice to the Municipal Council on issues pertaining to youth and shall be directed by the Municipal Council Chair, or the Council Chair's delegate, such as, but not limited to, a Council subcommittee, subject to the provisions of this Section:
- (1) The Council Executive Director shall establish program criteria to accomplish the purposes of the Provo Youth City Council. The criteria shall be set forth in writing and available to participants and the general public.
- (2) Any person who is attending a high school in the state and a bona fide resident of Provo may request to participate in the program, subject to the program criteria established by the Executive Director. (Enacted 1995-32, Am 2002-34, Am 2009-38)

6 Keys to Creating Effective Youth Councils

- 1 - Determine Council Membership
- 2 - Ensure a Sound Infrastructure
- 3 - Provide Supportive Work Environment
- 4 - Build Youth Capacity
- 5 - Deepen Youth Motivation
- 6 - Negotiate Opportunities for Access

Benefits

- A greater appreciation and understanding for their community
- Interaction of community citizens and leaders
- Service opportunity for those that may not be part of a school or church service organization
- Increase sense of connectivity and ownership for Provo
- An untapped source of information of what is happening within our youth population
- Additional source of volunteers for community events
- Increase relationships with community leaders and youth, perhaps a sense of belonging
- Training ground for potential future community leaders

Steps Involved

1. Agree that this is an important opportunity for our youth, commit to restarting and support the youth as they learn
2. Recruit through school personnel and advertise to the youth for their involvement
3. Use the remainder of this school year to build and establish the youth council
4. Establish regular meeting times and activities that the city would welcome youth participation
5. Before school begins in the 2018-19 year, reevaluate what is working and what may need improvement and implement so that students have a successful experience

Provo Youth City Council



Wanted

15 to 20 High School students with vision, community spirit, leadership, and the ability to work with community members, elected and appointed officials.

Budget Proposal: Manpower

FY 2019

We work with citizens to improve quality of life, solve problems, safeguard liberties and stop crime. We provide proactive police service in a professional and compassionate manner.



References

1. Provo 2030
2. PERF 2012
3. City Gate 2012

“Provo patrol officers are busy. They have little time to engage in community policing and problem solving activities. Of special concern are those instances on weekend nights when the average time consumed is over 100%. There is little margin for officer safety... other than supervisors, no additional officers are available.”

PERF 2012

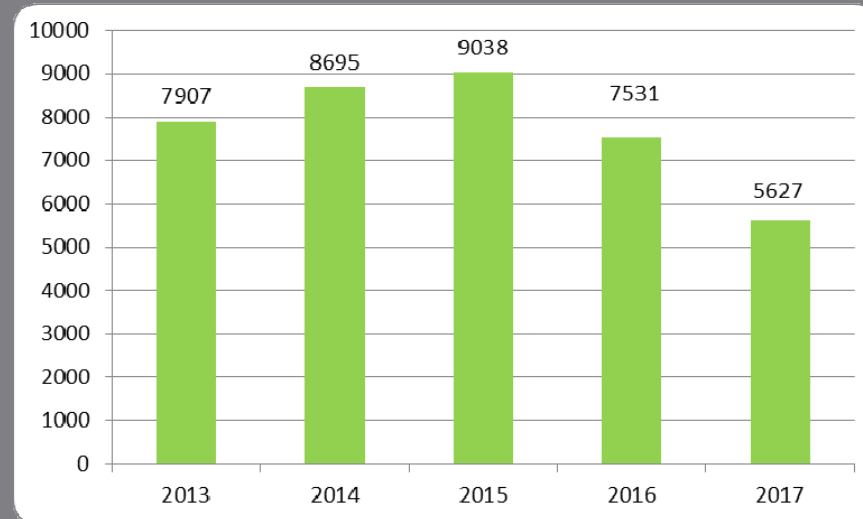
2030 Vision

Traffic Accidents

Goal 11.4 - Ensure a safe travel environment for all modes of transportation and carry out strategies and programs that will maintain this environment.

Objective 11.4.1 Reduce the number of fatalities and injuries from traffic-related accidents. Objective 11.4.2 Create a comprehensive safety management system for traffic.

Traffic Citations



- 2154 Traffic accidents in 2017
 - 2 fatalities and 641 injuries

2030 Vision

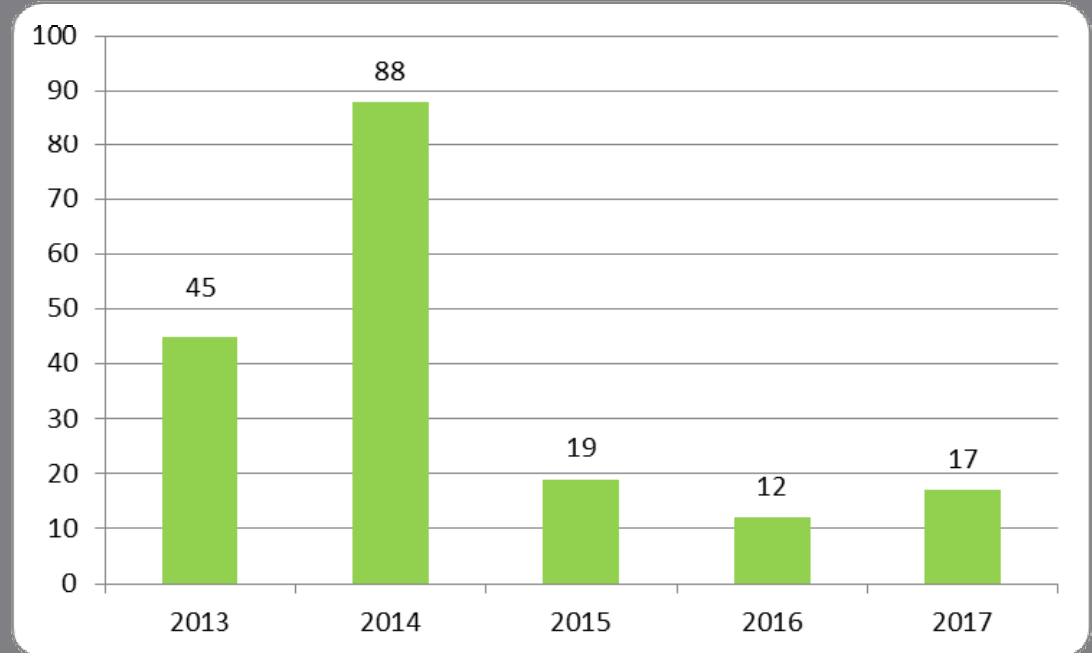
Gangs

Objective 11.1.1 Create a community where youth and their families reject gang activity and where gangs do not exist

In the past 18 months Provo has investigated
2 gang
related homicides.

Gang Related Cases

- Florencia (Surenos set) we know of 35 said to be in the 100's 13
- HSWK (hate so we kill) 25
- PVL (Provo varrio locos-Surenos set) 12
- NSL (North side locotes) 10
- Bloods 5
- Crips 15
- NSM (non-stop mobbers) 8
- Surenos 40-50
- Brown side 15
- Nortenos 50
- SOS (sons of Samoa) 2
- VGM (Village green mafia) 7
- STG (South town gang) 20
- ESR (Eastside rascals)
- Lay low crips 3
- TGC (Tongan Crip gang) 1

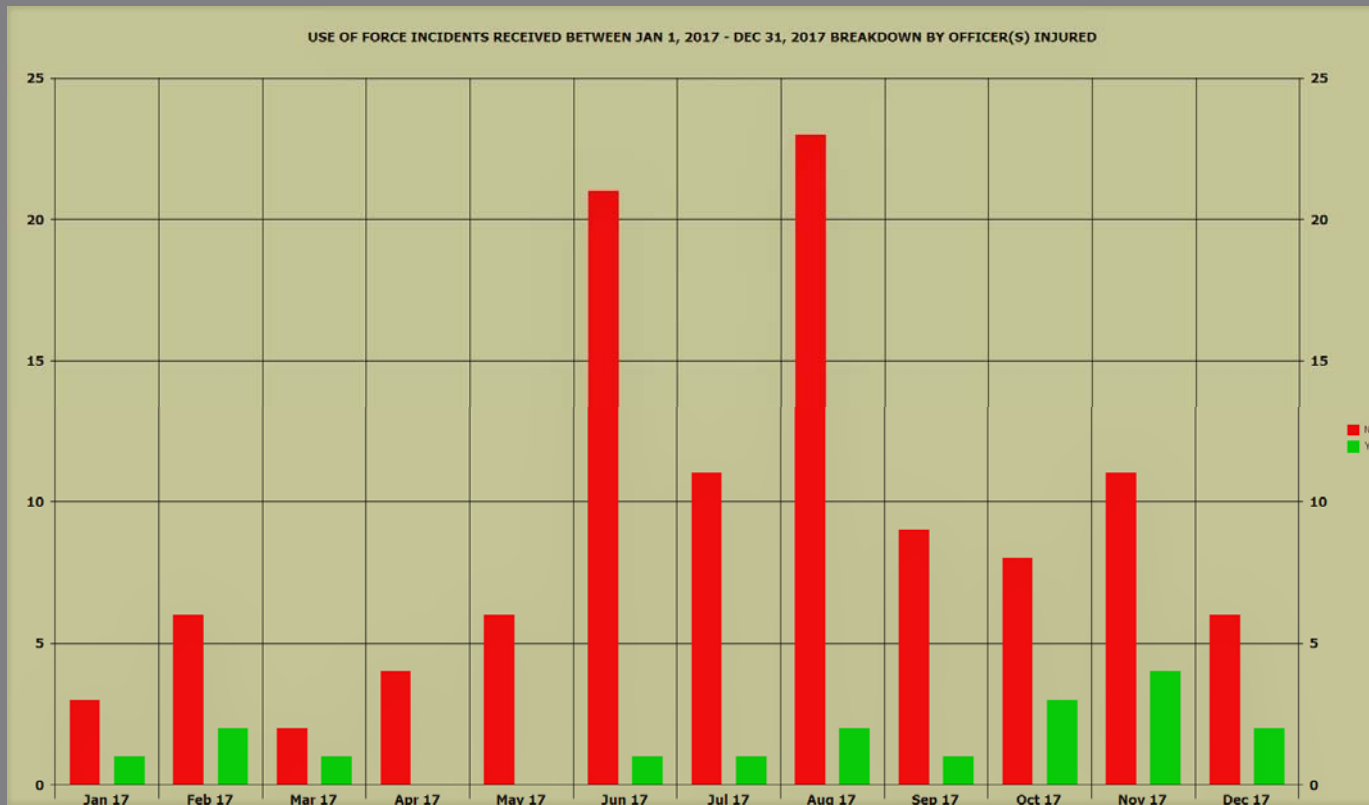


Cyber Crimes

- Cyber crimes are occurring daily and are the future.
- We currently do not have an officer dedicated to cyber crimes investigations.
- The FBI has requested we join a cyber crimes task force being developed and based out of Provo.

Use of Force incidents

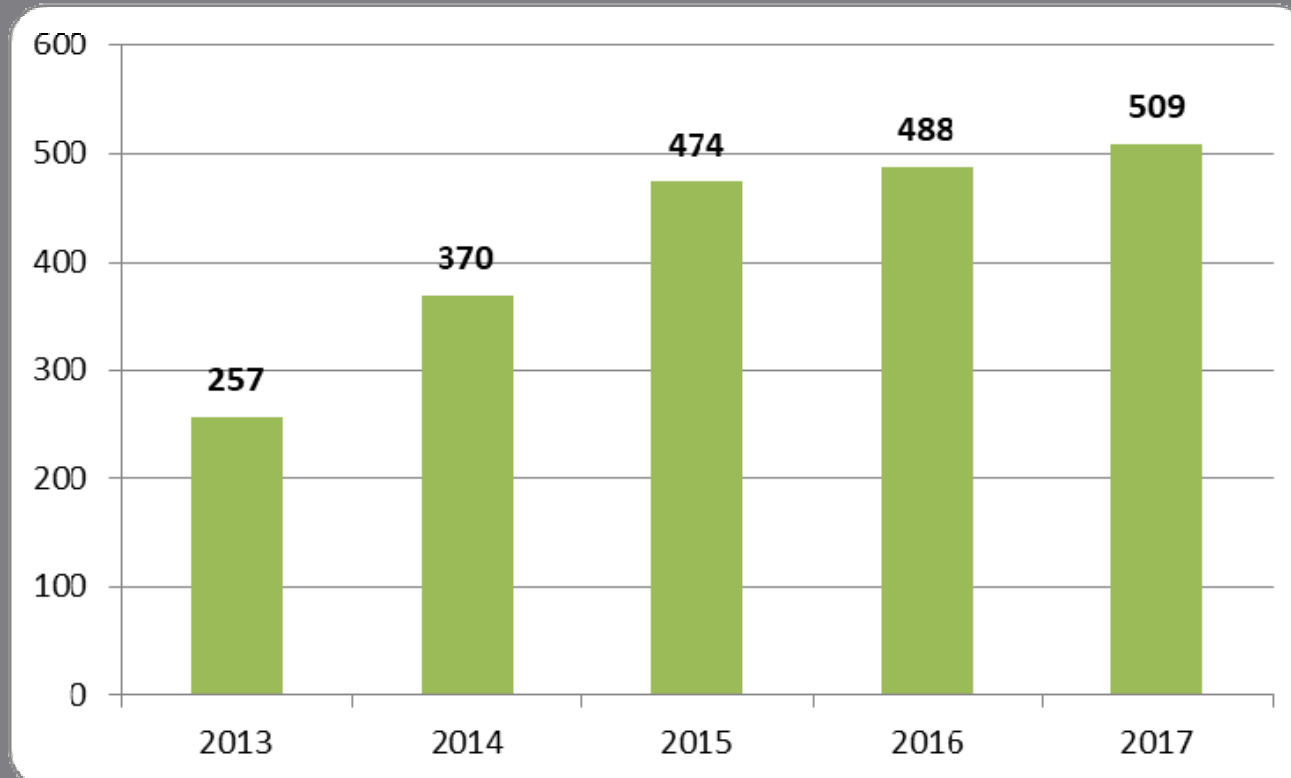
- 6 Officer injuries in 2016
- 18 Officer injuries in 2017



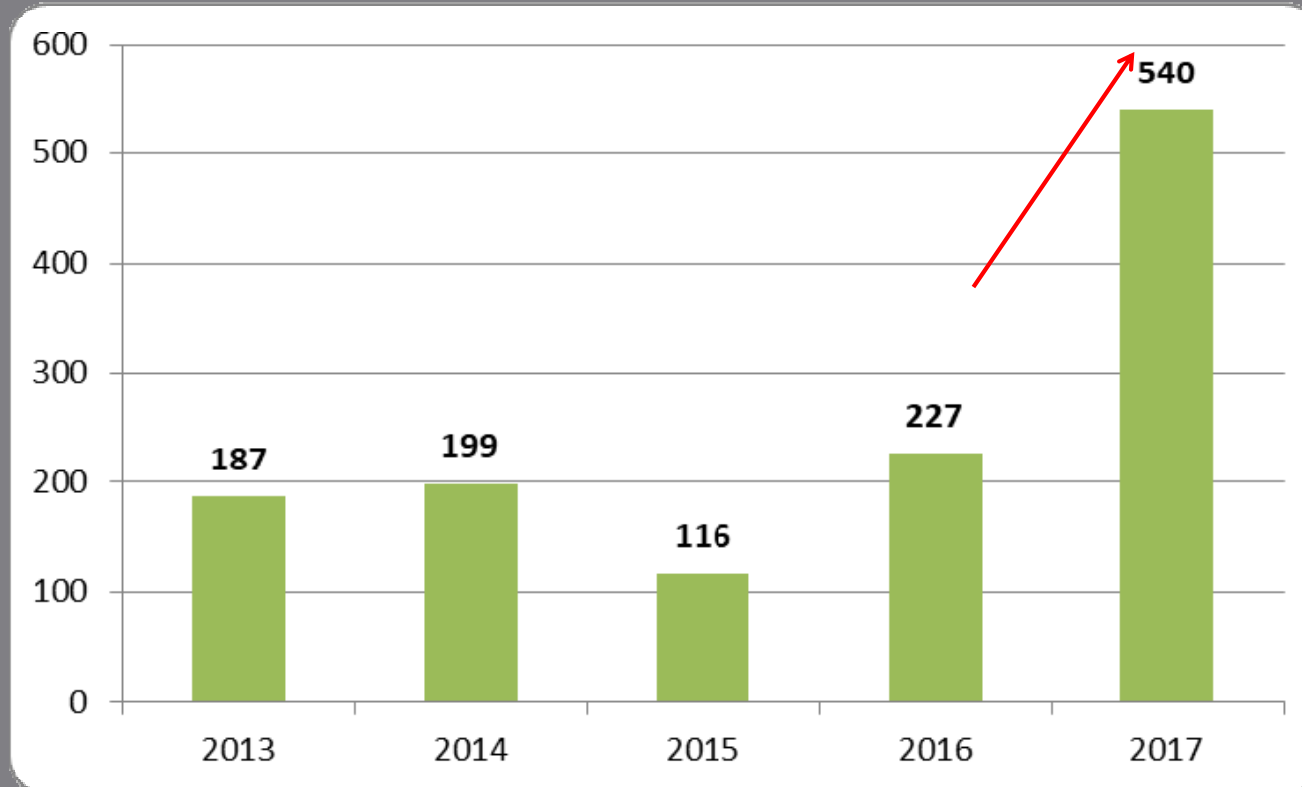
2018-01-31 10:10:09Z
AXON BODY 2 X81122622



Mental Health Consumers Cases



Transient / Homeless Cases



Transient Camps



Provo 2030 VISION

- Objective 11.2.2
 - Maintain a number of police officers and firefighters per thousand residents equitable with the national standard and proportionate to the level of community growth.

Source: FBI Uniform Crime Reporting (UCR) Data

- Reporting is officers per 10,000 population
- Average number of officers for a city of 117,000
 - 15.9
- Salt Lake City: 22.4
- Ogden: 14.9
- West Valley: 13.9
- St. George: 13.1
- Sandy: 11.5
- West Jordan: 9.9
- Provo: 8.9

Provo 2030 VISION

- To achieve the national 15.9 standard for a city of 117,000 Provo would need to employ 186 officers.
- If Chief's request for 8 additional officers is approved, will bring us to 9.8 officers per 10,000.
- To achieve 15.9 by 2030, would need to average 6.6 new officers a year.
 - This is to have 15.9 officers for 117,000 residents, does not take into account population growth.

Retirements

- 1/3 of the department is eligible for retirement
- Conservative estimate 5 topped out seniors retire this year
 - Senior Officer salary + benefits = \$118,530
 - Officer 1 salary + benefits = \$80,769
- 5 Seniors = \$592,650
- 5 Officer 1's = \$403,845
- Savings = \$188,805

New Officer Costs

- Salary + benefits = \$80,769
- Equipment and Vehicle = \$77,383
- Total year one cost = \$158,152

- Savings from retirements = \$188,805
- Remainder = \$30,653

Overtime

- Total police department budget: \$139,129
- To date we have spent: \$263,828
- On track to spend: \$381,084

- 50% savings to the city of \$190,542
- Year one cost of officer \$158,152
- Savings to the city \$32,390

Military

- Two officers set for deployment
- Total compensation package for both officers
\$158,977

- New officer year one cost: \$158,152
- Savings to the city: \$825

Staffing Plan Proposal

- 1 Officer to Cyber Crimes
- 5 Officers to Traffic Team
- 2 Officers for Gang Enforcement
- Budgeting for outcomes, commit to 3 additional officers each year through 2030.
148 total strength by 2030

Public Safety Building



- Current approximate square footage of the Police Department at 48 South 300 West is 22,000 sq/ft.
- 2012 identified square footage needs 65,000 sq/ft.
- Safety & security is a concern. Earthquakes, in custody arrests, outside security.

Public Safety Building



Report Writing Room



Closets Converted to Offices

Public Safety Building



Interview Rooms near exits

Identified Needs



We have immediate needs for offsite evidence storage.

Identified Needs



Destruction of evidence due to mold and flood concern.

Division Off Campus

We have 16 personnel currently operating out of this location.



COP Offices located at 48 North 300 West

Division Off Campus



Dispatch in Covey Center

Police Car Damage



Safety

- Recent attacks on police cars
- People loitering in the underground
- Solicitation of female personnel
- Suspicious individuals
- Fights in the police department lobby
- Interview and interrogation rooms near exits



2030 Vision

Goal 11.5 - Utilize technology to improve efficiencies for the delivery of safety services and safety prevention.

Supplemental Request

- Lexis Nexis online reporting system. Anticipated 15%-30% reduction in calls officers need to respond to according to data from other cities. \$21,000 yr/ongoing
- Scheduling software for Patrol. May reduce need for O.T. due to ability to shift change. \$4,000 yr/ongoing.
- Less Lethal System – Integrated hand held pepperball system into patrol for intermediate range. Replace ½ of Tasers. \$15,000 yr for first year.
- BWC System – Increase of 10 cameras. \$12,000 yr/ongoing. Cameras have reduced court time by \$4,000 a year so far.
- Total - \$44,000

2019 FY BUDGET PRIORITIES

PROVO FIRE AND RESCUE



2018 FY SUCCESSES

- **FLEET PURCHASES**
 - **2 RESCUES**
 - **1 ENGINE**
 - **1 LADDER TRUCK**
- **SELF CONTAINED BREATHING APPARATUS**
 - **WARRANTY REPLACEMENT (\$320,000)**
 - **PURCHASED NEW MASKS (\$75,000)**

VISION 2030

- **EMERGENCY RESPONSE TIMES - 6 MINUTES**
 - **TECHNOLOGY CHANGES IN DISPATCH**
 - **POLICY CHANGES TO IMPROVE RELIABILITY**
 - **CONTINUE TO EVALUATE**
- **STAFFING - .99 FIREFIGHTERS PER 1000 POPULATION – CURRENTLY .63 (79)**
 - **DENSITY, INFRASTRUCTURE, DISTRIBUTION**
 - **EFFECTIVE RESPONSE FORCE**
 - **FIRE STATION 6 (NORTHWEST)**

FIRE STATION 2 RECONSTRUCTION

- **PRELIMINARY WORK COMPLETED**

- **SITE SURVEY**

- **BUILDING PROGRAM**

- **GEOTECHNICAL STUDY, PROPERTY LINE SURVEY**

- **PROJECT COST ESTIMATE: \$4,046,196 – 4,514,424**



PROVO 911

- **STAFFING**

- **DISPATCH ACADEMY (INNOVATION FUND)**
- **LATERAL HIRING**

- **BUDGET ITEMS**

- **AUTONOMOUS BUDGET**
- **CONSOLES \$110,000**
- **EMS SOFTWARE \$75,000**

EMERGENCY RADIO REPLACEMENT

- **UTAH COMMUNICATIONS AUTHORITY UPGRADE - FEBRUARY 2019**
 - **POLICE: 74**
 - **FIRE: 89**
 - **DISPATCH: 34**
 - **PUBLIC WORKS: 26**
 - **OTHER: 18**
 - **TOTAL: 241**
- ESTIMATED COST: \$774,508**

EMERGENCY RADIO REPLACEMENT CONT.

- **UTAH COMMUNICATIONS AUTHORITY – SUBSCRIPTION FEES \$151,000 ANNUALLY**
 - **FY2018 – \$102,000**
 - **FY2019 - \$151,000**
 - **TOTAL \$253,000**
 - **NEEDED **(\$774,508)****
 - ****(\$525,508)****
 - **ANNUALLY \$151,000**

FIRE CAPITAL IMPROVEMENT PROGRAM

- **ENSURING REPLACEMENT FUNDS ARE AVAILABLE**

- **CAPITAL ITEMS = 5 YEARS AND 10,000**

- **SELF CONTAINED BREATHING APPARATUS** **12 YEARS** **\$400,000**
- **LIFE PACK 15 (EMS)** **5 YEARS** **\$210,000**
- **SCBA COMPRESSOR** **15 YEARS** **\$60,000**
- **TECHNICAL RESCUE** **10 YEARS** **\$90,000**
- **LUCAS CPR DEVICE** **7 YEARS** **\$125,000**

- **ANNUAL CIP CONTRIBUTION** **\$105,000**

THANK YOU

QUESTIONS?

WILDLAND FIREFIGHTING PROGRAM

VEHICLE AND EQUIPMENT PURCHASE



WILDLAND RESPONSE 2017

- **INTERSTATE AGREEMENT- MOAB UTAH, IDAHO, MONTANA (2), OREGON, CALIFORNIA (3)**

- **COST RECOVERY EXCEEDS EXPENSES**

- **PERSONNEL, EQUIPMENT, TRAVEL -** **\$179,921**
- **REIMBURSEMENT FROM STATES, FEDERAL-** **\$387,484** **(RECEIVED \$199,312)**
(RECEIVABLE \$188,172)
- **REVENUE -** **\$207,563**

REVENUE ALLOCATION

- **RE-INVEST IN WILDLAND PROGRAM**
 - **NEW WILDLAND VEHICLE** **\$136,550**
 - **VEHICLE EQUIPMENT** **\$ 27,000**
 - **RADIO /EMERGENCY LIGHTS** **\$8,250**
 - **TOTAL** **\$171,800**

REVENUE ALLOCATION CONT....

- **STATION 2 RECONSTRUCTION**

- **GEOTECHNICAL STUDY** **\$2,640**
- **BOUNDARY AND TOPOGRAPHY SURVEY** **\$4,180**
- **TOTAL** **\$6,820**

TOTAL ALLOCATION **\$178,620**

REMAINING REVENUE **\$28,943**

THANK YOU

QUESTIONS?



pr**o**vo



INNOVATION PROGRAM

Application Process & Review

- Received a total of 17 applications
- \$250,000 worth of ideas
- Round one consisted of the review panel scoring each application based on key components of the proposal:
 - Creativity
 - Adherence to program guidelines
 - Financial impact
 - Metrics for success
- In round two the top 10 projects presented in person to the panel

Overview of Proposals

- Proposals did not move forward if they were unable to demonstrate a cost savings, efficiency improvement or other performance criteria included in program guidelines
- Common themes of winning projects:
 - Resolve inefficiencies within a department
 - Improve resident-facing operations
 - Further the use of cutting edge technology in Provo City

Dispatch Academy

\$6,245

Police and Fire Dispatch will offer job applicants the opportunity to gain hands-on experience in emergency dispatching during the application process. This course seeks to reduce turnover within dispatch and assist in providing quality dispatchers to our residents.

- From advertising through hiring, Police and Fire invest an estimated \$29,471 in a new hire
- 9-1-1 Academy
- 6-week course meeting twice a week

Security Card Access System

\$20,000

The airport's badge access control system will be replaced with a new robust, feature-rich system that meets current and future security needs while bringing Provo to the forefront of municipal airport security.

- Will serve as a pilot for the replacement of the remainder of the city's badging system
- Brings our airport up to FAA and TSA's security standards for deactivating access badges

Small Business Self-Inspection

\$4,500

Provo's high number of new developments makes it difficult for our Fire prevention staff to inspect the nearly 2,000 small businesses in the city. Fire will be developing a web portal checklist to send out to these small businesses that will provide them basic fire safety education for their business.

- Industry standard is for businesses to receive inspections on a bi-annual basis. It's been at least five years since we have been able to do this
- Business owners will receive a link to a short fire safety checklist prompting them to take a look around their space
- If they need assistance there will be an option to request a visit with a member of our fire prevention staff

Civil Division Software

\$9,975

A case management software to address challenges the civil division has in tracking, managing and collaborating on cases.

- Primary issues are disparate file locations for cases, programs that do not communicate.
- Covers the purchase, implementation and training for program that will save attorneys time and maximize departmental efficiency.
- If the first year proves to be a success the civil division will incorporate software maintenance in their annual budget

Flock at the Rec. Center \$20,000

The Recreation Center will partner with Flock Inc. to set-up receivers throughout the Rec. Center that will allow staff to better track usage of certain areas within the facility. This equipment will also enhance security in the child watch area which sees about 50,000 children annually.

- Primary use will be in child watch area where each child will receive a bracelet at check-in that notifies the child watch attendant if a child leaves a certain area
- Can be used for adaptive camps and programs
- An average of 7,000 patrons per day visit the Rec. Center. This software will give staff a better way to track usage and supplement existing security

Drone Program

\$17,900

Establish a drone program to coordinate and expand usage, including accurate mapping with drones, while providing for pilot training and support.

- One of the first coordinated municipal drone programs in the country
- License and train 6 pilots in Channel 17, IS and GIS
- Includes a GPS receiver increasing mapping accuracy when utilized for mapping city projects

GIS Emergency Operation Center

\$4,500

Integration of GIS into the Emergency Operations Center (EOC) will supplement field staff with mapping while facilitating data sharing among all EOC departments.

- Creates a mobile field unit to communicate with the EOC
- GIS will record data in the field and show live results on a central map, reducing communication time and inefficiencies that can result in emergency management
- Fire, Police, Field Services and Communications will be able access information in real-time in one location

Questions?

Chapter 1.01
Recodification of Provo City Code.

[1.01.010](#). Title - Effect on Prior Legislation.

[1.01.020](#). Citation.

1.01.010. Title - Effect on Prior Legislation.

(1) This volume is a compilation of codified municipal ordinances, entitled "Provo City Code," and is adopted by Provo City, Utah, pursuant to the provisions of Utah Code Title [10](#), Chapter [3](#), Part 7.

(2) This volume supersedes any previously published volume of codified ordinances.

(3) This volume shall not supersede any uncodified ordinance of a private, local, or temporary nature, including, but not limited to, ordinances authorizing the execution and issuance of deeds, bonds, or contracts, the creation of special improvement districts, the amendment of zoning maps, and the vacation of streets.

(4) The sections in this volume are affected and superseded by any ordinance adopted by the Provo City Municipal Council after the date of publication shown herein. Any such ordinance shall be effective as provided by the text of the ordinance itself, or by state law if no effective date is stated in the ordinance, regardless of when they may appear in compiled form in this volume. A printed edition of this volume is updated and made available on an annual basis. An electronic edition is available online and is updated as new ordinances are approved.

1.01.020. Citation.

This volume shall be known and may be cited as "Provo City Code,"

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Deleted: 2016

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Deleted: 2016 edition,

Deleted: 2016

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Deleted: Rather than an annual recodification of the "Provo City Code," changes to the code are updated as approved on an on-going basis

Deleted: after January 5, 2016

Deleted: , 2016 edition

ITEM 8

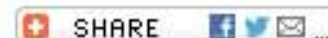
John & Lara Johnson request Zoning Ordinance amendments to Section 14.41 Major Home Occupations to extend daytime business hours from 5:00 pm to 7:00 pm.

City-Wide Impact


17-00250A



14.41.010. Purpose and Intent.



To encourage the majority of business activities to be conducted in appropriate commercial [zones](#). Business activities may be conducted within a residence on a limited basis if such activities comply with standards of this Section. All [home occupations](#) shall be secondary and incidental to the residential [use](#). The [use](#) should be conducted so that neighbors, under normal conditions, would not be aware of its existence. [Home occupations](#) are a temporary privilege which can be revoked if disruption of the residential neighborhood occurs. (Enacted 1993-02)



14.41.050. Minor Home Occupations.

SHARE    

Home occupations which meet the above standards shall be defined as minor [home occupations](#). In order to minimize traffic and off-street parking, and to avoid health and sanitation risks from the disposal of medical wastes, medical, dental, and other health professional [offices](#) are specifically excluded as [home occupations](#). Permitted minor [home occupations](#) include, but are not necessarily limited to the following:

- (1) artists, authors, architectural services, advertising;
- (2) barber and beauty shops;
- (3) consulting services, craft sales;
- (4) dance studio, aerobic exercise, music lessons, tutoring and general educational instruction, provided the number of students is limited to two (2) at a time;
- (5) direct sales distribution, desktop publishing;
- (6) data processing, computer programming, and service;
- (7) family day care (not more than six (6) children);
- (8) home crafts;
- (9) garden produce;
- (10) janitorial services;
- (11) insurance sales or broker, interior design;
- (12) mail order;
- (13) real estate sales, broker, or appraiser;
- (14) sales representative; and
- (15) contractors, provided there is no outside storage of equipment, and no more than one (1) company vehicle stored on site.

(Enacted 1993-02)

14.41.060. Major Home Occupations.



"Major home occupation" means a [home occupation](#) which meets the standards listed in Section [14.41.040](#), Provo City Code, except as specifically modified by the Community [Development](#) Department as provided herein. Pursuant to approval of a [conditional use](#) permit, the Community [Development](#) Department may authorize an increase in the intensity of a [home occupation](#), as follows:

- (1) The number of [customers](#) coming to a [dwelling unit](#) may range up to six (6) per hour, provided sufficient off-street parking is provided.
- (2) A larger commercial vehicle up to a gross vehicle weight rating of seventeen thousand five hundred (17,500) pounds may be used, provided it is parked on private [property](#) and adequately screened.
- (3) Outside employees not residing on the premises may be allowed during daytime business hours (8:00 a.m. - 5:00 p.m.) subject to the conditions of either Subsection (a) or (b):
 - (a) No more than one (1) outside employees at one time for a [dwelling unit](#) located on a [lot](#) or [parcel](#) which is at least eight thousand (8,000) square feet in [area](#). One (1) additional employee may be allowed for each additional increment of thirty thousand (30,000) square feet in the [area](#) of the [lot](#) or [parcel](#).
 - (b) As an alternative to Subsection (a), a [home occupation](#) that does not bring [customers](#) to the premises may have up to three (3) outside employees at one time for a [dwelling unit](#) located on a [lot](#) or [parcel](#) which is at least eight thousand (8,000) square feet in size, provided sufficient off-street parking is provided. One (1) additional employee may be allowed for each additional increment of thirty thousand (30,000) square feet in the [area](#) of the [lot](#) or [parcel](#).
- (4) Promotional meetings for the purpose of selling merchandise, taking orders, or training may be held up to four (4) times per month.
- (5) An applicant for a Major [Home Occupation](#) may forego the fee for a [conditional use](#) permit if all the [property](#) owners within three hundred (300) feet of the applicant's [property](#) sign a petition in support of the [home occupation](#). (Enacted 1993-02, Am 1995-37, Am 2005-38, Am [2016-08](#))

Chapter 14.41
Home Occupations.

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- (2) A larger commercial vehicle up to a gross vehicle weight rating of seventeen thousand five hundred (17,500) pounds may be used, provided it is parked on private property and adequately screened.
- (3) Outside employees not residing on the premises may be allowed during daytime business hours (8:00 a.m. - ~~5:00~~ **7:00** p.m.) subject to the conditions of either Subsection (a) or (b):
 - (a) No more than one (1) outside employees at one time for a dwelling unit located on a lot or parcel which is at least eight thousand (8,000) square feet in area. One (1) additional employee may be allowed for each additional increment of thirty thousand (30,000) square feet in the area of the lot or parcel.
 - (b) As an alternative to Subsection (a), a home occupation that does not bring customers to the premises may have up to three (3) outside employees at one time for a dwelling unit located on a lot or parcel which is at least eight thousand (8,000) square feet in size, provided sufficient off-street parking is provided. One (1) additional employee may be allowed for each additional increment of thirty thousand (30,000) square feet in the area of the lot or parcel.
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- (1) The number of customers coming to a dwelling unit may range up to six (6) per hour, provided sufficient off-street parking is provided.
- (2) A larger commercial vehicle up to a gross vehicle weight rating of seventeen thousand five hundred (17,500) pounds may be used, provided it is parked on private property and adequately screened.
- (3) Outside employees not residing on the premises may be allowed during daytime business hours (8:00 a.m. - ~~5:00~~ **9:00** p.m.) subject to the conditions of either Subsection (a) or (b):
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State	City	Population (2016 est.)	Max Outside Employees	Minor Home Occupation			Major / Group Child			Delivery and Pickups	Outside Employee Hours	Customer Visit Hours	Definition of Customer/Client
				Max Customers Per Hour	Max Customers at One Time	Max Customers Per Day	Max Customers Per Hour	Max Customers at One Time	Max Customers Per Day				
UT	Salt Lake City	193,744	1	2	1				8:00 AM to 6:00 PM	8:00 AM to 10:00 PM	8:00 AM to 10:00 PM	one or more person(s) with a unified interest in visiting the home occupation at one specific time	
UT	West Valley City	136,574	0	6	6					N/A	6:00 AM to 10:00 PM	not defined	
UT	Provo	116,868	1	2	2	6	6			8:00 AM to 5:00 PM	not specified	patron of the business	
UT	West Jordan	113,699											
UT	Orem	97,499	1	2	2					7:30 AM to 6:00 PM	7:30 AM to 6:00 PM	vehicular round trips	
UT	Sandy	95,836	1	2	2	8		12	24	6:00 AM to 10:00 PM	6:00 AM to 10:00 PM		
UT	Ogden	86,701	0										
UT	Saint George	82,318	0		10								
ID	Boise	223,154	1		1	8		5	8:00 AM to 6:00 PM				
CA	Salinas	157,218	0	2		6	5		35		9:00 AM to 7:00 PM M-F, 10:00 AM to 4:00 PM on Sat, None on Sunday	not defined	

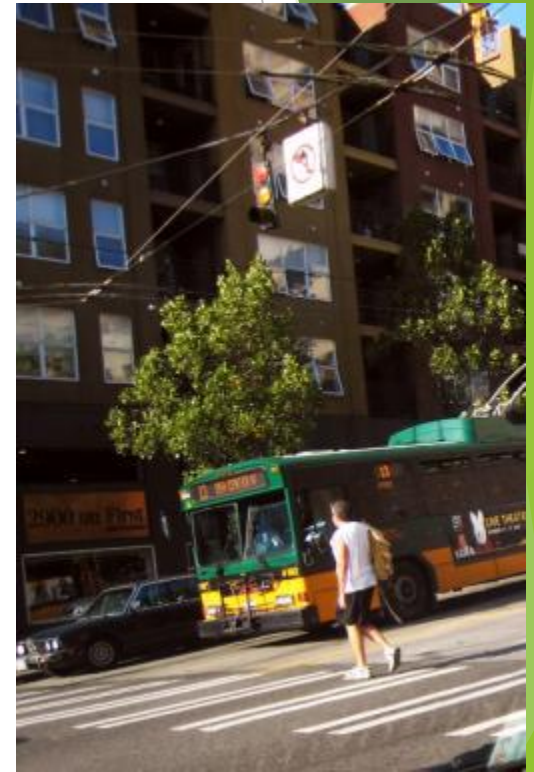
What are Complete Streets?

Safe Comfortable Convenient



What are Complete Streets?

Safe Comfortable Convenient



Why Complete Streets?

“Streets are a vital part of livable, attractive communities. Everyone, regardless of age, ability, income, race, or ethnicity, ought to have safe, comfortable, and convenient access to community destinations and public places-whether walking, driving, bicycling, or taking public transportation. But too many of our streets are designed only for speeding cars or creeping traffic jams.

A Complete Streets approach integrates people and place in the planning, design, construction, operation, and maintenance of our transportation networks. This helps to ensure streets are safe for people of all ages and abilities, balance the needs of different modes, and support local land uses, economies, cultures, and natural environments.” - Smart Growth America

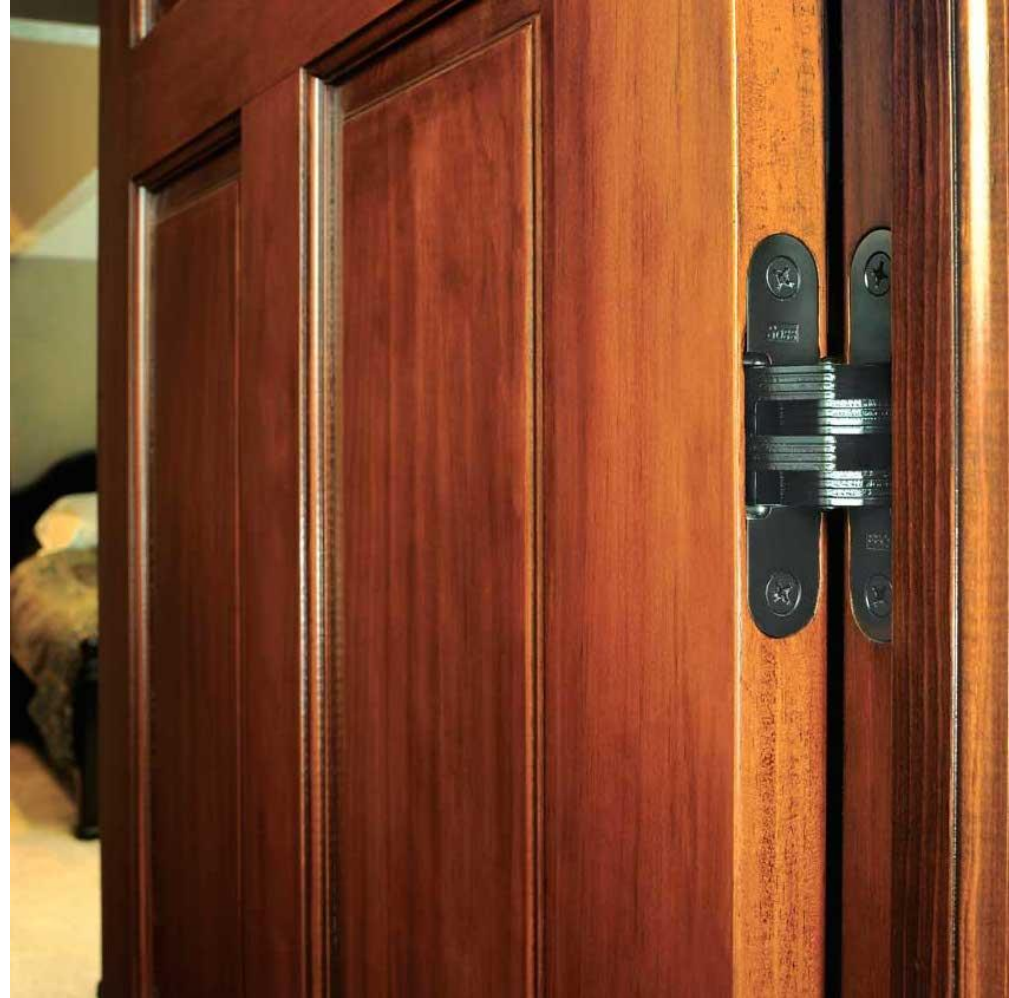
Complete Streets is not:

- One “special” street project
- A design prescription
- A mandate for immediate retrofit
- A silver bullet; other issues must be addressed:
 - Land use
 - Environmental concerns
 - Transportation Demand Management



Complete Streets:

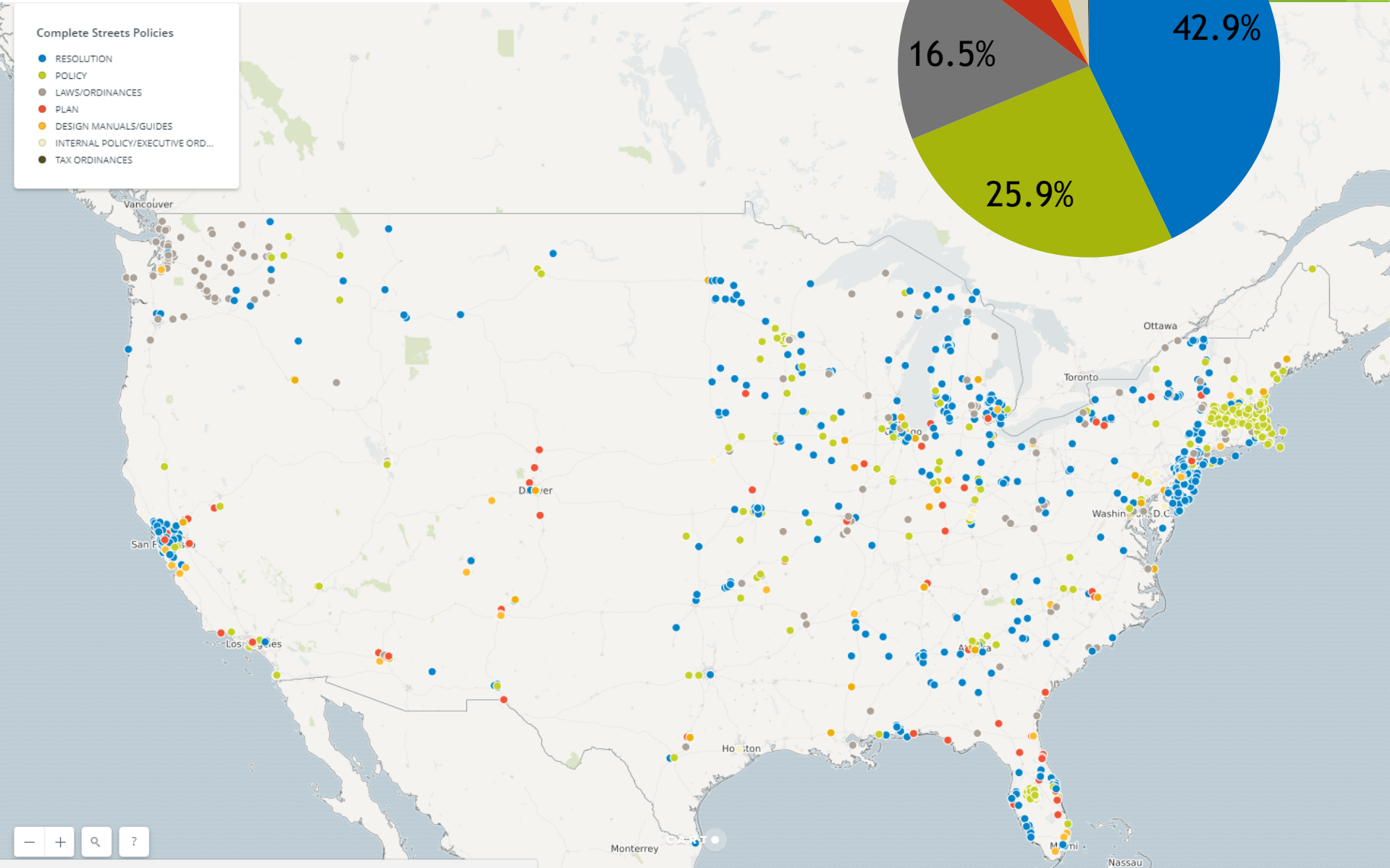
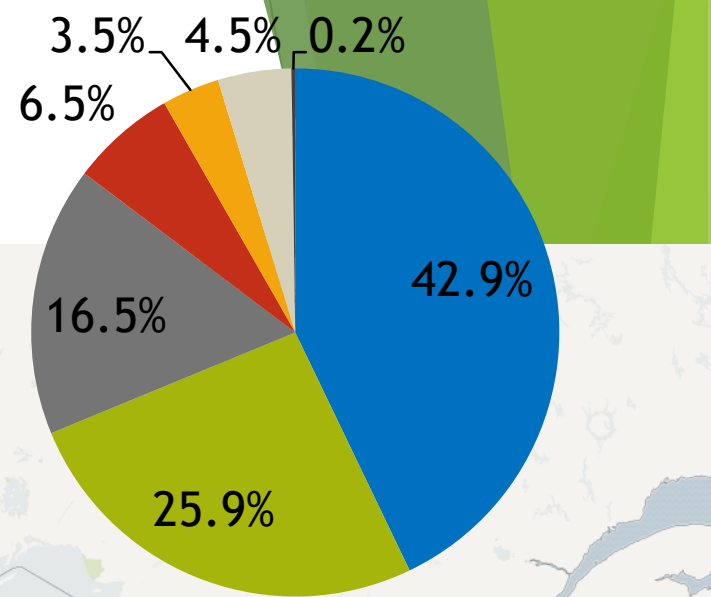
- Is a high-level policy direction
- May require change to the everyday decision-making processes and systems
- Represents an incremental approach
- Has long-term results



Existing Policies as of 2017

Complete Streets Policies

- RESOLUTION
- POLICY
- LAWS/ORDINANCES
- PLAN
- DESIGN MANUALS/GUIDES
- INTERNAL POLICY/EXECUTIVE ORD...
- TAX ORDINANCES



TMAC Goals for the Policy

1. Establish a clear vision that recognizes that the design of streets is critical to the success of the City
2. Be forward-thinking, looking for ways to better design streets for all users
3. Recognize that not every street must accommodate every use and user, but opportunities should be available throughout the network.
4. Adopt national standards and allow flexibility for innovative design solutions
5. Respect the context of the area
6. Define HOW the City intends to implement the vision
7. Establish performance measures to make the City and developers accountable to follow the policy

Results: Seattle, WA

In 2011 and 2012:

- = 51 pedestrian countdown signals added
- = 21 school zones with improved signage
- = 22 blocks of sidewalks built
- = 30 miles of bike lanes/sharrows installed
- = 1,637 street trees planted
- = 88,000 additional hours of transit service secured

Results: Minneapolis, MN



Through 2010

= 17.8 miles of bike routes with sharrows added

= 36.3 miles of bike lanes added

Between 2007 and 2014

- Estimated daily bicycle traffic increased by 73%
- Estimated daily foot traffic increased by 25%

Results: West Jefferson, NC

- Adapting to changing conditions
- Embraced decrease in commercial traffic by reclaiming right-of-way for walking, sitting
- Replaced signals with 4-way stops, shortened crossings
- Streetscape, landscape
- Total cost: \$300k



Results: West Jefferson, NC

- \$500K in new private investment
- 10 new businesses
- 55 new jobs
- Vacancies dropped from 33 to 5
- Tourism up 19%



Provo City Complete Streets Policy

1

2 **Definitions**

3 Complete Streets – streets that are beautiful, interesting and comfortable places for people. Complete
4 Streets are designed and operated to enable safe and livable access for all users, in that pedestrians,
5 bicyclists, motorists and public transportation users of all ages and abilities are able to move safely
6 through the transportation network.

7 Human Scale Design – an urban design emphasis that places priority on the physical qualities
8 characterizing the human body, its motor, sensory, or mental capabilities, and how those qualities relate
9 to the size and shape of objects within the environment. (For example, signage designed at a human scale
10 is sized to be read at an average walking pace from a few feet without being too large to overpower the
11 perceived space. In contrast, signage designed at an automotive scale is larger to facilitate reading at
12 higher speeds from farther distances.)

13 Public Realm – publicly owned streets, sidewalks, pathways, rights-of-way, parks, publicly accessible open
14 spaces and any public and civic building and facilities.

15 Low-stress Bike Route – a bicycle facility which provides a route between people’s origins and
16 destinations that do not require cyclists to use links that exceed their tolerance for traffic stress, and that
17 do not involve an undue level of detour. For purposes of this section, a low-stress route would be one
18 classified as B or C as defined in the AASHTO Guide for the Development of Bicycling Facilities.

19 **Vision and Policy**

20 The design of cities begins with the design of streets, as community places where people want to be. As
21 part of Provo City’s public realm, streets shall be held to a high standard for urban design at a human
22 scale. The City recognizes the absolute necessity of developing a safe, reliable, efficient, and integrated
23 multi-modal transportation network that provides mobility and access as an alternative to the
24 automobile-oriented network. Transportation options should protect all road users, reduce negative
25 environmental impacts, promote healthy living, and advance the well-being of residents and commuters.

26 Streetscapes incorporate landscape architecture, public art, pedestrian and pet amenities, adequate
27 lighting and wayfinding signage, sidewalk cafés and street-facing retail, and/or other elements that
28 enhance the attractiveness of Provo and foster healthy economic development. Streetscapes also protect
29 existing trees and include new street trees and native plants. Complete Streets design promotes improved
30 public health, economic growth, public safety, recreational opportunity, and social equality throughout
31 the City of Provo. The following goals and values are inherent in all applicable projects within Provo City:

32 (1) Roadway projects are designed and planned, to accommodate all users of the transportation
33 system, including motorists, pedestrians, bicyclists, transit riders, freight providers, and
34 emergency responders, while addressing the access needs of adjacent land uses.

- 35 (2) The City will take a flexible, innovative, and balanced approach to creating context-sensitive
36 Complete Streets that meet or exceed national best-practice design guidelines. It is recognized
37 that all modes cannot receive the same type of accommodation and space on every street, but
38 the overall goal is that everyone can safely travel across the network.

- 39 (3) Design will consider the comfort of all people in issues such as street design and width, desired
40 operating speed, hierarchy of streets, mode balance, and connectivity.

- 41 (4) The City will ensure that design criteria shall not be purely prescriptive but shall be based on the
42 thoughtful application of engineering, architectural and urban design principles.

- 43 (5) The City will require that projects in the public realm protect the City’s sustainability and
44 environment by seeking to advance sustainable management and conservation practices for
45 water, energy, materials and other resources, balanced with community goals.

- 46 (6) All roadways and routes may not be optimized for all transportation modes; however, people
47 using each mode require a network of safe and convenient travel routes and crossings
48 throughout the city.

- 49 (7) All projects in the public realm shall be approached as opportunities to enhance the aesthetic
50 qualities of Provo through the thoughtful creation of place, including attractive, safe and secure
51 parking facilities for automobiles, bicycles, wheelchairs, and strollers at desirable destinations.

- 52 (8) The City shall foster partnerships with the Utah Department of Transportation (UDOT), Utah
53 Transit Authority (UTA), Mountainland Association of Governments (MAG), Provo City School
54 District, adjacent municipalities, private developers, and public and private utility companies to
55 develop facilities and accommodations that further the City’s vision of a connected, integrated
56 regional transportation network.

57 **Applicability**

58 The City of Provo is committed to improving the livability of all sectors of the community through
59 implementation of the Complete Streets Policy. This policy shall be applied to all projects involving City-
60 owned transportation facilities in the public realm; as well as privately constructed and owned projects
61 including, but not limited to, streets, sidewalks, alleys, parking lots, bridges, and all other connecting
62 pathways. The inclusion of complete streets elements compatible with the context and scope of each
63 project is an important factor to be considered when evaluating all development proposals, public and
64 private. It is understood that there may be circumstances in which it may not be practical or feasible to
65 incorporate such elements. Exceptions to the Complete Streets Policy may be granted by the Planning
66 Commission if the Commission determines that the exception is in the best interest of the City and one or
67 more of the following conditions exist:

- 68 (1) The scope of the relevant project is limited to maintenance activities intended to keep the
69 roadway in serviceable condition;

- 70 (2) There is sufficient documentation that there is no feasible way to accommodate improvements
71 for non-vehicular traffic within a project's scope;
- 72 (3) The relevant project is a type of transportation facility where specific users are prohibited by law,
73 such as interstate freeways or pedestrian malls and where an effort to provide for
74 accommodations elsewhere is presented;
- 75 (4) The cost for a particular Complete Street design recommendation would be excessively
76 disproportionate to the need of that particular improvement or probable use;
- 77 (5) Documentation of an absence of current and future need exists;
- 78 (6) An unsafe or hazardous condition would result in the application of Complete Streets design; or
- 79 (7) Environmental constraints preclude the ability for following Complete Streets design.

80 **Design Standards**

- 81 (1) The City shall adopt state transportation design standards as well as adapt, develop, update and
82 adopt inter-departmental policies, urban design guidelines, zoning and performance standards
83 and other context-appropriate guidelines based upon resources identifying best practices in
84 urban design and street design, construction, operations and maintenance. These resource
85 include, but are not limited to:
- 86 a. AASHTO - A Policy on Geometric Design on Highways and Streets;
- 87 b. AASHTO - Guide for Planning, Designing and Operating Pedestrian Facilities;
- 88 c. AASHTO - Guide for the Development of Bicycling Facilities;
- 89 d. FHWA Flexible Highway Design;
- 90 e. FHWA Manual on Uniform Traffic Control Devices;
- 91 f. Institute of Transportation Engineers (ITE) Designing Walkable Urban Thoroughfares: A
92 Context Sensitive Approach;
- 93 g. National Association of City Transportation Officials (NACTO) Urban Bikeway Design
94 Guide;
- 95 h. NACTO Urban Street Design Guide; and
- 96 i. Documents and plans created for and approved by Provo City.
- 97 (2) When fulfilling this Complete Streets policy, the City will follow the design manuals, standards
98 and guidelines above, as applicable, but should not be precluded from considering innovative or

99 non-traditional design options where a comparable level of safety for users is present or
100 provided.

101 **Context Sensitivity**

102 Design for all projects will be context-sensitive, considering adjacent land uses and local needs and
103 incorporating the most up-to-date, widely accepted, ADA-compliant design standards for the particular
104 setting, traffic volume and speed, and current projected demand. Each project must be considered both
105 separately and as part of a connected network to determine the level and type of treatment necessary for
106 the street to be complete.

107 (1) The City will align land use and transportation goals, policies and code provisions to create
108 Complete Streets solutions that are appropriate to the individual contexts; best serve the needs
109 of all people using streets and the right-of-way; and support the land-use policies of the Provo
110 City General Plan. Context sensitive design allows roadway design decisions to be more flexible
111 and sensitive to community values, and to better balance economic, social, and environmental
112 objectives. The City will take a flexible, innovative, and balanced approach to creating context-
113 sensitive Complete Streets that meet or exceed national best-practice design guidelines. This
114 includes a shift toward designing at the human scale for the needs and comfort of all people and
115 travelers, in considering issues such as street design and width, desired operating speed,
116 hierarchy of streets, mode balance, and connectivity. Design criteria shall not be purely
117 prescriptive but shall be based on the thoughtful application of engineering, architectural and
118 urban design principles.

119 (2) In planning and implementing street projects, all City departments will maintain sensitivity to
120 local conditions in both residential and business districts as well as urban, suburban, and rural
121 areas, and will work with residents, merchants, and other stakeholders to ensure that a strong
122 sense of place ensues.

123 (3) It will be important to the success of the Complete Streets policy to ensure that the project
124 development process includes early consideration of the land use and transportation context of
125 the project, the identification of gaps or deficiencies in the network for various user groups that
126 could be addressed by the project, and an assessment of the tradeoffs to balance the needs of all
127 users.

128 **Implementation Steps**

129 (1) Among the other powers and duties outlined in Provo City Code 14.04B, the Transportation and
130 Mobility Advisory Committee will be tasked with regular review of the implementation measures
131 outlined below. In this capacity, the focus of the Committee will be ensuring the implementation
132 of the Complete Streets Policy and, where necessary, altering existing practices and overcoming
133 barriers that may act as impediments to implementation. In addition, this Committee will
134 regularly update and solicit feedback on potential projects with the general public to ensure that
135 the perspectives of the community are considered and incorporated, as appropriate.

- 136 (2) The City shall make Complete Streets practices a routine part of everyday operations, shall
137 approach every transportation project and program as an opportunity to improve streets and the
138 transportation network for all users, and shall work in coordination with other departments,
139 agencies, and jurisdictions to achieve Complete Streets.
- 140 (3) The City, with input from the Transportation and Mobility Advisory Committee, shall review and
141 either revise or develop proposed revisions to all appropriate planning documents (master plans,
142 open space and recreation plan, etc.), zoning and subdivision codes, laws, procedures, rules,
143 regulations, guidelines, programs, and templates to integrate Complete Streets principles in all
144 Street Projects on streets.
- 145 (4) The City shall maintain a comprehensive inventory of pedestrian and bicycle infrastructure and
146 will prioritize Capital Improvement Projects that eliminate gaps in the sidewalk and bikeway
147 network and promote connectivity.
- 148 (5) The City will secure training for pertinent City staff and decision-makers on both the technical
149 content of Complete Streets principles and best practices, as well as community engagement
150 methods for implementing the Complete Streets Policy. Training may be accomplished through
151 workshops and other appropriate means.
- 152 (6) The City will utilize inter-departmental coordination to promote the most responsible and
153 efficient use of resources for capital improvement and maintenance projects within the public
154 realm. The City will seek out appropriate sources of funding and grants for implementation of
155 Complete Streets policies.
- 156 (7) The Transportation and Mobility Advisory Committee will adopt and periodically review
157 performance measures to assess the rate, success, and effectiveness of implementing the
158 Complete Streets Policy.
- 159 (8) As needed to ensure robust implementation of this policy, the City shall develop or update City
160 design policies, guides, and manuals across disciplines.
- 161 (9) The City shall educate on and enforce proper use of Complete Streets by all users and all modes,
162 and adopt additional laws and regulations as necessary to ensure the users of Complete Streets
163 are protected to the greatest extent possible.
- 164 (10) The City and the Transportation and Mobility Advisory Committee shall create and adopt a
165 Complete Streets checklist form to be filled out during a project review to determine compliance
166 with this policy.
- 167 (11) The Transportation and Mobility Advisory Committee shall invite the following stakeholder
168 groups to present at regular TMAC meetings to gauge the perceived success of this Complete
169 Streets policy:
- 170 a. Downtown Provo Inc.

- 171 b. Provo Bicycle Committee
- 172 c. Provo Police Department
- 173 d. Provo Fire Department
- 174 e. Provo City Parks and Recreation Department
- 175 f. Provo City School District
- 176 g. Provo Neighborhood Chair Area Representatives
- 177 h. Utah Department of Transportation and Mountainland Association of Governments
- 178 i. Utah Transit Authority
- 179 j. Any other organizations determined to be relevant by the TMAC

180 **Performance Measures**

- 181 (1) Provo City and the Transportation and Mobility Advisory Committee shall measure the success of
- 182 this Complete Streets program using, but not limited to, the following performance measures:
 - 183 a. Total miles of new bike lanes/trails built or striped;
 - 184 b. Percentage of City that is within two miles of a “low stress” bike route;
 - 185 c. Linear feet of new or repaired pedestrian accommodations;
 - 186 d. Rate of crashes, injuries, and fatalities by mode and location;
 - 187 e. Number of approved exceptions from this policy;
 - 188 f. Percentage of capital improvement funds spent on each mode of transportation; and
 - 189 g. Percentage of the City within 1/4 mile of a transit stop.
- 190 (2) Within six months of program adoption, Provo City and the Transportation and Mobility Advisory
- 191 Committee shall create individual numeric benchmarks for each of the performance measures as
- 192 a means of tracking and measuring the annual performance of the program. Quarterly reports
- 193 shall be posted on-line for each of the above measures.
- 194 (3) Provo City and the Transportation and Mobility Advisory Committee shall also review the
- 195 following to improve the existing network to meet the Complete Streets program:
 - 196 a. Opportunities to enhance the network through maintenance activities;

- 197 b. Deficiencies at railroad crossings;
- 198 c. Gaps in trail network;
- 199 d. Sidewalk segments that form functional gaps; and
- 200 e. Consistent enforcement of sidewalk clearing in winter.
- 201 f. Annual review of the effectiveness of the Complete Streets checklist form. As part of
- 202 this review, TMAC shall administer a customer satisfaction survey to solicit additional
- 203 feedback.