**Chapter Five  
Municipal Services and Facilities**

**5.1 Introduction**

Municipal Services and Facilities are intended to provide ~~individuals~~ residents, visitors, and businesses a safe, healthy, and secure environment ~~which supports the goals and objectives~~. Citizens depend on government and private agencies to provide essential and desirable services and facilities which benefit the community. Municipal services are the backbone of the City and municipal services need to keep pace with the desired service needs of the city as well as the City’s future residential and commercial growth.

**5.2 Background**

Municipal Services and Facilities meet the daily needs of Provo City residential and business population. The extent of these facilities, their services level and quality is a vital component of the ~~City’s~~ quality of life the City offers and its ability to attract new businesses and residents. ~~Services~~ Provo City provides ~~its citizens include~~ sanitation, water, electric power, streets, fire, police, streets, parks and recreation, economic development, community and administrative services. Other government agencies such as the Provo School District, Utah County, and the State of Utah provide other services such as schools, health inspections and health care, and social services ~~are other government agencies such as the Provo School District, Utah County, and the State of Utah.~~  ~~Examples of~~ Private service providers ~~include those companies which~~ supply natural gas and communication services.

The following listing of City Departments and Divisions is intended to give some scope to the services provided by the City. Details of the specific purpose and service provided by each of these departments or divisions may be obtained from the City web site at www.Provo.org.

Administrative Services

* Finance
* Human Resources
* Information Systems
* Facilities
* Justice Court
* City Recorder

City Attorney’s Office

* Criminal Prosecution
* City Legal Services
* Litigation, Claims, Risk Management, and Safety

Community Development

* Planning
* Zoning / Code Enforcement
* Building Inspection
* Ombudsman / Property Manager
* Parking Administration

Customer Service

Economic Development

Fire and Rescue

* Emergency Response
* Prevention and Education

Library

Parks & Recreation

* Parks
  + Design and Development
  + Park Maintenance
* Programs and Activities
* Recreation and Arts Facilities
  + Provo Recreation Center
  + Covey Center for the Arts
  + Peaks Ice Arena
  + Shooting Sports Park
  + East Bay Golf Course
* Provo City Cemetery

Police Department

* Administration
* Patrol
* Criminal Investigation
* Special Operations
* Operational Support

Energy (Power)

* Power and Electrical Service
* City Forestry

Public Works

* Engineering
* Water Resources
  + Culinary Water
  + Waste Water
* Sanitation
* Storm Water
* Streets
* Vehicle Management
* Provo Airport

Redevelopment

The Municipal Services and Facilities element of the General Plan will concentrate on the current services and facilities aimed at improving the quality of life in Provo. Those areas include the headings found in Table 5.1.

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| **TABLE 5.1 – MUNICIPAL SERVICE AND FACILITIES IN PROVO CITY** | |
| 5.2.1 City Facilities | 5.2.3 Capital Improvements |
| 5.2.2 Provo City School District Facilities |  |

**5.2.1 City Facilities**

5.2.1.1 City Center Offices*.*

The City Center Offices located at 351 West Center Street, is also known as “City Hall.” The building contains the Council Chamber where Public Hearings are held and new City legislation is enacted, as well as a majority of the City’s administrative offices. Besides offices for the Mayor and Municipal Council, the building also serves as the location of the Police, Fire, Community Development, Economic Development, Redevelopment, Legal Services, Information Systems, Finance, City Recorder, Human Resources, and other City departments and divisions.

Provo City is the owner of the two block area between Center Street and 100 South, and between 300 and 500 West Streets. City Hall totally occupies the eastern half of the two block area. However the western portion of the two blocks is occupied by the Covey Center for the Arts. The Covey Center was created from the building which originally housed the City Library before the library’s relocation to Academy Square in 2001. The Center includes a main theater and a smaller theater, but increasing demand has resulted in considerations to expand the Covey Center. Design constraints caused by the Arts Center being a retro-fit of a previous building, has also brought conversations about instead creating an entirely new Arts complex in conjunction with the redevelopment of the two blocks.

The City Center building was completed in 1971, but was constructed for a City population of approximately 80-100,000. City growth has greatly exceeded that population number, as has the demand for City services. Because of staffing and operational needs, the administrative offices of the Parks and Recreation Department, as well as the Public Works Department were relocated to the East Bay area. Additionally, a large portion of the Fire Department’s original building was converted to provide adequate space for the Community Development Department. The Police Department’s Community Resource Office was moved to a nearby satellite office at 48 North 300 West. The city’s Justice Court is located at 75 East 1700 South (over 1.5 miles from the City Center). There is a desire to bring the Justice Court into whatever Police or City Hall facilities eventually replace the current City Center.

The city has in the recent past, strongly considered and evaluated the ongoing repair costs of the current City building and the future staffing necessary for the projected City population. Considered options have included the further creation of satellite facilities, adding onto existing buildings, and the construction of a new city building. Recently, as part of that consideration, development proposals were solicited for the City’s two block area. Although several proposals were strongly considered and their submitters further interviewed, none of the proposals were deemed financially workable at that time. However, as the downtown area continues to grow and develop, it is anticipated that a redevelopment proposal for the two block area will be deemed feasible at some point in the future. The result will either be the construction of new city offices on-site and as part of a mixed-use complex on the site, or else the construction of new city offices at an alternative location.

5.2.1.2 East Bay Facilities

The City’s East Bay facilities include the operational offices and maintenance facilities of the Public Works and the Parks and Recreation Departments. The Public Works Department at 1377 South 350 East, includes the administrative offices and maintenance facilities for the Engineering Services, Streets Maintenance, Sanitation, Storm Water, and Water Resources Divisions. On the south of the Public Works Department is the Parks Administrative Facility and Maintenance Yard at 1740 South. The two areas together total approximately 18.5 acres. Recent improvements have been made in this area and the departments they serve through additions to existing buildings and new construction of vehicle maintenance and equipment storage areas. Additional buildings will likely be needed in the future, however the size of the site is deemed adequate for those expanded needs.

Just to the south of those the Public Works and Parks and Recreation facilities is the City’s 50+ acre Waste Water Treatment Plant. Considerable investment has been made to the treatment plant over the past several decades to add capacity, enhance the treatment process, and to run the plant more efficiently. However, because of the age of the current plant and needed upgrades both in terms of function and environmental requirements, the City is currently considering whether to continue upgrading the existing waste water facility, or else construct an entirely new facility on the south side of the Lakeview Parkway, near the southeast corner of the airport. Studies are currently being completed which will lead to a better understanding of the cost and time frame of the upgrades or new construction in relation to the future growth projections for the City. Because of existing environment and overall capacity issues on the west side of the City, a determination will need to be quickly made during the year 2018, as to which course of action to pursue.

5.2.1.3 Energy Department

The Energy Department’s principal facilities are located at 251 West 800 North. ~~These facilities are the City’s newest, having been principally constructed and occupied in 2017. The approximately 10 acre site houses the Energy Department’s~~ and include administrative offices, fleet management buildings, the power generation plant, and ~~a power~~ pole and equipment storage area. Other Energy Department facilities (principally power sub-stations) are located as necessary to serve electrical distributions needs throughout the city.

5.2.1.4 Public Safety

Police Department facilities consist principally of their administrative and operational office at the City Center. An additional Community Resource Office is located near the City Center, at 48 North 300 West. Other small satellite offices may exist when deemed effective and are principally located within commercial centers.

Fire and Rescue Department facilities include the administrative offices and Fire Station 21 at the City Center, as well as the following community fire stations:

Airport Operations Center at 1140 Aviation Drive

Fire Station 22 at 2737 N Canyon Road

Fire Station 23 at 601 W Columbia Lane

Fire Station 24 at 95 S 2050 West

Fire Station 25 at 275 S 700 East

For a variety of reasons, current facilities require improvement or replacement. Station 22 at 2737 North Canyon is expected to be the first station to be replaced.

5.2.1.5 Parks and Recreation

In 2013, the City built a brand new Recreation Center at 320 West 500 North in Provo. The Recreation Center also serves as the Senior Center and a gathering place for Provo residents. At the time the City’s Parks and Recreation Master Plan was adopted in 2013, the City boasted a total of 54 established park sites, 12 special-use facilities (both indoor and outdoor), a network of urban trails and pathways that is, per capita, among the most extensive in the nation. Also included are the Peaks Ice Arena which was used as a hockey venue for the 2002 Salt Lake City Winter Olympics; the Covey Center for the Arts, a shooting sports venue, the East Bay Golf Course and a new state-of-the-art multi-amenity recreation center. The Parks Department also oversees the Provo City Cemetery grounds. Details of the various Parks and Recreation Facilities, as well as the department’s goals and objectives are contained in the Provo City Parks and Recreation Master Plan.

5.2.1.6 Provo City Airport

Provo City’s Municipal Airport has been in operation at its present location, 3100 West 1200 South, since 1943. Further information on the current status and needs of the Airport can be found in the Airport Master Plan. Additionally, Goals and Objectives regarding the Airport and its future facility needs are contained in the both the Transportation and the Economic Development Sections of the General Plan.

5.2.1.7 City Library

The library is located at 550 North University Avenue in the old Brigham Young Academy Building (completed in 1892), which was remodeled and expanded to house Provo City’s library. This 96,000 square-foot library which opened in September of 2001, provides a 300-seat auditorium, a children’s library, 400 personal computers, 1,200 square feet for Project Read, 1,000 square feet to educate parents, a browsing library, covered parking, a full floor reference library, seven conference and meeting rooms, 100 multimedia stations, and room for holdings of 450,000. No physical expansion of the library is planned at this time, however library services are constantly evaluated and expanded to meet the community’s needs.

5.2.1.8 Public Works

The operational offices and maintenance facilities of the Public Works Department are located in the East Bay Facility at 1377 South 350 East. Besides the East Bay facilities, various public works facilities are located throughout the city and even in areas outside of the Provo City limits. Principally, these other facilities consist of wells, pumps and storage tanks for the culinary water system; storm water control facilities including detention and retention ponds; waste water lift stations; and collection and disposal facilities for solid waste. A summary of these facilities is provided below, with further details available within the Master Plans for each system.

*5.2.1.8.1 Culinary Water Facilities*

The primary supply source for Provo City’s culinary water system is represented by spring areas in Provo Canyon and Rock Canyon. In addition, eleven deep wells scattered throughout the city provide additional water to meet peak demands during the summer months.

It is estimated that a build-out population in Provo of approximately 170,000 will require approximately 45,000 acre-feet of culinary water per year.. Provo City is working to meet the build out demand through implementing a variety of water conservation methods, acquiring additional water rights for new wells, and where possible, converting and adding irrigation water rights to the municipal supply.

5.2.1.8.2 *Water Reclamation Facilities*

The City’s 50+ acre Waste Water Treatment Plant is located on the south end of the City’s East Bay Facilities. As mentioned previously, the age of the current plant and needed upgrades both in terms of function and environmental requirements, have resulted in current discussions on whether to upgrade the existing waste water facility, or else construct an entirely new facility on the south side of the Lakeview Parkway, near the southeast corner of the airport. Studies are currently being completed which will lead to a better understanding of the cost and time frame of the upgrades or new construction in relation to the future growth projections for the City. Because of existing environment and overall capacity issues on the west side of the City, a determination will need to be quickly made during the year 2018, as to which course of action to pursue.

5.2.1.8.3 *Storm Water Facilities*

The City has developed a Master Storm Water Facilities plan which it follows to address and handle excessive water runoff resulting from snow melt or intense rain storms. The plan addresses where new lines are needed, as well as where the size of a line may need to be upgraded. Additionally, the plan addresses surface channeling to direct runoff, and the use of a variety of basins to either detain runoff until the water can be safely released into the system, or else retained where it can be allowed to percolate into the aquifer. In the end, the stormwater systems empties into Utah Lake.

5.2.1.8.4 *Solid Waste Facilities*

Provo City participates with seven other south Utah County Cities in a special service district for solid waste disposal. The district utilizes a transfer station in Springville, from where solid waste is trucked to the Bayview landfill on the west side of Utah Lake. With implemented yard waste and recycling programs, the landfill has a capacity which is deemed adequate for the next 75 years.

**5.2.2 Provo City School District Facilities**

The Provo City School District is actually an autonomous body, separate from Provo City Government.

The district operates ~~twelve~~ elementary ~~schools~~, ~~three~~ middle ~~schools~~, ~~three~~ and high schools, as well as a ~~one~~ young mothers’ school, and ~~one~~  a school for students with disabilities. The District has ~~recently~~ completed the reconstruction of the majority of its elementary schools to meet seismic standards, and ~~is in the process of the reconstruction of~~ a new Provo High School ~~(scheduled to open Fall of 2018) in a new location~~ is located at 1199 N. Lakeshore Drive on the west side of the City. The old site (approximately 26 acres ~~of the High School’s current 36+ acre site~~ at 1125 North University Avenue is owned~~, has been purchased~~ by Brigham Young University. It is anticipated that no new schools will be necessary for the areas of the City east of Interstate 15; however, one or two additional schools may still need to be constructed in the western portion of the City, where ~~the majority~~ much of the City’s new single-family growth is occurring.

Provo City works closely with the school district to coordinate issues involving growth, traffic, and several other areas of mutual concern.

**5.2.3 Capital Improvements**

The Capital Improvement Program (CIP) allows various City departments to collaborate and prioritize projects. Decisions regarding privatization and funding of capital improvements should be based on the department’s master plans, as adopted by the City Council. The collaboration and planning of capital improvements allows for comprehensive consolidation of department projects City-wide in light of limited funds available for capital improvements.

Capital improvements in Provo City are defined as an expenditure of assets over $XXXX or more, which have a life of more than a year. Department heads propose projects along with construction and operating costs. Projects are given a priority based on department and City needs after they have been reviewed by the Finance Department and the City Administration. The plan is then taken to the City Council who ultimately determines the action to be taken.

After a project is approved and prioritized, timelines are established based on available funds. Provo City works to project capital improvement needs for a five-year period, although some departments have longer defined timelines.

It is the belief of the City that a strong CIP lends to better understanding the fiscal impacts and priorities.

**5.3 Vision**

~~Provo City’s sense of place and community identity is enhanced when we work together to ensure a place for all.~~ ~~The~~ Municipal Services and Facilities provide key services to enhance livability. The services that Provo City offer are among the best in the state. As Provo City grows, we will ~~continue to~~ provide ~~services at a high level and meet our infrastructure needs in a responsible manner~~ sustainable, quality Municipal Services and Facilities that are effectively and efficiently delivered at the level our residents request and at the level the community is willing to pay for. ~~It is the vision of the City to provide Municipal Services and Facilities that lend to the delivery of quality services and well-educated public.~~

**5.4 Goals and Implementation**

**Goal 5.4.1 Identify opportunities for neighborhood amenities in established neighborhoods.**

5.4.1.1 Provide opportunities to establish neighborhood amenities such as neighborhood oriented retail, small parks, leisure activities and/or medical services for residents in existing neighborhoods;

5.4.1.2 Preserve public facilities, parks and schools in each neighborhood;

5.4.1.3 Maintain and upgrade neighborhood infrastructure;

5.4.1.4 Revitalize blighted, dilapidated neighborhoods and distressed commercial centers; and

5.4.1.5 Design the open space first in future residential development projects.

**Goal 5.4.2 Provo City will focus on maximizing our airport for business and increasing recreational vacation traffic.**

5.4.2.1 Create innovative marketing campaigns to P promote the Provo Municipal Airport to local businesses and tourists as an economical and convenient alternative to using the Salt Lake International Airport.

5.4.2.2 Work with land owners and businesses surrounding the Provo Municipal Airport to create business opportunities for businesses directly involved with the aviation industry;

5.4.2.3 Continue to work with Allegiant Air to open new destinations from the Provo Municipal Airport, specifically to major terminal hubs such as San Diego, Orlando, Des Moines, Baltimore, Kansas City, Honolulu, Billings, Las Vegas and Austin; and

5.4.2.4 Strengthen the airport and access to the airport as assets to the business community.

5.4.2.5 Provo City will seek cooperation with local businesses and non-profit organizations to provide critical assistance to poor and transient populations in our community to balance community health, employment, housing and safety issues.

**Goal 5.4.3 Meet or exceed national standards in our preparation to respond to and mitigate ~~Respond, mitigate, and exceed national standards for~~ all emergency situations, whether accidental, natural, or man-made.**

5.4.3.1 Activate the Emergency Operations Center through live drills;

5.4.3.2 Maintain a number of police officers and firefighters per thousand residents equitable with the national standard and proportionate to the level of community growth;

5.4.3.3 Improve surveillance and monitoring of crime, disaster, and other emergencies through the enhancement of infrastructure; and

5.4.3.4 Locate fire stations appropriately throughout the city to ensure quality proximity, access, and circulation for response.

**Goal 5.4.4**  **Maintain the current high quality of Provo's groundwater resources, both springs and aquifers, and protect them from contamination and reduction in quantity. Watersheds contributing to water sources will also be managed to protect both surface water quality and recharge of groundwater resources.**

5.4.4.1 Protect both current and future drinking water sources;

5.4.4.2 Manage watersheds and distributions systems for the protection of drinking water sources. Protect the quality of surface waters;

5.4.4.3 Maintain and improve the quality of our water through constantly updating and modernizing our treatment plants and protecting our water supply;

5.4.4.4 Improve water conservation;

5.4.4.5 Conserve water through educating citizens about water conservation; and

5.4.4.6 Acquire additional water resources.

**Goal 5.4.5**  **Improve energy efficiency in Provo and reduce our dependency of fossil fuels.**

5.4.5.1 Implement new advances in electrical energy delivery and control systems (i.e., smart grid, smart houses) as they become practical and economically feasible;

5.4.5.2 Work with residential, commercial, educational and industrial customers to identify and implement energy savings through increases in consumption efficiency and reduction in use of energy in a cost-effective manner;

5.4.5.3 Promote private and public generation of renewable energy resources (i.e., wind, solar); and

5.4.5.4 Promote alternative vehicle fueling sources such as compressed natural gas and electrical vehicle stations.

5.4.5.5 Where appropriate purchase alternative fuel vehicles for the city fleet.

**Goal 5.4.6** **Work with UMPA to continue to seek long-term electrical energy resources that are**

**stable, affordable, and renewable.**

5.4.6.1 Seek opportunities to diversify energy resources in a cost-effective manner, including increasing energy percentages from renewable and alternative sources; and

5.4.6.2 Seek opportunities for consumer alternatives to purchase energy from renewable resources.

**Goal 5.4.7**  **Annually update the five-year CIP and periodically review the ~~twenty~~ ten-year plan to anticipate future projects and the need to upgrade existing electrical infrastructure. As load growth warrants, convert the east 46 kV sub-transmission lines with associated substations to 138 kV.**

**Goal 5.4.8 Coordinate with other City departments concerning current and long-range projects.**

**Goal 5.4.9Institute programs through the library that educate citizens about various cultures, beliefs, traditions, and heritage.**

**Goal 5.4.10 Provide the information on community events data base and the home page on the**

**Internet.**

**Goal 5.4.11   Use the Officer Friendly program and establish the DARE program in schools. Meet with parent groups for training and education.**

**Goal 5.4.12**  **Provide for timely removal of all graffiti.**

**Goal 5.4.13 Staff and fund unit to identify community needs, provide enforcement, and educate owners and landlords.**

**Goal 5.4.14 Provo City should meet with the Provo City School District on a regular basis to discuss growth, residency stabilization, and other issues related to developing and maintaining strong and appropriately located schools.**

**Goal 5.4.15 Continue the partnership with the Provo City School District and the Parks and Recreation Department in the creation of school and City parks.**

**Goal 5.4.16 Replace aging sewer collection lines and mains*.***

**Goal 5.4.17 Continue to implement the Storm Water Capital Improvement Program with design and construction of new storm drain infrastructure.**

**Goal 5.4.18 Develop a computerized storm drain system inventory and routine maintenance program.**

**Goal 5.4.19 Prepare a Storm Water Management Plan, including minimum control measures and best management practices, to achieve compliance with the NPDES storm water quality regulations.**

**Goal 5.4.20 Complete a revised city-wide Storm Water Master Plan and an updated Capital Improvement Program.** *(Completed)*

**Goal 5.4.21 Provide adequate redundancy in critical pumping facilities to ensure an uninterrupted water supply to all areas of the community under a variety of circumstances.**

**Goal 5.4.22  Continue to rehabilitate and upgrade the water reclamation plant facility to ensure compliance with State and Federal regulations, protection of the environment, and adequate capacity.**

**Goal 5.4.23 Continue implementation of a Wastewater Collection System Master Plan to provide adequate capacity and protect against property damage from main line back-ups.**

**Goal 5.4.24 Replace and modernize major components of the water and wastewater SCADA (Supervisory Control and Data Acquisition) systems.**

**Goal 5.4.25 Maintain aggressive efforts to obtain new water rights as appropriate, to protect existing water rights, and to manage water rights for the most effective beneficial use.**

**Goal 5.4.26  Improve Provo City’s recycling program beyond the yard waste program to include a drop-off recycling center, curbside recycling program, or combination of both drop-off and curbside recycling programs for metals, cardboard, plastics, newspaper, and other waste products, with recycling benefits to reduce landfill requirements and save energy. *(See Vision 2030 – 6.4.1)***

**Goal 5.4.27 Complete a facilities study to determine the adequacy and replacement schedule for police and fire facilties.**